

D R A F T
SOUTH EASTERN SYDNEY & ILLAWARRA AREA HEALTH SERVICE

SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE

CONSUMER ADVISORY COMMITTEE MEETING MINUTES

Date: Wednesday March 2, 2011

Time: 5.00pm – 6.30pm

Venue: Group Room 1, Level 2

Item 1:

Attendance: Peter Lewis (Chair), Lyndall Howes, Chris Bentley, Robert Brice, Colleen Loder, Deborah Allison, Kristy Owen, Nick Skleparis Corporate Service Manager, Deidre Kennedy, Community Partnerships Officer.

Apologies: William Veitch, Brenda Hagan, Louise Saville, CPO, Cath Whitehurst Director of Operations StG/Sutherland Hospitals and Health Services, Jan Heiler A/DON, Bronwyn Carruthers (DON) Gayle Jones (SNM),

Item 2: Acceptance of Minutes of the previous meeting held on February 2, 2011 were confirmed.

Item 3: Matters Arising from Previous Meeting

3.1 Update on Parking:

Nick Skleparis provided an update regarding the new parking arrangements anticipated before 1 April. Expressions of Interest from staff for the 210 parking spaces available have been received.

Work to program the ticket system has commenced and a request for a third Paycom machine to be installed has been made. NS also advised that issues with the servicing of the Paycom stations by Armaguard have been resolved. New tariffs will be \$2 per day for staff and up to a maximum of \$10 per day for the public parking areas.

NS advised that an article about a new car park pending the outcome of the next State election had appeared in the Leader; NS confirmed the demand for more parking spaces continues.

Several CAC members advised NS that they were unable to utilise their parking cards; NS undertook to check this out while the meeting continued; NS returned to the meeting and advised of the need for cars to be positioned close to the entry point for the access card to work.

The meeting had a general discussion about transport ideas that had been tried or were currently available for people to get to the hospital if they did not have access to a car.

3.2 Work Plan 2010-2011 - Review of Pre-admission information:

Members were asked to have provide their feedback directly to PG.

3.3 CAC Representation on Hospital Committees

As Cath Whitehurst was not in attendance, it was requested that Lou Saville distribute to members prior to the April meeting, a list of the various hospital committees that currently have CAC representation as well as other committees that CW indicates a CAC member would be important to include.

All members agreed that it was important for LS to also include information on about the dates, times and venues of all committees that CAC members are or will be involved in during 2011.

3.4 SESLHN Governing Council

Deidre Kennedy provided a brief overview of the inaugural SESLHN GC meeting on 9 February. DK agreed to follow up about documents relating to the network consumer structure could be distributed to members.

3.5 Distribution of the SESLHN Clinical Service Plan

DK agreed to ask LS to follow up on the request for the plan to be circulated to the committee if it is available.

Item 4: Standing Agenda Items:

4.1 Committee Member Reports

Deborah Allison – Aged Care Committee for Sutherland Hospital: DA advised that staff were feeling left out of future plans and directions for the Garrawarra campus.

Late night discharge from the Emergency Department is an issue for aged care patients and in general aged care issues are not being addressed. It was agreed that this matter should be brought forward for discussion when CW and Jan Heiler are in attendance.

There were no other reports from committee members at this time.

4.2 Hospital Update

NS advised that work was due to begin on the Oncology Project in the next two weeks, where former seminar rooms will be changed into offices and work spaces.

NS advised Colleen Loader there were no plans for the development of a Clinical Skills Laboratory at TSH at this time..

DK advised that Jan Heiler has been appointed to the position of Acting DON for a period of three months whilst Bronwyn Carruthers is on extended leave. Jan's substantive position is General Manager/DON for Garrawarra Centre and Jan was previously the Acting DON in 2009.

Jan started working at TSH on Monday 28 Feb and due to a conflicting appointment is unable to attend the 2 March meeting however Jan will be attending future meetings.

DK advised that the Chief Executive's unit is being established on Level 4 of the hospital and as the structure of SESLHN is confirmed, more network staff will be accommodated in this area.

4.3 Update on Area Community Partnerships Unit issues:

DK confirmed that LS has returned to work as Community Partnerships Officer and is currently working Mondays and Tuesdays.

Item 5. New Business

5.1 CE newsletters

It was agreed that a copy of the CE newsletter for each member, for the preceding month, be tabled, effective from April for members' information.

5.2 Patient Feeding Issues

DA expressed concern regarding management of feeding problems for some aged care patients and staff which she feels has been ongoing. The meeting agreed to raise this issue again when CW and JH were in attendance.

5.3 Dashboard for TSH

Peter Lewis requested that CW provide a copy of the dashboard to be tabled at each meeting as a way of understanding levels of activity.

5.4 Feedback on service delivery

Kristy Owen related a positive and negative experience for family members undergoing treatment as patients. The meeting recommended that KO write a formal letter to the complaints unit outlining the issues.

5.5 Request for Evaluation

KO expressed interest in evaluation of CAC activities; DK advised that most CACs were evaluated annually and will follow up with LS about undertaking an evaluation for 2010 in retrospect. KO suggested that PG also be included in the evaluation and it was agreed to an annual evaluation would be useful.

5.6 TSH CAC Work Plan 2010-2011

Members want to develop a plan for 2011 and would like a copy of last years plan to be distributed prior to the April meeting. KO requested some information on progress of the Garling Report recommendations.

PL advised he has previously requested a specific TSH progress report. DK will follow up on whether this information can be separated out from the existing progress report with Deb Cansdell.

Meeting closed at: 18.20 pm

Next Meeting: Wednesday April 6, 2011
5pm – 6.30pm
Room 1 Antenatal Clinic, Level 2
Sutherland Hospital