

SOUTH EASTERN SYDNEY & ILLAWARRA AREA HEALTH SERVICE

SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE

CONSUMER ADVISORY COMMITTEE MEETING MINUTES

Date: Wednesday 3 February, 2010

Time: 5.00pm – 6.30pm

Venue: Group Room 1, Level 2

Item 1: Attendance /Apologies

Name	Position	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Brenda Hagan	Chair Consumer	√										
Chris Bentley	Co-Chair Consumer	√										
Sandy Hudson	Consumer	√										
Lyndall Howes	Consumer	√										
Colleen Loader	Consumer	-										
Robert Brice	Consumer	√										
Deborah Allison	Consumer	√										
William Veitch	Consumer	√										
Peter Lewis	Consumer	√										
Kristi Owen	Consumer	√										
Cath Whitehurst	General Manager	-										
Bronwyn Carruthers	Director of Nursing	√										
Nick Skleparis	Corporate Services Manager	√										
Penny Glezellis	Community Partnership Officer	√										

Apologies: Cath Whitehurst, Colleen Loder

Item 2: Acceptance of Minutes of the previous meeting held on December 2, 2010. Confirmed.

Item 3: Matters Arising from Previous Meeting

3.1 New Consumer Representatives:

Penny reported that three new consumer representatives had been successfully recruited in January. William Veitch, Peter Lewis and Kristi Owen were introduced to the committee.

3.2 Update on Area Issues:

Penny mentioned that NSW Health has put together a Community Engagement policy which is currently in draft form and SESIAHS is currently implementing a Consumer Charter as part of the Garling Report Recommendation 131a. In addition, the Consumer Participation Unit is looking at putting together a Community Engagement Toolkit. It is envisaged that all new consumer representatives will receive the toolkit as part of their orientation.

Penny advised the committee that the Area Consumer Advisory Committees scheduled in January which was postponed will no longer take place as the Consumer Charter has been drafted as part of the Area Clinical Governance Unit review of all area committee charters.

Action: Penny to mail both documents to the committee when they become available.

3.3 Consumer Representatives Report on Committees:

Penny recently met with Cath Whitehurst regarding consumer representation on hospital committees. An EOI to join peak CHN committees will be forwarded to all committee members from both the Sutherland Hospital and St George Hospital Consumer Advisory Committees.

Penny advised the committee that Cath Whitehurst is keen for the Central Hospital Network Consumer Committee to meet quarterly. The main aim of the first meeting will be to discuss the CHN Consumer Advisory Committees Strategic Plan.

Action: Penny to forward EOI to committee members with the minutes.

3.4 Traffic and Garden Report:

Nick advised the committee that the pedestrian crossing at the front entrance of the Hospital will be going ahead with plans to have it completed before June 30, 2010. He is currently awaiting quotes for the project. Kristi highlighted the importance of having lighting installed around the new pedestrian crossing for night pedestrians – Nick will check that this has been included in the project.

There are also plans to upgrade the parking area of the hospital when funds become available. Once the upgrade has been completed a parking officer will be employed to police the parking on campus.

Committee discussion held regarding the longstanding issue of branches from nearby private property obscuring hospital signs and the need for the installation of butt bins on the footpath around the Hospital.

Action: Committee to draft their recommendations to Cath Whitehurst regarding the branches and butt bins.

3.5 Increasing Consumer Profile:

Penny circulated the "Who Are We" poster for comment. Decision was made to include a photo of the committee on the poster.

Penny informed the committee that the Consumer Advisory Committee voicemail number had been issued for the consumer feedback line. Decision was made not use the number until training had been given to the committee on the voicemail system and a guide implemented which will address reporting channels and matters of confidentiality when receiving calls from the public.

Action: Penny to organise for photos to be taken at next meeting.

Action: Penny to organise training for committee at the next CHN Consumer Advisory Committees meeting.

Item 4: Standing Agenda Items

4.1 Hospital Update:

Bronwyn advised that there is currently a restructure of the nursing co-director positions in order for the positions to fall in line with the clinical streams. When the final organisational chart is completed a copy will be forward to the committee.

The Hospital is back to full capacity and activity since the summer break. The main focus now is on preparing for the busy winter period with an increase in influenza presentations expected this year.

Item 5: New Business

5.1 Community Participation Website:

Feedback received from committee members on the Community Participation internet webpage.

Action: Penny to circulate draft website to new members for feedback.

5.2 Election of new Chairperson:

Discussion held regarding the election of a new chairperson.

Action: Election of new chair to be held at the next meeting.

5.3 **Parking Arrangements for Consumer Representatives:**

Bronwyn advised the committee that a list of their names had been issued to security to ensure that free parking is available when attending consumer meetings.

Action: Consumer representatives to state their names on entering the parking area so that access is granted.

5.4 **Meetings Schedule for 2010:**

Discussion held regarding the frequency of meetings. The committee elected to have meetings on a monthly basis on the 1st Wednesday of the month.

Action: Penny to book venue and distribute meeting schedule to all members at next meeting along with an updated committee contact list.

Committee was keen to have guest speakers attend meetings. Bronwyn suggested Marie Hodgetts, Clinical Practice Improvement Unit be invite to discuss the hospital complaints system and Madeline Chapman to give the committee an update on diversity health.

Action: Penny to invite either Maire or Madeline to the next meeting as guest speaker.

Chris Bentley mentioned that he has been accepted as a member of Area Health Advisory Committee (AHAC).

5.5 **ID Badges:**

It was noted that new members require ID Badges and some existing members did not receive their ID Badges last year.

Action: Penny to organise the badges and to investigate the missing badges for existing members.

Meeting closed at: 18.25pm

Next Meeting: March 3, 2010
5pm – 6.30pm
Room 1 Antenatal Clinic, Level 2
Sutherland Hospital