

SOUTH EASTERN SYDNEY LOCAL HEALTH NETWORK
SUTHERLAND HOSPITAL AND COMMUNITY HEALTH SERVICE
CONSUMER ADVISORY COMMITTEE
MINUTES

Date: Wednesday April 6, 2011
Time: 5.00pm – 6.30pm
Venue: Room 1 Antenatal Clinic, Level 2

Item 1:

Attendance: Peter Lewis (Chair), Brenda Hagan, Lyndall Howes, Robert Brice, Colleen Loder, Deborah Allison, William Veitch, Jan Heiler A/DON, Nick Skleparis Corporate Service Manager, Deidre Kennedy, CPO,

Apologies: Chris Bentley, Kristy Owen, Cath Whitehurst Director of Operations StG/TSH and Health Services, Bronwyn Carruthers DON, Louise Saville CPO

Item 2: Peter Lewis, on behalf of the committee, formally welcomed Jan Heiler to the meeting in her role as Acting DON for TSH.

Item 3: **Acceptance of the Minutes of the previous meeting held on March 2, 2011 was confirmed.**

Item 4: Matters Arising from Previous Meeting

4.1 Update on Parking:

Nick Skleparis advised the new paid parking for staff system went live on 1 April and is working well. NS advised there are 140 staff currently on the waiting list with another EOI for staff to be sent out. NS reported an increase in revenue which is expected to continue.

A trial on the two PayCom machines accepting credit card payments will be held this weekend with the outcome to be reported at the next meeting.

There is a plan to conduct an audit on the VMO parking area following concerns that some VMOs travelling between hospitals are unable to park in the designated area.

The appointment of a Parking Officer for the site has not progressed further at this time. The information was noted.

4.2 Work Plan 2010-2011

a) Review of Pre-admission information:

Deborah Allison is aware of a letter for carers used at War Memorial Hospital in pre-admission information and would like a similar letter included at TSH. DA will provide the meeting with a copy of the letter for discussion at the next meeting for inclusion.

JH discussed briefly a new state-wide project regarding patient information that is in progress. Also JH agreed to provide a copy of the hospital Patient Handbook to the next meeting.

b) Provision of Work Plan

PL requested that LS include a dated copy of the Work Plan with meeting papers, to assist members review the Plan's progress and actions required.

c) Presentation Format

PL advised that Robyn Bignell had not provided a copy of a presentation format as discussed previously at a CAC Chair meeting. LS will follow up with RB on this matter.

4.3 CAC Representation on Hospital Committees

LS has not received an updated copy of this list; LS will email to members for their information.

4.4 Distribution SESLHN Clinical Service Plan

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

4.5 Chief Executive's Newsletter

JH agreed to provide members with a copy of the CE newsletter for their information.

4.6 Patient Feeding- Aged Care

LS provided information about the current Patient Feeding program on Killara, Barkala and Coinda wards and copies of Appetite for members information. JH highlighted challenges including the need for ongoing recruitment and training of suitable volunteers to assist with patient feeding program. DK suggested Communications develop a story focusing on the program and the need for volunteers as part of the National Volunteers Week, 9 to 14 May. Meeting agreed LS to follow up.

4.7 Dashboard for TSH

Jan Heiler tabled a copy of this week's dashboard and provided members with an explanation of the various levels of activity that are measured by this program. JH agreed to provide a Dashboard for each meeting; the meeting agreed to make the TSH Dashboard becomes a standing agenda item. The information was noted.

Item 5: Standing Agenda Items:

5.1 Committee Member Reports

There were no reports.

5.2 Hospital Update

NS confirmed the funding for six Aged Care beds. The Oncology project is underway to make former seminar rooms into offices and work spaces.

Floor plans detailing refurbishment of space on Level 4 of the hospital block were circulated. This work will provide accommodation for the Chief Executive's unit while relocating the Library and HR department. Renovations are expected to be completed by the end of this financial year. The information was noted.

5.3 Update on Area Community Partnerships Unit issues:

DK confirmed that CPU is awaiting advice on a new structure for SESLHN.

Item 6. New Business

6.1 Correspondence Received

PL circulated a letter received from Mrs Pat South, Chair of POWSSEH CAC regarding progress for Look Alike Sound Alike (LASA) awareness. PL will discuss with Pat South and report back at next meeting.

6.2 International Nurses Day 2011

JH invited all members to join staff for afternoon tea at the hospital on Thursday 12 May to help celebrate International Nurses Day.

6.3 Complaints and Appreciation

Members expressed interest in knowing more about the type of complaints or compliments that the hospital receives. JH agreed to provide a summary of complaints received this year. DK advised complimentary letters appear in the CE Newsletter; JH/LS will provide in future.

6.4 TSH CAC Profile in Hospital

Members expressed concern that the information posters displaying contact details for TSH CAC are not on display in the hospital. It was agreed to ask LS to pinpoint the current location of the posters and advise on the preferred location as well as the email and telephone contacts that were previously discussed with Penny Glezellis.

6.5 Sutherland Hospital Fete

Several members felt that the recent hospital fete was not widely promoted within the community. JH outlined the challenges of costs and work involved for events of this nature.

6.6 Committee Representation on Hospital Committees

Members in attendance advised Hospital committees they currently attend, as follows:

Colleen Loder - Emergency
Brenda Hagan - Clinical Council
Deborah Allison - Aged Care
Peter Lewis - Disaster Planning and ????

LS to follow up with all members to ensure the list is accurate and current.

6.7 Review of Scheduled Meeting time

As LS is not available to attend the scheduled May and June meeting; PL sought advice from members regarding the possibility of rescheduling to a Monday or Tuesday for these months. The committee agreed to maintain the meeting schedule for the first Wednesday of each month and requested that the hospital provide support if a CPO is not available to attend. Jan Heiler agreed to ensure that support was provided by the hospital and was noted by the committee.

Meeting closed at: 18.15 pm

Next Meeting: Wednesday May 4, 2011
5pm – 6.30pm
Room 1 Antenatal Clinic, Level 2
Sutherland Hospital