MINUTES
SOUTH EASTERN SYDNEY LOCAL HEALTH DISTRICT

Sutherland Hospital Consumer Advisory Committee
5 March 2014
3pm
TSH Executive Meeting Room, Level 4

Part A	**Item 1**	**MEETING OPENING - Welcome**	
	1.1	**Apologies:**	
		Hagen, Brenda	Consumer Representative (Deputy Chair)
		Hankins, Jim	Consumer Representative
		Rodden, Lorraine	Consumer Representative
	1.2	**Present:**	
		Church, Jenny	Consumer Representative
		Harding, Tracy	Consumer Representative
		Lewis, Peter	Consumer Representative (Chair)
		Loder, Colleen	Consumer Representative
		Schuetrim, Barbara	Consumer Representative
		Smith, Shirley	Consumer Representative
		Docherty, Brendan	Sector Manager, Operations, Allied Health & Revenue
		Fyfe, Wendy	TSH Manager, Community Relations
		Heiler, Jan	TSH Director of Nursing & Midwifery Services
		Loukas, Patty	TSH Diversity Health
		Skleparis, Nick	SGSHHS Corporate Services Manager
		Vari, Linda	SGSHHS Manager, Volunteers
		Wills, Trish	Sector Manager, Clinical Practice Improvement Unit
		Whitehurst, Cath	SGSHHS Director of Operations
		Gluskie, Jennifer	Minutes
	Item 2	**APPROVAL OF MINUTES:** The minutes of the TSH Consumer Advisory Committee dated 5 February 2014 were approved as an accurate record of proceedings.	
	Item 3	**GUEST SPEAKERS**	
	3.1	*Development Plan for Sutherland Hospital* The following guest speakers attended to discuss the Development Plan for Sutherland Hospital: Melanie Gholami, Project Director, Health Infrastructure Michael Roxburgh, Project Manager, TSA Management Emma Jowsey, Project Manager, TSA Management A copy of the presentation will be attached to these minutes. A planning announcement is expected by end March – mid April 2014. A forward announcement is expected in time for the next State election. The estimated cost of the build is $70 – 80 million. The Project Managers will attend this meeting every few months to provide an update to the Consumer Representatives.	

	3.2	*SESLHD Business Plan* Kimberley Thomsett, A/Strategic Development Manager, presented the SESLHD Business Plan. A copy of the presentation and the Business Plan will be attached to these minutes for information.
	Item 4	**PATIENT STORY**
	4.1	CW discussed a complaint regarding a patient of the Antenatal Clinic. A nurse had biased opinions regarding a patient who requested that her Naturopath be informed of her treatment and she also wanted to take her placenta home with her following the birth. CW stated that a great deal of time and effort went into managing this complaint, however the patient may still sue the hospital. As a result, a new policy will be drafted regarding the removal of the placenta from the hospital premises.
	4.2	CL recounted a story of a patient who became distressed because a female patient with whom she shared a room did not turn-off her television until midnight or sometimes later. The medical and nursing staff on Cooinda ward were not responsive to the patient's requests to have the television turned-off. As a result, JH will reinforce the policy with all wards that televisions are to be turned-off by 10pm.
	Item 5	**BUSINESS ARISING**
	5.1	**Action Plan dated 4 December 2013** (i) BH still has to complete her on-line orientation. As her home computer is not working, BH will attend LV's office to use the computer. (ii) Dominique Grognard and Peter Gonski will present the Amber Care Bundle at the April 2014 meeting. (iii) Val Tootell, Consumer Feedback Co-ordinator will present at the June 2014 meeting. (iv) 2014 Open Day will be scheduled in the beginning of November – WF to confirm with CW. (v) Sharryn Fitzgerald, Executive Sponsor of the National Standard 2 Working Group) will present at the July 2014 meeting. (vi) JC nominated herself to attend the SESLHD Food & Nutrition Committee. JG to information the secretary of the committee so that JC is invited to future meetings. (vii) Forum for Young People – it was agreed that this would not proceed. (viii) Brochure "TSH Oncology Day Clinics Visits" – this brochure is to be re-sent to committee members who are to provide comments to PL by 19 March 2014.
	5.2	**EOI: Representation on the SESLHD Food & Nutrition Governance Committee** JC volunteered to be the Consumer Representative on this committee. BD offered to attend the first meeting with JC. BD advised that a review of consumer representation on the various committees will be undertaken with a view to consumer representatives being allocated to more appropriate committees.

