

SOUTH EASTERN SYDNEY & ILLAWARRA AREA HEALTH SERVICE

SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE

CONSUMER ADVISORY COMMITTEE MEETING MINUTES

Date: Wednesday August 4, 2010

Time: 5.00pm – 6.30pm

Venue: Group Room 1, Level 2

Item 1:

Attendance: Brenda Hagan (Chair), Lyndall Howes, William Veitch, Robert Brice, Sandy Hudson, Colleen Loder, Peter Lewis, Dawn Fowler (A/GM), Cath Whitehurst (GM), Nick Skleparis, Corporate Service Manager, Bronwyn Carruthers (DON), Robyn Bignell, Manager Community Partnerships.

Apologies: Chris Bentley, Deborah Allison, Kristi Owen, Penny Glezellis, Community Partnerships Officer

Item 2: **Acceptance of Minutes of the previous meeting held on 2 June, 2010 confirmed (Brenda H).**

Item 3: Matters Arising from Previous Meeting

3.1 Update on Traffic Management Update/Gardens:

Nick provided a detailed report on progress to date. There was discussion following this.

The following work will be undertaken:

There will be an extra 52 parking spaces developed for staff to use, in back carpark.

The new ticketing system has been ordered and is arriving from overseas. Two ticketing machines will be placed in the Hospital – one in the main foyer and the other in the Emergency Department. The new machines will allow for credit card as well as cash payment.

Parking rates will increase after the upgrade – the Hospital is still deciding on the rate increase, however it is anticipated the maximum full day rate will be \$10.00. Special parking permits to be given for network staff working across both sites.

Work is yet to be completed on the new line markings to be placed in the parking bays and the new pedestrian crossing which will be located near the front entrance.

Natalie Porter the Hospital's Signwriter has been given the task of heading up the new signage committee. Penny will make contact with Natalie to arrange consumer representation on the committee.

3.2 Update on Area Community Partnerships issues:

Robyn Bignell, newly appointed SESIH Manager Community Partnerships introduced herself and gave an overview of her role. Robyn also informed the meeting of the upcoming combined Consumer Advisory Committee Forum, to be held 17 August at the University of Wollongong. Transport and lunch will be provided.

Item 4: Standing Agenda Items:

4.1 Committee Member Reports

Bill Veitch commented on a recent positive experience a relative of his had experienced after a stay at Sutherland Hospital. He passed on his thanks and praise to all concerned. Peter Lewis also confirmed he had a similar personal experience during his recent stay in hospital.

4.2 Hospital Update

Provided by Cath Whitehurst, who reported that funding from COAG had been received enabling the expansion of their Rehabilitation Unit by 6 extra beds.

Additional funding has also been received towards 5 extra beds to address the overload at Kareena Hospital.

Cath is currently looking at various models of care for managing the extra beds.

Cath provided an explanation of the proposed Local Hospital Networks - considerable discussion on this followed.

4.3 Good News Stories

Colleen Loder offered a story of a friend who underwent medical attention through Sutherland Hospital's Intensive care Unit, and gave considerable praise for her experience.

Item 5. New Business

5.1 Cath explained the Areas complaints system – both CPIU and the HCCC. She has offered to send an internet link for both to the CAC, via Penny.

Meeting closed at: 18.30pm

Next Meeting: Wednesday Sep 1, 2010
5pm – 6.30pm
Room 1 Antenatal Clinic, Level 2
Sutherland Hospital

