

# SOUTH EASTERN SYDNEY & ILLAWARRA AREA HEALTH SERVICE

## SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE

### CONSUMER ADVISORY COMMITTEE MEETING MINUTES

Date: Wednesday 3 March, 2010

Time: 5.00pm – 6.30pm

Venue: Group Room 1, Level 2

#### Item 1:

**Attendance:** Brenda Hagan, Chris Bentley, Lyndall Howes, Colleen Loder, Robert Brice, Deborah Allison, William Veitch, Peter Veitch, Peter Lewis, Kristi Owen, Cath Whitehurst ( General Manager), Bronwyn Carruthers (DON), Penny Glezellis ( Community Partnerships Officer)

**Apologies:** Sandy Hudson

**Item 2:** **Acceptance of Minutes of the previous meeting held on February 3, 2010 confirmed by:** Peter Lewis and William Veitch.

**Amendments to 3.4:** Committee discussion held regarding the longstanding issue of branches from nearby private property **and trees located on the footpath and in the Hospital grounds which are blocking** hospital signs and the need for the installation of butt bins on the footpath around the Hospital.

**Item 3:** **Guest Speaker, Maire Hodgetts, Clinical Practice Improvement Unit**

Marie presented an overview on the management of complaints which included the following:

1. How complaints are made: Complaints are usually received either by mail, telephone, by patients on the wards, the Health Care Complaints Commission and via ministerials.

2. How complaints are dealt with? When a complaint is received it is entered into the Incident Information Management System (IIMS) and then a numerical score is applied to the incident based on the type of event, its likelihood of recurrence and its consequence – this is done by using a Severity Assessment Code (SAC) matrix (see attached). Serious incidents require a brief which is compiled and forwarded to the General Manager.

3. Marie provided examples of incidents and explained how she would manage them. Complaints about systems and clinical staff performance are also dealt with in the same manner.

4. Marie presented the committee with the Complaint Incident Report for 2009 and stated that reported incidents are also tabled at the Central Hospital Network Patient and Safety Quality meetings.

**Action:** Penny to circulate Severity Assessment Code (SAC) to committee with minutes.

#### Item 4: Matters Arising from Previous Meeting

##### 4.1 Update on Area Issues:

Penny mentioned that she has not yet received the NSW Health Community Engagement policy or the SESIAHS Consumer Charter.

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

##### 4.2 Consumer Representatives Report on Committees:

Discussion held amongst the committee members regarding representation on peak committees within the Central Hospital Network. Individual committee members put forward their names to committees they wanted to represent.

Cath Whitehurst highlighted the importance of having consumer representation on peak committees. She also indicated the importance of having committee members on local hospital committees and working parties.

**Action:** Penny to meet with Cath Whitehurst and confirm details of consumer representation on CHN committees. Penny to confirm appointment of consumers to committees in writing along with the terms and reference of the committee.

##### 4.3 Traffic and Garden Report:

Cath Whitehurst reported that the letter drafted to Sutherland Council by the committee regarding the branches and butt bins had been signed and sent to council.

Cath mentioned that new parking arrangements have been implemented for staff. Staff now pay \$20 for a parking card if they wish to use the staff parking area. Payments are made by payroll deductions. Traffic Management System proposal has been sent and currently awaiting quotes for a ticketing system.

Peter Lewis raised the question of whether a change machine can be installed in the general parking area.

**Action:** Cath Whitehurst to look into the option of a change machine.

##### 4.4 Increasing Consumer Profile:

Penny informed the committee that she is awaiting the updated guidelines for the use of the consumer voicemail feedback line from the POW Consumer Advisory Committee.

Penny mentioned that the Consumer Participation website is progressing well and will need to take photos of the new members for the webpage after the meeting.

The ID badges for new members have been ordered.

**Action:** Penny to distribute procedure guidelines to the committee when it becomes available.

## Item 5: Standing Agenda Items

### 5.1 Hospital Update:

Cath Whitehurst reported on the following:

The hospital opened 15-18 extra beds over the summer period due to the increase in patient admissions. It is predicted that the hospital will be \$12.5m over budget this year.

The entrance to the Emergency Department (ED) has been changed to allow for extra storage space and to improve patient flow through the ED. The changes will also enabled staff to better observe patients while in the ED.

The Electronic Medical Records (EMR) system has been introduced in the ED. It is envisaged that EMR will be implemented into the ward areas in the future.

A business case has been put forward for the digital Picture Archiving and Communications System (PACS) – we should know more information in three months.

The Paediatric Unit refurbishment is completed and looks good.

A proposal for funding an extra ICU/HDU bed has been submitted - the bed is currently being used but is not funded for.

JMO recruitment has been very successful although there have been some that have dropped out post recruitment -expecting another 64 JMO recruits between now and 2012.

Kareena Private will close their ED as it is not profitable. Meetings have been held regarding the implementation of strategies as Sutherland Hospital ED will now have to take the extra ED presentations. The GP clinic would still remain at Kareena Private.

Currently looking at implementing a Emergency Medical Unit (EMU). Revenue for the project to come from fundraising.

Cath mentioned that she would like the committee to be given a monthly report detailing Key Performance Indicators (KPI's) which gives an overall picture of how the network is progressing.

**Action:** Penny to access report from Samantha Martin.

**Item 6: New Business**

**6.1 Guest Speakers List:**

The following were mentioned as possible guest speakers;  
Madeline Chapman - Divesity Health  
Wendy Fyfe - Fundraising  
Tony Donahue and Jason Liew -Endoscopy services  
Rob Molnar - Orthopaedic Surgeon  
Grant Bennett – Intensive Care Specialist

**Action:** Penny to arrange Guest Speaker for next month.

**6.2 Election of new Chairperson:**

Peter Lewis was elected as the new Chair and Brenda Hagan as the co-chair.

**Meeting closed at:** 18.30pm

**Next Meeting:** April 7, 2010  
5pm – 6.30pm  
Room 1 Antenatal Clinic, Level 2  
Sutherland Hospital