

Friday 8 April 2016, 10 am

MINUTES

PRESENT:

Ms N Cowlshaw, Community member (telephone)
Ms H Mantziaris, Community member (Co-chair)
Mr P O'Donoghue, Community member
Ms G Parsonage, Community member
Ms S Rawlinson, Community member

RHW/SESLHD representation :

Ms M Fenn, Acting Director of Nursing & Midwifery Services, RHW
Dr J Svensson, Health Education Co-ordinator and Diversity Health Officer, RHW
Ms L Woodhart, Clinical Practice Improvement Manager, RHW
Ms J East, Secretariat RHW

2. APOLOGIES:

Ms T Fletcher, Community member
Ms C Heckendorf, Community member
Dr J Wilson, Community member (Co-chair)
Ms E Hutchings, Community member
Ms V Madunic, General Manager, RHW

1. ACKNOWLEDGEMENT OF COUNTRY

I would like to acknowledge the Gadigal people of the Eora Nation who are the traditional custodians of the land on which we are meeting today and pay my respects to their elders both past and present.

3. CONFIRMATION OF AGENDA

4. MINUTES OF PREVIOUS MEETING

The minutes from the previous meeting held 5 February 2016 were adopted.

5. MATTERS ARISING FROM THE MINUTES

Action Items – updated

Following reports from the Quality & Patient Care Committee H Mantziaris queried if there was any training available for overseas trained doctors on accent and attitudes accepted in the Australian health area. L Woodhart noted that managing complaints is done by her department and there is the occasional issue with communication and attitude of staff but nothing around cultural differences or misunderstanding. The SESLHD booklet *Your Rights and Responsibilities* was tabled which is sent to patients in their booking package and is freely available on the website.

H Mantziaris stressed the importance of recognizing that all cultures have their own specific way of dealing with issues – there are different approaches to the same problems. As a multicultural country we have to accommodate diversity.

ACTION: L Woodhart will provide statistics on complaints

6. STANDING ITEMS

6.1 Youth Health update

J Svensson advised that the SESLHD is opening *Headspace*, which is a national initiative, in Bondi Junction. NSW Kids & Families will be introducing Youth Health training.

The forms at Randwick Girls High School resumed last month with a discussion on management of stress. The next session will be a viewing of the birth DVD.

6.2 SESLHD Falls Committee

Deferred.

6.3 Quality & Safety Data

L Woodhart summarised the data circulated which covered Antibiotic Awareness Week when the antimicrobial prescribing survey is undertaken by the Pharmacist who visits every patient. There are tight protocols in place to manage resistant bacteria due to long term antibiotic use. The Prince of Wales Hospital Infectious Diseases is continually monitoring. There are processes in place for quick identification of any issues and quick identification to allow patients to be treated quickly.

6.4 Patient Feedback

L Woodhart advised no issues to highlight.

6.5 Disability Awareness training for staff project

On hold pending review of current training available.

6.6 Feedback from Hospital Committee representatives

a) Clinical Council – P O'Donoghue reported the March meeting was attended by the UNSW Dean of Medicine who outlined Hospital/University research projects. H Mantziaris noted that there was an interesting patient story at the February meeting around a woman transferred from the South Coast in her third pregnancy and the successful outcome in a difficult situation.

The President and the Chief Executive of the RHW Foundation Board also attended and explained how they raise funds and the difference with untied and tied funds.

b) Quality & Patient Care Committee – N Cowlshaw noted that the meeting yesterday was replaced by a presentation of the HETI online models of quality projects. L Woodhart gave the presentation which encompassed conducting a quality project. An area is identified that might need a review to improve patient care and a group is put together to undertake a quality project. The process is from the Institute of Healthcare Innovations which is peak body based in Boston.

7. GENERAL BUSINESS

7.1 Security measures in place following the shooting at Nepean Hospital

In V Madunic's absence the Chair read out information provided :

Work is currently being undertaken across NSW by the Ministry of Health. The first activity was to audit Emergency Departments.

Currently in the process of doing this. Prince of Wales Hospital Emergency Department was the first to be done. There will be a paper audit undertaken on Children's Hospitals. There has been a series of meetings regarding the incident with the Health Services Union talking about a range of issues. Currently on the Randwick Hospitals Campus training is the focus with Security Officers undertaking training courses run by Mental Health.

7.2 Baby Friendly Hospital Initiative (BFHI)

L Woodhart advised that the Hospital successfully passed re-accreditation this week. This means the Hospital follows the 10 steps of breastfeeding of the World Health Organisation Code – information is available on the Hospital website.

M Fenn emphasized that the focus is around providing the best care for the baby and that the Hospital's role is to provide evidence based best practice then it is the mother's choice. The mother must provide their own dummy and/or infant formula if this is their choice. There is no nursery for babies but an extended postnatal stay can be arranged if needed – it is around individual needs. The midwife can, in some instances, take the baby out of the room for a break.

BUSINESS WITHOUT NOTICE

7.3 Attendance at meetings

J East will enquire if Committee members who have been unable to attend recent meetings are still interested in being on the Committee.

8. NEXT MEETING

3 June 2016

Meeting closed 11.30 am

Signature 

Date 3/6/16

Signature 

Date 3/6/16