Part B	**Item 6**	**STANDING ITEMS**
	6.1	**Chairman's Report** – Nil to report.
	Item 7	**Feedback from Allocated Committees**
	7.1	Food and Nutrition – Nil to report.
	7.2	Emergency Dept – Nil to report (CL advised that the last meeting was informal).
	7.3	Diversity Health – A meeting is scheduled for next week.
	7.4	Falls Prevention Committee – SS did not attend the last meeting and cannot attend next meeting either.
	7.5	TSH Emergency Response Committee – PL advised that the last meeting was cancelled.
	7.6	Clinical Council - PL will attend this meeting on a quarterly basis.
	7.7	Care Co-ordination Committee – TH advised that she has resigned from this committee and is keen to find a committee that fits in with her availability.
	Item 8	**Hospital Update** CW reported: • The hospital is entering a busy time of year. There will be a period of reduced surgical activity due to the fact that there are back to back surgical and anaesthetic conferences that the staff will be attending. • The carpark redevelopment is on time and on budget. Upon completion, there will be an additional 300 spaces. • Kareena Private Hospital is undergoing a major redevelopment. Once completed, there will be impact on our private patient revenue. • A new Neurologist has commenced and as a result, our Stroke Unit will become more viable. • ED Action Plan: underway. • Paediatric Review: underway. • Surgical Services: We are currently assisting St George with their Category 3 surgical cases. • There are negotiations with the Ministry of Health to locate more external services (similar to the Sutherland Heart Clinic) on site.
	Item 9	**Corporate Services Update** NS reported: • Health One Project: The tender closed on 28 February 2014 and the Evaluation Committee meets tomorrow.

	• The University demountable has been completed and students will start using this facility this week. • Smokers area: A location has been decided and it will cost $8K to build. The decision about who will serve infringement notices is under negotiation. NS confirmed that the area will not be near the chapel.
Item 10	**Hospital Dashboard** JH tabled the January 2014 Dashboard. Targets are being met in the Emergency Access area. Access 4 hr NEAT: Although struggling to meet this target, we are improving. The Government has set this target at 81%. Average Length of Stay in ED: Results are higher than this time last year. Inpatient Access & Separation: The summer platform has been extended in some areas.
Item 11	**Volunteer Report** • LV thanked BD, JH, NS & FL for attending the Volunteer Appreciation Day. • CL received a 15 years service award. • A new Chaplaincy Co-ordinator has been appointed and brings with them a wealth of experience.
Item 12	**CPIU Report** TW reported: • Planning is underway for the next accreditation in 2 years time. • Executive sponsors tasks have been timelined. • The team is working with Mental Health, Allied Health and Dental to align the accreditation process. • Health Awards are scheduled for June or July this year. Last year, our LHD had the highest number of finalists.
Item 13	**Diversity Health** PL reported: • The file audit has been completed. Results are being analysed and will be presented at the next meeting. Initial results indicate that there was only 20% compliance with using an interpreter. • Harmony Week is scheduled for 17 March 2014. A hospital program is currently being developed. • PL tabled a flyer for registration at the Inter Faith Forum on 28 March 2014. • A "Diversity of Staff" survey will be rolled-out in the coming weeks.

	Item 14	**Medicare Local Update** We are awaiting advice of who will replace Linden Harper at Medicare Local.
Part C	**Item 15**	**NEW BUSINESS**
	15.1	**Draft SGSHHS Aboriginal Health Action Plan 2014/15** This document was distributed to all committee members. Late comments are to be provided to BD by 7 March 2014.
	15.2	**Committee Membership** Re-appointment interviews for membership of this committee occur every three years and will be conducted in March 2014. Committee members will be contacted by Wendy Fyfe in due course.
Part D	**Item 16**	**BUSINESS WITHOUT NOTICE**
	16.1	**Parking for Committee Members** NS advised Committee Members that if they park in the car park, they need to have their parking ticket validated by the Cashier prior to the meeting. The Cashier goes home at 4pm.
Part E	**Item 17**	**CORRESPONDENCE**
	17.1	An update of the Sutherland Hospital Car Park (prepared by Phil Cortis, Project Manager, Health Infrastructure) was tabled for information.
Part F	**Item 18**	**MEETING CLOSE**
	18.1	**Next Meeting** 2 April 2014 at 3.00pm in the TSH Executive Meeting Room, Level 4.

CERTIFIED A CORRECT RECORD

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Name

_____

Signature

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Date