



**Meeting:** POWH/SSEH Community Advisory Committee  
**Date:** Thursday 25 June 2020

**Chair:** Mr George Constantin  
**Minutes:** Ildiko Greener EA to DON

THIS MEETING WAS HELD VIA TELECONFERENCE

**Presentations: N/A**

- 1. welcome acknowledgement of Country**
- 2. Attendance/Apologies**

<b>NAME</b>	<b>AREA</b>	<b>status</b>	<b>NAME</b>	<b>AREA</b>	<b>status</b>
Jennie Barry	GM	Apology	Tanya Kant	Consumer	Apology
Karen Tuqiri	DON POWH	Present	Susan Nicholson	consumer	Present
Belinda Rabet	NM POWH	Present	Ericka Van Aalst	Consumer	Present
Carolyn Smith	NM SSEH	Apology	Jan Titterton	Consumer	Present
George Constantin	Consumer/Chair	Present	Sue Suchy	Consumer	Present
Harris Mihailidis	Co-Chair	Present	Kathleen Sutherland	Consumer	Present
Ajay Varshney	Consumer	Present	Louise Dunne	NM SSEH	Not present
Keren Hong	Consumer	Apology	Ben Steele	consumer	Not present

### **3. Minutes**

3.1	Confirmation of previous minutes	The minutes from the April 2020 meeting were confirmed by HM and AV
3.2	Conflict of Interest	N/A

4. Actions/ Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
4.1 Committees at POWH - Consumer Representation	BR Consumer representation list updated, awaiting update from SSEH once received list to be sent to consumers.	Forward Committee list to members	BR	July
4.2 Barker Street Chairs	Photo of new chairs taken and forwarded to committee members. This is a temporary measure. HM commented not suitable for support for elderly or injured	No further action remove till further updates received		
4.3 Final meeting for consumers ending terms – afternoon tea TBA	Thank you to Erica Van Aalst, Jan Titterton, Susan Nicholson and Tanya Kant for representing the consumers and the community. Afternoon Tea to be arranged as soon as business resumes as normal. Sue Suchy raised the following concerns: - Members not receiving end of term letters and being advised at the last meeting – June 20. - Members have not been given an opportunity to extend their term - Number of members leaving at once with no replacements - SS requesting membership to be extended till full tenure is available. - Please see attached letter sent by Sue Suchy dated - Motion supported by committee to be addressed with GM	BR/KT/AP to follow up with GM		ASAP
4.4 Welcome Chair and Deputy Chair for 2020	Committee Chair for 2020 George Constantin with six votes. Chair: Harris Mihailidis nominated as CO-Chair for 2020 GC - six votes AV - three votes Co-Chair: HM - six votes AV - two votes SS - one vote	No further action required		

## 5. Standing Items

Issue	Discussion	Action Required	Who	Due	
5.1	POWH/SSEH update by hospital Executive – GM	<p><b>Prince of Wales Hospital:</b>            Covid19 Plan still in place and current to manage the pandemic.            Due to recent spike in Melbourne screening still in place            Flu Assessment to remain open, seven days a week            Awaiting further advice from Ministry regarding consumers returning on site for face to face meetings            Redevelopment continuing behind the scenes and tracking well</p> <p><b>SSEH:</b>            AP gave an update:            01 July Recovery phase back to normal level for surgery            Project Automated Check in aiming for Sep/OCT            Outpatient refurbishment on track            Business Planning continuing all improvements continuing, commencing 1 July.            District wide Project, 'Patient District Officer' commencing in the ED SSEH next week. Officer will be greeting patients in ED to support patients whilst waiting for care. Aiming to achieve a better patient experience. Project to be over a year.</p>			
5.2	Questions from CAC members	SS Followed up with a request made at the previous meeting for Consumer involvement for Work practice/Projects for the new build. BR advised when the first face to face meetings will occur this will be discussed JB.	Follow up with JB	BR	July
5.3	POWH/SSEH update by Committee Members	<b>Please see attached meeting feedback forms</b>			

## 6. New Business

Issue	Discussion	Action Required	Who	Due	
6.1	Recruitment strategy 2020 update	Recruitment has commenced, advertisement sent in Daily Telegraph including social media. Received a number of enquiries, receiving approximately four to five applications. Advertisement closes 30 June.			

Signature Chair

Accepted as a true record:  Chair: \_\_\_\_\_  
There being no further business the meeting closed at 5.00 pm

on behalf of chair  
K. Rowel  
Date: \_\_\_\_\_

30 July 2020.

Issue	Discussion	Action Required	Who	Due
7.1 N/A				
7. New Business without notice				
	Charter to be reviewed, members requesting Values established with Mary Mulcahy to be incorporated with the updated charter.			

