

SOUTH EASTERN SYDNEY & ILLAWARRA AREA HEALTH SERVICE

SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE

CONSUMER ADVISORY COMMITTEE MEETING MINUTES

Date: Wednesday May 5, 2010

Time: 5.00pm – 6.30pm

Venue: Group Room 1, Level 2

Item 1:

Attendance: Peter Lewis, Chris Bentley, Lyndall Howes, Robert Brice, William Veitch, Kristi Owen, Sandy Hudson, Penny Glezellis, Community Partnerships Officer.

Apologies: Brenda Hagan, Deborah Allison, Colleen Loder, Cath Whitehurst (GM), Nick Skleparis Manager, Corporate Services, Bronwyn Carruthers (DON)

Item 2: **Acceptance of Minutes of the previous meeting held on April 7, 2010 confirmed.**

Item 3: **Guest Speaker, Samantha Martin, Manager, Performance Management Unit**

Samantha Martin provided information and interpretation on Key Performance Indicators (KPI's) contained in the monthly Central Hospital Network Activity Performance Report. The following KPI's were discussed: Emergency Department, Elective Surgery, Hospital Activity and Capacity and Avoidable Admissions. The CHN Activity Performance Report – March 2010 was distributed to the committee.

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

4.1 Update on Traffic Management Update/Gardens:

Nick Skleparis not in attendance - held over for discussion at next meeting.

4.2 Update on Area Community Partnerships issues:

Interviews for the Area Community Partnerships Manager position were held recently.

4.3 Increasing the Profile of the Committee:

With regard to the Consumer Feedback Line it was agreed that the secretariat check the messages daily. If complaints are received they will be referred to the Clinical Performance Improvement Unit (CPIU). All calls will be placed on the Consumer Feedback Line Register and tabled at the monthly consumer meetings. The committee requested the register be attached to the agenda for distribution before each meeting.

The posters will be ready for distribution next week. At this stage there will be three A3 size posters placed around the Hospital.

Action: Penny to report progress of Consumer Feedback Line at the next meeting.

Item 5: Standing Agenda Items:

5.1 Committee Member Reports

Kristi reported that she was not made aware the Network Clinical Council meeting that was to be held at St George Hospital was cancelled and replaced with the Caring Together independent panel audit at Sutherland Hospital. In future Kristi has requested that she be contacted either by phone or email about changes to meetings. Kristi also mentioned that she is still awaiting direction regarding the issue of confidentiality and reporting of information from the Network Clinical Council to the TSH Consumer Advisory Committee.

Chris Bentley reported that he attended the Area Health Advisory Committee (AHAC) meeting at Shoalhaven Hospital last week. As a result of discussions held at the Shoalhaven Hospital meeting the Chair of AHAC stressed the importance of the Network General Manager attending Consumer Advisory Committee meetings as the meetings are considered a priority. If the General Managers cannot attend they need to inform the committee of their replacement.

5.2 Hospital Update

No Hospital representative in attendance - held over for discussion at the next meeting.

Item 6. New Business

6.1 Kristi Owen requested a record of committee attendance be attached to the minutes of each meeting for the information of the committee. This was agreed upon by the committee.

Action: Penny to attach a record of committee attendance with the minutes.

6.2 Committee members mentioned that they are keen to hear about good news stories with the aim of building upon the good work of the staff.

Action: Penny to discuss good news stories with Bronwyn Carruthers.

Meeting closed at: 18.20pm

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

