



## MINUTES

### The Sutherland Hospital Consumer Advisory Group

2 July 2013 at 3.30pm – TSH Executive Meeting Room

ATTENDEES	
Consumer Representative (Vice Chair)	Brenda Hagen
Consumer Representative	Jim Hankins
Consumer Representative (Tele-conference)	Tracy Harding
Consumer Representative (Chair)	Peter Lewis
Consumer Representative	Colleen Loder
Consumer Representative	Shirley Smith
TSH Manager, Community Relations	Wendy Fyfe
Sector Manager, Clinical Practice Improvement Unit	Trish Wills
Minutes	Frances Stanley
APOLOGIES	
Consumer Representative	Deborah Allison
Consumer Representative	Greg Hayes
TSH Director of Nursing & Midwifery Services	Jan Heiler
TSH Diversity Health	Patty Loukas
SGSHHS Corporate Services Manager	Nick Skleparis
SGSHHS Manager, Volunteers	Linda Vari
TSH A/Deputy Director of Nursing & Midwifery Services	Fiona Lendon
SGSHHS Director of Operations	Cath Whitehurst
Sector Manager, Operations, Allied Health & Revenue	Brendan Docherty
GUESTS	
SESLHD Board Member, District Community Advisory Committee	Professor Robert Farnsworth

#### 1. Apologies

#### 2. Confirmation of Previous Minutes Dated 5 June 2013

The minutes dated 5 June 2013 were accepted as a true and accurate record of the meeting. Minutes signed by Chairman.

## MINUTES

### The Sutherland Hospital Consumer Advisory Group

2 July 2013 at 3.30pm – TSH Executive Meeting Room

#### 3. BUSINESS ARISING

##### 3.1 Chairman's Report

- Nil to Report

#### 4. STANDING AGENDA ITEMS

##### 4.1 Feedback from Allocated Committees

- Nil Feedback
- TH requested a list of Committees for Consumer Membership

**Action:** WF will circulate the list to the Committee

##### 4.2 Hospital Update

- Held Over

##### 4.3 Corporate Services

- Held Over

##### 4.4 Hospital Dashboard

- Held Over

##### 4.5 Volunteer Report

- Held Over

##### 4.6 CPIU Report

- Accreditation – Periodic Review Scheduled for 26 – 29 November 2013
  - Incorporates National Standards 1, 2 and 3
  - Cath Whitehurst is the Executive Sponsor for National Standards 1 - Governance
  - Brendan Docherty is the Executive Sponsor for National Standards 2 - Developmental
  - Justine Harris is the Executive Sponsor for National Standards 3 – Infection Control
  - Standard 3 is largest risk to TSH – Aseptic No Touch Technique policies have been developed
  - All preparation for these 3 Standards will be completed by the end of September 2013
- Consumer Feedback Brochure is out in print. Copies will be circulated to this Committee
- 2<sup>nd</sup> Round of PETS – Patient Experience Tracking Survey has been carried out over the past 8 weeks.
  - The survey covered The Clinics, Emergency Department and ICU
  - The 1<sup>st</sup> round of PETS attracted an 80-85% satisfaction result

**Action:** Sandra Grove, CNC Policy Management to be invited to Committee Meeting once the results are available

## MINUTES

### The Sutherland Hospital Consumer Advisory Group

2 July 2013 at 3.30pm – TSH Executive Meeting Room

- PSCQ Meetings: In transition at present with Committees now reporting to this meeting. The PSCQ Committee will set KPIs for the reporting Committee

#### 4.7 Diversity Health

- Held Over

#### 4.8 Business Plan

- To be added to Action Plan

### 5. NEW BUSINESS:

#### 5.1 Comments re. Draft Charter

- Some changes made
- Final draft will be distributed to the Committee for the next meeting

### 6. BUSINESS WITHOUT NOTICE

#### 6.1 Monthly Column in Leader

- Proposal to have Hospital News column monthly in the local Leader Newspaper

**Action:** WF to follow up

#### 6.2 Training on Community Engagement

- TH asked RF if there was any information re. training that could be passed on to the group
- RF advised that there were a number of Ministry of Health documents that would be useful to the group. RF will forward any relevant information to the Committee

#### 6.3 Hospital Signage

Jim H asked if the Hospital signage could be reviewed as it is very confusing and often unclear. Particularly pertaining to the floor levels

**Action:** WF to ask NS to report on Signage to this Committee at the next meeting

#### 6.4 Car Park: JH asked if a Rail Station could be built at the end of the proposed Car Park.

- WF advised that this issue had been looked into previously and it was advised that the breaking distance between Miranda & Caringbah Stations is too short

#### 6.5 Recruiting Young Consumers for Representation on Committees

- JH asked that some action be taken to recruit young members to Committees
- Some suggestions:
  - Approach High Schools – Year 11 Students



## MINUTES

### **The Sutherland Hospital Consumer Advisory Group**

2 July 2013 at 3.30pm – TSH Executive Meeting Room

- Requesting representation from TAFE Students
- Approaching Health & Nursing Courses which come through TSH

**Action:** WF to get contact names from Education

- TH suggested holding Focus Groups

**Action:** Recruitment to be added to Agenda for the next meeting

#### **7. CORRESPONDENCE IN: Nil**

#### **NEXT MEETING:**

7 August 2013 at 3.00pm in the TSH Executive Meeting Room, Level 4

Minutes Endorsed.

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_