



**Health**  
South Eastern Sydney  
Local Health District

**TRIM: T18/xxxxxxx**

**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Wednesday 22 August 2018

**Chair:** Mr George Constantin  
**Minutes:** Ms Ildiko Greener

**Presentations:**

**CHIER update:**

Jackie Stephenson provided an update on the Consumer Health Information and Education Business rule. She informed the group that there has been 16 resource produced in 2017/18 with the help of consumers of the particular service/ward that developed the resource. She mentioned that the hospital wide resources such as the recent Your Hospital Stay Information Guide will come to the CAC for consumer review and feedback. Jackie is updating the CHIER business rule and intranet portal to make the process more accessible to health staff and ensure that the information is approved by the correct clinical manager. She will bring the revisions to a future CAC for feedback.

**Nikita Donnelly – REACH**

REACH Program is a patient rapid activated response system. It is based on the 'Lifesaving' analogy. Basically empowering family, patients to put their hand up for signal when they feel they need help. The program was developed by the Clinical Excellence Commission in 2013 and introduced to POWH in June 2018.

The program encourages patients, family, carers to talk to nurses to raise any concern they may have regarding the wellbeing of the patient. They can ask Doctors/Nurses for advice, request a clinical review. A number is also provided should they feel they require they need to escalate their concern. A dedicated Clinician will answer the call or call back if a message is left. They will review the patient's notes and discuss with the treating team and address concerns at the time. REACH was implemented on the 25<sup>th</sup> June and a poster is above each bed within the hospital. To date 4 calls have been received by patients/families regarding their health, all calls received were appropriate and escalated appropriately. Surveys have taken place to establish patient awareness of REACH.

## 1. Attendance/Apologies

NAME	AREA	status	NAME	AREA	status
Tobi Wilson	DO POWH	Apology	Tanya Kant	Consumer	Present
Heather Walker	DON POWH	Present	Susan Nicholson	consumer	Present
Jennie Barry	DON SSEH	Apology	Ben Steele	Consumer	Apology
Carolyn Smith	SSEH	Apology	Ericka Van Aalst	Consumer	Present
Sheemol Barrett	A/NM POWH	Present	Jan Titterton	Consumer	Present
George Constantin	Consumer/Chair	Present	Andros Eleftheriou	Consumer	Apology
Nava Turner	Consumer/Dep Chair	Apology	Sue Suchy	Consumer	Present
Kathleen Sutherland	Consumer	Present	Harris Mihailidis	Consumer	Present
Ajay Varshney	Consumer	Present			
Keren Hong	Consumer	Present			

## 2. Minutes

2.1	Confirmation of minutes	The minutes from 25 July 2018 were confirmed as a true and accurate record.
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## 3. Conflict of Interest

3.1	Conflict of Interest	N/A
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## 4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
4.1	Mixed Gender Report	Review October meeting	NM	October meeting
4.2	Disabled toilets - NELUNE	Review November meeting	Nursing NM	Review October meeting
4.3	CAC Training HCNSW	Consumers encouraged to register, eight members to date have registered.	Nursing	October meeting
		Consumer feedback		October meeting

4.4	Patient Real Time Experience Survey	Due to training taking place there will be no meeting held in September. Review October meeting	Keep on agenda	DON	Review October meeting
4.5	POWH/SSEH draft charter for review and ratification	<p>Chair, George Constantin advised a meeting was held with Tobi today and his request was agreed to the membership of 3 plus 2.</p> <p>Concerns were raised by the consumers about the charter:</p> <ul style="list-style-type: none"> <li>- Concerns raised regarding the length of time with the committee that the years of 2 by 1 is not long enough to ensure complete understanding of the process and purpose of the committee.</li> <li>- Members would like to know once the Charter is agreed on when would it commence?</li> <li>- HW advised it would commence once the document was ratified.</li> <li>- Members requested a grandfather clause to be considered in the updated charter to reflect that members who have been participating for over four years and longer must reapply and send a letter stating they wish to extend their membership.</li> <li>- Consumers requested and suggested that the General Manager attend the next meeting to clarify any queries around the membership and that consumers have submitted their letters to him for consideration.</li> <li>- SS advised she has sent her comments in to the General Manager however has not received any response. SB advised comments were received and reviewed.</li> </ul> <p>Any questions/feedback by consumers can be forwarded to GC, who will compile and forward onto the Executive.</p> <p>Charter discussed at great length due to confusion around membership and re-application.</p> <p>DON /GM to clarify and finalise at next meeting.</p>	Draft to be reviewed and ratified at next meeting	GM/DON/ All members	Finalise October meeting

