

## MINUTES The Sutherland Hospital CONSUMER ADVISORY COMMITTEE MEETING

### Item 1: Attendance/Apologies

ATTENDEES	
Acting Director or Nursing & Midwifery Services	Nicole Wedell
Director of Corporate Services	Nick Skleparis
Patient Safety Officer, CPIU	Cate Malone
Community Relations / Minutes Secretary	Wendy Fyfe
Consumer Representative	Colleen Loder
Consumer Representative	Brenda Hagan
Consumer Representative	Peter Lewis (Chair)
Consumer Representative	William Veitch
Consumer Representative	Melissa Connelly
PRESENTATION BY:	
Diversity Health Co-ordinator	Cathy OCallaghan

APOLOGIES	
Director of Operations	Cath Whitehurst
Acting Director of Operations	Dr Martin Mackertich
Consumer Representative	Deborah Alison

Meeting Commenced at 3.15 pm

**Item 2: Amendment of Previous Minutes**  
Confirmation of previous Minutes – Bill Veitch

**Item 3: Standing Agenda Items**

3.1 Appointment of new Chairperson to be held over until new committee members are appointed - Deferred

Advertisement for new committee members placed in The Leader early April with closing date for applications end of April – no response to advertisement. NS has received approval from Cath Whitehurst to place a large paid advertisement in The Leader hoping to get responses.

**Date: Wednesday 5 May**

**Time: 3.00 pm**

**Venue: Allied Health Meeting Room**

- 3.2 Deferred to later date – on appointment of new committee members
- 3.4 Deferred to later date - on appointment of new committee members – waiting for feedback from Upper House decision

Wendy Fyfe to contact Deirdre Kennedy, Consumer Participation,  
POW re invitation to Jeanette McDonald – Ms McDonald was not available at time of previous contact to arrange a date for visit to a TSH LCAC future meeting

**Action: Wendy Fyfe to follow up with Deirdre Kennedy**

- 3.3 Guest Speaker – Cathy O’Callagher Diversity Health Co-ordinator, The Sutherland Hospital - role is to ensure health care at the hospital is culturally appropriate. Consults with community groups, encouraging staff to use interpreters when required, training of appropriate procedures for various cultures, enhance awareness of services both internal and external to hospital. Committee discussed grant for translation of Patient Safety Information.

Advised committee of the 2012 Multicultural Health Grants – members suggested that Cathy apply for funding to have the hospitals brochures translated into various languages relevant to the shire population – Wendy Fyfe to provide general brochure to Cathy.

CO’C raised a question asked at the recent EQUIP review at the hospital. How do we know we are giving appropriate care? One mechanism is through the complaints process, but patients from CALD backgrounds are not usually the ones to complain. There has been research in this area to support this claim. Cate Malone (CM) explained that most of the complaints at the hospital were about the attitude of staff. Cathy explained other ways to assess appropriate care are consultations with community groups and audits of patient files.

CM advised the committee about an open letter to patients/relatives regarding some points to help maintain safe care and environment. The letter is in draft format and CM was not sure if it would be in a final format for a grant application this time around, but certainly will move forward in developing a final letter and get that into the system and see for next time in getting it translated

Members expressed concern regarding the naming of the wards – felt that the clinical name should be included on signage eg Yarrabee – Cardiac Ward. There have been a number of complaints regarding this issue to members and staff – NS to check signage action – committee would like to be kept informed of signage issues for TSH.

**Action: Nick Skelparis has undertaken to provide information to the committee.**

Committee asked that Cathy attend the LCAC meeting quarterly to report back on Diversity Health matters. Cathy agreed.

Committee asked if many complaints are received from ethnic patients. Do ethnic patients have an awareness of their rights - “Know Your Rights” brochures should be on prominent display around the hospital – and should be included in admissions pack. This brochure should be interpreted into other languages.

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CL advised that there appears to be a better rate of care in Yarrabee and CCU - wonderful compliments from families and friends. CL believes that this is due to training of the staff and a greater awareness of ethnic issues.

**Action: Cathy O'Callagher and Kate Malone to liaise**

**Action: Wendy Fyfe to check Admissions pack contents.**

## 4. Standing Agenda items

4.1 Feedback from allocated committees - None

4.2 Hospital Update

Nick Skelparis and Nicole Wedell reported on this item – Master Plan for traffic consultancy – proposed multi-storey parking \$10M earmarked allowing hospital to expand 600 parking bays - completion should be in 5 years – will be managed by hospital.

New six bed sub-acute extension to Killara (Aged Care) – negotiations with new Minister of Health to carry over to new financial year to ensure money will be available. This extension could occur by September/October 2012 – tender could be distributed as soon as six weeks.

Emergency Medical Unit (EMU) may be sent up in VMO car park area in a semi-permanent building - \$4M

Master Plan allows for more visitors parking area. New Parking Officer has proved to be extremely successful financially – now permanent position.

## 4.3 Hospital Dashboard

Report by Nicole Wedell – Emergency Department for the last month has showed highest admissions into ED with high numbers of Ambulance arrivals – 31 ambulances per day.

Admissions trends rising with 451 admissions – extremely busy in ED over the last few weeks – Monday figures are high. Waiting times in ED are in the upper level but still within acceptable level.

## 5. New Business

### 5.1 Brochures for approval by Committee

#### “Guide to using your Private Health Insurance”

Insert “The Sutherland Hospital and Community Health Service” – on top line next to logo – no shadow font on page front – contact details as on page 5 should be placed on page 1 under “the benefits explained”

Page 2, 3 and 4 - 12 pt font in dot point format – presently too busy

Page 3 – Photo not necessary



## Minutes

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**Time: 3.00 pm**

**Venue: Allied Health Meeting Room**

Page 5 – Points should all line up (no indents for Lines 2 in each point)

All brochures from Operating Theatres were approved and accepted.

**Next Meeting:** **Date:** Wednesday 6 June 2012  
**Time:** 3.00 pm  
**Venue:** Ante Natal Clinic, Level 2 outside front entrance