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

<b>NAME</b>	Susan Nicholson		
<b>COMMITTEE/MEETING TITLE</b>	Communicating for Patient Safety		
<b>FREQUENCY OF MEETING</b>	Monthly	<b>CHAIR OF MEETING</b>	Chris Conn
<b>DATE/TIME OF MEETING</b>	02-06-2020 1200-1300hrs	<b>LOCATION</b>	EVA/Tele con
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p><b>Key Takeaway:</b></p> <p>1) Review of SAC 2 reports demonstrating communication problems from June 19 onwards. Factors involved</p> <p>2) Inadequate clinical Handover</p> <p>3) Inconcompliance with Timeout procedures in Patient unaware of REACT</p> <p>4) GP Discharge Summary Project.</p> <p><b>Key Points:</b> Final meeting with GPs delayed due to COVID-19</p> <p>3) OPD Working Party identifying all level 1 &amp; 2 procedures undertaken in OPD</p> <p>4) Audits to be undertaken to ensure during Timeout checks</p> <p><b>Summary:</b> that level 2 and 3 procedure patient have 2 Identity bands in place.</p> <p>SJMO Job list still with just minutes reviewed</p>		

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

**DATE:** 02-06-2020

**SIGNATURE:** 



**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	S/SEH Patient Safety and Improvement		
FREQUENCY OF MEETING	Monthly	CHAIR OF MEETING	Aida Perri FT
DATE/TIME OF MEETING	04-06-2020 1400-1500hrs	LOCATION	Skype/Telecon
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b></p> <p>i) Review Action log.</p> <p>2) Care Opinion - Report - i) stories discussed. ii) HERD award to state.</p> <p>3) Patient Safety Report - Hospital acquired complications. i) infection, ii) one cardiac complication.</p> <p>4) Staff and and by Medication Safety Presentation. Capped, and Audit Program Tabled, with Action Plan including</p> <p>i) Monthly Report by DOH re Drug Registrars to ensure all units are 100% compliant</p> <p><b>Summary:</b> ii) vaccine management and storage monitoring. iii) Medication Reconciliation. iv) Medical Staff Education and Training for all new medical state. v) Standardised Pharmacy Documentation Template</p>		
	<p align="right">PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>		

DATE: 05.06.2020

SIGNATURE: Susan Nicholson





**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	POW Health Patient Safety & Improvement Monthly		
FREQUENCY OF MEETING	CHAIR OF MEETING	Martin Mackertich	
DATE/TIME OF MEETING	LOCATION	EVA FELICION	
KEY POINTS AND ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b> D Safety Alert: Re Adverse effects on not adhering to an individual patient's Parkinson's medication schedule.</p> <p>2) POWH Quality Plan 2017-2020: Progress Report tabled. Noted those actions not yet completed to be finalised by July 2020. A Quality Plan for future years is currently being developed.</p> <p>3) Board Health Action Statement re compliance with National Standard I Actions 1.1 and 1.2 plus a brief to the General Manager re concerns <b>Summary</b> of gaps which an action plan will need to be developed by August 2020 in relation to the New Health Services Aboriginal Cultural Engagement Self-Assess ment Tool.</p>		

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 12-06-2020

SIGNATURE: *S. Nicholson*



**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	Susan Nicholson		
COMMITTEE/MEETING TITLE	Nursing Quality and Clinical Practice Monthly		
FREQUENCY OF MEETING	CHAIR OF MEETING	Michaela Kelleher	
DATE/TIME OF MEETING	LOCATION	25.06.2020. 2.30-3.30pm FWA/Tel Conference	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b>                  D Projects: (a) Prioritised Projects: -                  (i) Medication Administration, Audit commenced; completion time extended.                  Notes challenging with medication storage.                  (ii) Clinical Handover: Data now being reconciled electronically.  <b>Key Points:</b>                  (i) Intentional Rounding; Business rule being reviewed.                  (ii) Completed - Urine Project: To be presented at July Grand Round.                  Actions for (i) Medical Staff, (ii) Nursing Staff                  Summary                  2) Personal Protective Equipment orders being filled. Sterile gown not all sizes available.                  Hand sanitizers supplier sufficient                  3) Formc. Protusag which paper forms transferred to electronic format</p>		