## 5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1 POWH/SSEH update by hospital Executive	<p><b>Prince of Wales Hospital:</b></p> <ul style="list-style-type: none"> <li>• DON – Heather Walker provided outline on Winter status and strategies adopted.</li> <li>• Re-development continuing and at stage of 'sign off' for a number of User Groups.</li> </ul> <p><b>Sydney/Sydney Eye Hospital:</b></p> <ul style="list-style-type: none"> <li>• Nil representation</li> </ul>			
5.2 Community Advisory Committee members questions	<ul style="list-style-type: none"> <li>• HM: Advised of identifying two more potholes along Hospital Road.</li> <li>• SB: Advised that the original request made by HM has been forwarded onto Engineering for repair. SB to forward on another pot hole has been identified for repair.</li> </ul> <p>HM and SN raised concerns that the Nursing Councils were directed to stop without notice earlier this year even though bodies of work were progressing in both the Research &amp; Education Council and Clinical Practice Council.</p> <p>HW advised that she was on leave at that time but that she was currently reviewing the situation as to circumstances but in the interim supported that they continue with the identified initiatives</p> <ul style="list-style-type: none"> <li>• EV: Queried if staff receive training for personal wellbeing when they are unwell and attend work?</li> <li>• HW: advised no training as such is provided to staff re their attendance at work when unwell. Staff would be expected if unwell to take appropriate action and not attend work where there may be a transmission of illness such as infection etc. Certain illnesses e.g. diarrhoea or vomiting require a defined 48 hour break.</li> <li>• KH: asked if the hospital has something along the lines of a Patient Care Plan? ie: record for patients to take a showers.</li> <li>• HW: advised there a Care Plan that outlines key components of care including personal hygiene. There is also an opportunity to discuss any issues at handover at the bedside KH cited an example of personal circumstance when a shower did not occur</li> </ul>			

		<p>on a particular patient. HW invited KH to meet separately to discuss any personal concerns further outside of the meeting</p> <ul style="list-style-type: none"> <li>• KS: asked if Care Plans are audited? HW: Advised that audits were undertaken.</li> </ul>			
5.3	Updates from Committee Membership	<ul style="list-style-type: none"> <li>• SN: Patient Safety and Improvement: Real Time Patient Experience Survey report discussed. Established strategies needed to engage with patients re: discharge planning. Use of volunteers to be followed up by Steve Wood.</li> <li>• SN: Clinical Quality and Risk Management: Committee Terms of Reference out of date, comments to be sent to Patient Safety Officer, revised to be circulated.</li> <li>• SN: Communication Patient Safety: Review of Incidents between facilities, twelve month action plan accepted.</li> <li>• Clinical Procedure Safety Business Rule updated.</li> <li>• HM: Medication Safety Consumer Rep: Feedback on progress/plan for nursing clinical council restructure unknown, no meeting has been held for over 6months.</li> <li>• AV: Redevelopment: Continuing to progress on time, design detail near completion and sign off.</li> <li>• TK: Infectious Prevention &amp; Control: No outbreaks since last meeting. Theatre attire, no action taken at this forum. Head of Theatre does not agree with the policy and requires proof of infection.</li> <li>• TK: Falls Advisory Committee: Overall rate of falls for POWH is at its lowest since committee has started collecting data.</li> <li>• JT: Wound Care/Skin Care: Initially funded by NSW MoH IC Innovators grant Targets two common diseases, skin cancer and chronic wounds. Aim is to give patients access at the point of first contact with minimal or no cost and to improve efficiency of healthcare delivery. Benefits to accessibility and affordability.</li> </ul>			
5.4	Consumer Engagement for Redevelopment working party	Redevelopment continuing well. Detailed design close to sign off.			

## 6. General Business

Issue	Discussion	Action Required	Who	Due
6.1 LHD Standard 2 Update	Accreditation commencing 3-7 September 2018. All evidence has been submitted for all standards to be surveyed. Consumers involved in the process – meeting 3 September.	Update at next meeting	DON	Review October Meeting
6.2 HCNSW Consumer Training	No meeting to be held in September due to Consumer training taking place.			

## 7. New Business without notice

Issue	Discussion	Action Required	Who	Due
7.1 Action Plan - Strategy for moving forward	Require another facilitated session to identify and prioritise 5-6 items if funding was granted. A concrete plan to be identified to commence.	Facilitate session	Chair	Review October Meeting
7.2 District Plan – Consumers Business plan	Update by Chair advising District have identified items that could be achieved in the near future for consumers.		Chair	Review October Meeting

**The next meeting will be held on Wednesday 24 October 2018 at POWH**

**There being no further business the meeting closed at 6.00pm**

**Accepted as a true record:** GEORGE DONSTANTY, Chair:

**Signature Chair**

**Date:**

26/11/18