

# SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICES

## LOCAL COMMUNITY ADVISORY COMMITTEE

**Date:** Wednesday 3 September 2008

**Venue:** Group Rooms, Level 2, Sutherland Hospital

**ATTENDEES:** Brenda Hagan (Chairperson), Sarmistha Kar, Lyndall Howes, Paul Moore, Colleen Loder, Sandy Hudson, Chris Bentley, Ross Johnson, Nicole Shepard (ADON), Linda Vari (Secretary)

Item	Comments	Action
1. <b>Apologies</b>	Robert Brice.	
2. <b>Acceptance of Minutes</b> – July 2008	New member is Sandy Hudson not Sharon. Rest of minutes accepted.	L.V
3. <b>Matters Arising from Previous minutes:</b>		
a) Representatives on Committees	Nicole Shepard to follow up with various departments. The committee members would like the TOR, Meeting Schedule and current membership of each. The Committee has previously been sent details of the Falls Committee, Patient Safety and Quality and the Emergency Department meetings. Ross Johnston again reminded the committee whether they knew of anyone out in the community who may also be interested in participating on these committees. Paul Moore is interested in Quality Management. Debra Allison interested in Aged Care.	B.C  L.B and B.C
b) Traffic management Survey	Nicole Shepard contacted Laurie Boyd for a copy of the report, which she has not received as yet.	B.C.
c) Signage	Due to building works signage is on hold in some areas. Colleen Loder mentioned that the hospital sign on the corner of President Ave and Kareena	.

<p>d) Change Machine</p> <p>e) Patient Survey Results</p> <p>f) Pamphlets</p> <p>g) Suggestion Box</p> <p>h) Drink Machines</p>	<p>Road needs replacing. Nicole to consult with Bronwyn, as this is most likely a Council issue. It was noted that there are also overgrown trees covering directions to the hospital.</p> <p>Awaiting information from Bronwyn regarding change for patients.</p> <p>Chris Bentley requested a Summary of the report and Areas of Action rather than a large document. Nicole mentioned that this was a survey of the patients who were in hospital at the time.</p> <p>Committee asked to forward comments on pamphlet to Benda Hagan who will contact Gail Smith from the Clinical Governance Unit.</p> <p>The committee requested Nicole to follow up with Bronwyn re: approval from the Executive. The Committee feels that the Patient Survey Report is a different area and the suggestion box would inform people in the community of the Consumer group and allow them to raise concerns or offer suggestions. The idea of Newsletter was mentioned but not only is it quite costly but who would put it together? A newspaper column was also suggested.</p> <p>Most of the machines take notes.</p>	<p>B.C.</p> <p>B.C.</p> <p>B.C</p> <p>L.V</p>
<p><b>4. Standing Agenda Items</b></p> <p>a) Hospital Update</p>	<p><b>Mental Health:</b> work is continuing. Opening end of the year. back entrance is closed. Needle exchange area ready to move in a week.</p>	
<p><b>5. New business</b></p> <p>a) Multicultural Strategic Plan</p>	<p>Lisa Broadly introduced us to her new role as Communication and Community Engagement Officer for the Multicultural Health Service. The goal of this service is to endeavour that Refugees and other CALD people have their health improved and maintained.</p>	<p>B.H.</p>

	<p>Lisa put a number of questions to the Committee for discussion.</p> <ol style="list-style-type: none"> <li><b>1. What do you consider issues for CALD people?</b> <ul style="list-style-type: none"> <li>• Language barriers</li> <li>• Some of their imported food is contaminated especially grains. Need more stringent rules.</li> <li>• Mixed gender wards</li> <li>• Serving culturally appropriate food in hospitals</li> </ul> </li> <li><b>2. What do we do well as a health Service?</b> <ul style="list-style-type: none"> <li>• There is an awareness of their needs</li> <li>• Brochures</li> <li>• There are patient information sheets on every ward</li> <li>• At St George hospital Diversity Health kits are available on all wards</li> <li>• Preventative Medicine e.g. quit smoking campaigns, diabetic education and immunization information is made available.</li> </ul> </li> <li><b>3. What are some of the barriers to Culturally diverse people?</b> <ul style="list-style-type: none"> <li>• Some Muslim women are disadvantaged, as they are often not permitted to attend clinics etc without their husbands. Colleen noted that there is a need for a women's only cardiac group.</li> <li>• Are more likely to take on board information when it comes through their community leaders</li> <li>• We need to continue to monitor needs.</li> </ul> </li> <li><b>4. How do these people find out about health services?</b> <ul style="list-style-type: none"> <li>• Friends and neighbours</li> <li>• Multi-cultural health centres</li> <li>• Doctors who speak their language</li> <li>• Migrant resource centre</li> <li>• Interpreters. Professional interpreters are the best due to the need for accuracy and privacy.</li> </ul> </li> </ol> <p>There is a need to focus more on our services.</p>	
b) Brochure for pressure Area Care	<p>Melinda Pascoe asked the committee for comment on a new brochure on Pressure Area care. Her email address is <a href="mailto:Melinda.Pascoe@sesiahs.health.nsw.gov.au">Melinda.Pascoe@sesiahs.health.nsw.gov.au</a> or comments can be brought to the next meeting.</p>	
c) Health care Advisory Council	<p>Ross Johnston informed the committee of a new newsletter. This magazine will be available electronically for committee members. It is produced every two months.</p>	

d) AHAC Forums	The 2009 Calender will be available by November and will be forwarded to members. The Minutes are available from the website.	
e) Consumer Participation Officer	This position remains vacant, awaiting AREA restructure.	
8. Next Meeting	<b>Wednesday 1 October 2008 at 5.00 pm Group Rooms 1 &amp; 2</b>	