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 26.06.2020

SIGNATURE: *S. Nicholson*



**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

<b>NAME</b>	ASAY VARSHNEY.		
<b>COMMITTEE/MEETING TITLE</b>	WAY FINDING.		
<b>FREQUENCY OF MEETING</b>	Once in two months	<b>CHAIR OF MEETING</b>	Queen Patterson
<b>DATE/TIME OF MEETING</b>	17/6/20	<b>LOCATION</b>	—
<b>KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS</b>	<p>Key Takeaway:</p> <p>AS There was NO <del>S</del> Teleconference system          There so consumer could not talk post          in the meeting</p> <p><b>Key Points:</b></p> <p>_____</p> <p><b>Summary:</b></p> <p>_____</p>		

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**DATE:** 17/6/20  
**SIGNATURE:** 

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	ASOY VARSNEY.		
COMMITTEE/MEETING TITLE	Bessie injury Prevention		
FREQUENCY OF MEETING	Once a month.	CHAIR OF MEETING	EMINIE.
DATE/TIME OF MEETING	15 June 2020.	LOCATION	Tele conference.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Key Takeaway:</p> <ul style="list-style-type: none"> <li>- TOR discussed &amp; agreed.</li> <li>- Train Nurses, Educators to train train the trainer</li> <li>- All matters of Row now resolved.</li> <li>- One SAE2 Red injury &amp; patient was noncooperative.</li> <li>- Nurses not following instructions. Committee to look at this matter.</li> <li>- Sydney Eye EMR audit on word &amp; Row on Mon.</li> </ul> <p>Key Points:</p> <ul style="list-style-type: none"> <li>- TOR approved.</li> <li>- Audits done &amp; more to do.</li> <li>- Working Part to be set to check why nurses not following instructions</li> </ul> <p>Summary: A lot of work done &amp; progress made.</p>		

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 15 June 2020

SIGNATURE: 

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	ASDY VARSHNEY.		
COMMITTEE/MEETING TITLE	Food & Nutrition committee		
FREQUENCY OF MEETING	By monthly	CHAIR OF MEETING	Margaret Holyday.
DATE/TIME OF MEETING	10 June 2020	LOCATION	Teleconference.
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p><b>Key Takeaway:</b></p> <ul style="list-style-type: none"> <li>- Meeting was held after 5 months, now should be regular.</li> <li>- Kitchen renovation on hold.</li> <li>- Patient table are clinical &amp; food can not be placed on the table spec 5E&amp;5W.</li> </ul> <p><b>Key Points:</b></p> <ul style="list-style-type: none"> <li>- TOR discussed &amp; passed.</li> <li>- Food server staff have not asked Nurses if there are any changes to patient diet.</li> <li>- Weighing scales are to be checked &amp; re calibrated.</li> <li>- Special audit on food speciality for long term patient.</li> <li>- Still 5 presubmitter next meeting.</li> <li>- NO SAE.</li> <li>- Patient did not get what was ordered - will fix.</li> <li>- Noo Sareey 4.1/5 &amp; Stan 3.7/5.</li> </ul> <p><b>Summary:</b></p> <p>Food &amp; Nutrition meeting was very engaging.</p>		

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 10/ June 2020  
SIGNATURE: *ASDy Varshney*

**MEETING FEEDBACK FORM**  
**CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	ASAY VARSNEY.		
COMMITTEE/MEETING TITLE	Infection Prevention & Control.		
FREQUENCY OF MEETING	Once a month		
DATE/TIME OF MEETING	29 May 2020.	CHAIR OF MEETING	Marian Mackertel
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	29 May 2020.	LOCATION	Teleconference.
<p>Key Takeaway:</p> <ul style="list-style-type: none"> <li>- ICU Zero infection</li> <li>- Zero in hub.</li> <li>- Zero in heart surgery.</li> <li>- Hand hygiene 85%.</li> <li>- Some Nurses with nail polish, Rings, watches etc.</li> <li>- High seeding of dust from Redevelopment.</li> <li>- 12 Health sticks from surgical infection</li> <li>- date on camera must be visible.</li> <li>- meal served by catering staff if no COVID19 control apply.</li> </ul> <p>Key Points:</p> <ul style="list-style-type: none"> <li>- Still awaiting reports.</li> <li>- Patient ask nurses if they have washed hands.</li> </ul>			
<p>Summary:</p> <ul style="list-style-type: none"> <li>- Patient are happy.</li> <li>- Things Base improved.</li> </ul>			

PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.

DATE: 29/5/20

SIGNATURE: *[Signature]*