



Meeting: POWH/SSEH Community Advisory Committee
Date: Monday 10 October 2016

Chair: Mr George Constantin (chair)
Minutes: Ms Belinda Rabet

1. Attendance / Apologies

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Apology	Sharnelle Magee	consumer	Present
Heather Walker	DON POWH	Apology	Susan Nicholson	consumer	Present
Karen Tuqiri	A/DON SSEH	Apology	John Malouf	Consumer	Present
Belinda Rabet	NM POWH	Present	Erica Van Aalst	Consumer	Apology
George Constantin	Consumer/Chair	Present	Jan Titterton	consumer	present
Andros Eleftheriou	Consumer	Present	Nava Turner	Consumer/deputy chair	Apology
Tanya Kent	Consumer	Present	Louise Dunn	A/A DON SSEH	Present

Presentation – MASTERPLAN PROGRESS – Firas El Timimi

2. Minutes

2.1	Confirmation of minutes	Minutes confirmed
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3. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due	
3.1	Committee Evaluation Report	Collated responses received discussed (limited responses) and calls for further comments in meeting to complete evaluation: Members given opportunity to provide feedback/evaluation of the Committee's progress: Following comments collated: <ul style="list-style-type: none"> Members stated they feel marginalised 	Further discussion at next meeting to progress	All members	November meeting

		<ul style="list-style-type: none"> • Feel there is a lack of guidance on the role of consumer • Unable to interact with other groups • No interaction with community groups <p>Suggested Changes:</p> <ul style="list-style-type: none"> • Development of a plan for 2017 • Framework from the LHD to provide guidance on the role of the consumer and the agenda of the committee • A feedback template to feedback from committees consumers represent on • Agenda to be formed in conjunction with new GM • Invite the Chief Executive to a meeting to get his thoughts • Suggested review of Charter by LHD • Review complaints and compliments process Teleconference opportunities for those consumers unable to represent physically on committees/working groups • Promote interaction between other CACs <p>Members were advised that the LHD are forming a working group to look at the development of the LHD Consumer Committee. George Constantine has been invited to attend this working group as the chair of the CAC.</p> <p>Mr Malouf raised the issue with cord blood services – Ms Rabet asked Mr Malouf if this could be raised outside the meeting to clarify the issue and resolve together and feedback at next meeting.</p>	<p>Discussions to be held and feedback prior to next meeting</p> <p>J Malouf/B Rabet</p>	
3.2	Dental Clinic	<p>Ms Titterton asked for information on what services were offered by the Dental Clinic.</p> <p>Ms Rabet provided feedback:</p> <p>General dental services for;</p> <ul style="list-style-type: none"> • Inpatients in pain • Outpatients head and neck cancer following radiotherapy • Orthodontics for children with cleft palate and craniofacial issues • After hours trauma for children and adults <p>24 hour service provision (on call basis after hours)</p> <p>Ms Titterton stated that this was not the case and raised a complaint made to her by a member of the community in relation to the dental clinic. Ms Rabet asked Ms Titterton if it was possible for the person to contact the complaints department or Ms Rabet to discuss and clarify the issue.</p>	CLOSED	

4. Standing Items

Issue	Discussion	Action Required	Who	Due
4.1 POWH/SSEH update by Hospital Executive –	<p>Belinda Rabet - POWH:</p> <ul style="list-style-type: none"> • Appointment to the General Manager's role. Mr Tobi Wilson has commenced in the role of General Manager. • The Christmas Modification plan is under development. • The Clinical Services Plan is progressing (see presentation) • The first quarter of the budget is under review <p>Louise Dunn – SSEH:</p> <ul style="list-style-type: none"> • The T-Pot survey (Quality safety project commencing) looking at 'productive Operating Theatres' – good nursing and medical buy in. 	Noting only		
4.2 Community Advisory Committee members questions	<p>J Titterton asked: Raised issue of cost of parking and whether options were available to reduce the cost</p> <p>B Rabet advised that discounts are available – process to be distributed to consumers.</p> <p>Consumers asked if POWH are going to make a statement about stroke victims and issues as discussed in recent press articles?</p> <p>B Rabet provided an outline of current service provided for clot retrieval for patients who meet the criteria. There is a process in line with the LHD in relation to responses to the media</p> <p>The consumers asked if there was anything they could do in relation to this issue as a group?</p> <p>B Rabet advised she would escalate to the Executive</p> <p>S Nicholson POWH/SSEH Patient Safety Committee</p> <ul style="list-style-type: none"> • First meeting held of combined Accreditation/quality/patient safety meeting with open discussion on role. • Presentation on Pressure injury prevention progress at POWH SSEH Clinical Quality and Risk Management Committee • Teleconference held in relation to health information • Nutrition ehealth survey discussed • Community health survey questions formulated 	to check discount process	B Rabet	November meeting
4.3 Community Advisory Members Committee Reports		Feedback prior to meeting – CLOSE ITEM	B Rabet	
		Noting only		

		<p>J Malouf: • Nil T Kant Participated in feedback on Customer Service HETI training on line</p> <p>J Titterton Patient Access and Clinical Redesign POWH • Meeting cancelled and J Titterton not informed.</p> <p>A Eleftheriou: SSEH Infection control meeting: • Audits of cleaning underway • Review of resources and staffing over weekends • Review of NSW MOH Policy hand book • Report on PICC lines and audits on insertions • Focus on HITH • Discussion around managing patients with infections (best practice)</p>		
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5. General Business

Issue	Discussion	Action Required	Who	Due
5.1	CAC meeting at SSEH	<ul style="list-style-type: none"> T Kant asked if our next meeting would be held at SSEH. 	B Rabet	

6. New Business without notice - nil

The next meeting will be held on Monday 14 November 2016 at SSEH

There being no further business the meeting closed at 5.55pm

Accepted as a true record: George Constantin Chair:

Date:

12/12/2016

Signature Chair