



Meeting: POWH/SSEH Community Advisory Committee
Date: Thursday 24 September 2020

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

THIS MEETING WAS HELD VIA TELECONFERENCE/SKYPE

Presentations:

- Introduction of new members – Ice Breaker
- Ways of working
- Bare below the Elbows video
- Care Opinion story

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

NAME	AREA	status	NAME	AREA	status
Jennie Barry	GM	Present	Alan Porritt	SSEH DON	Present
Karen Tuqiri	DON POWH	Present	Jacqueline Stephenson	POWH Diversity Health	Present
Belinda Rabet	NM POWH	Present	Ildiko Greener	EA DON	Present
Carolyn Smith	NM SSEH	Apology	Keren Hong	Consumer	Present
George Constantin	Consumer/Chair	Present	Sue Suchy	Consumer	Present
Harris Mihailidis	Deputy-Chair	Present	Kathleen Sutherland	Consumer	Apology
Ajay Varshney	Consumer	Present	Alex Brown	Consumer	Present
Gary Gridneff	Consumer	Present	Cliff Wherry	Consumer	Present
Cheryl Purchase	Consumer	Present			

3. Minutes

3.1	Confirmation of previous minutes	The minutes from the July meeting were accepted by HM and SS with change by HM – deputy chair not co-chair
3.2	Conflict of Interest	N/A

4. Actions / Plans arising from previous minutes

Issue	Discussion	Action Required	Who	Due
4.1 Update on Committee Structure	AP provided an update on the committee structure. In the previous couple of months AP has contacted the members on the way forward and established some great ideas. As a result a draft business rule has been established for POWH/SSEH. This will be sent to the committee members for comment and to be returned prior to AP for the next meeting.	Draft Business Rule to be sent to consumers	AP	September

5. Standing Items

Issue	Discussion	Action Required	Who	Due
5.1 POWH/SSEH update by hospital Executive – GM	<p>Prince of Wales Hospital:</p> <p>JB: Continuing COVID safety measures across both sites, keeping staff, patient and community safe. Screening across both sites now have thermal screening cameras to be assist - this has alleviated congestion and expedited waiting times to be screened and allow entry into the hospital. Our response to COVID across both sites still remains strong. Clinics remain open with large amounts of patients daily across both sites. POWH and SSEH are currently focusing on catching up on elective surgery for patients that were delayed. Last month an additional one hundred people were operated on for cataracts.</p> <p>POWH Redevelopment continuing with Acute Services building. Building - moving ahead with concrete now poured on level five. Continuing work with Clinicians on how to define delivery of care to patients. Looking at how we can reach out our care to the community and patients how in a different fashion to how we have done previously as most people are becoming accustomed to using virtual type platforms.</p> <p>KT: Current focus on Medication Safety and Pressure Injury prevention. In coming weeks KT to reach out to committee members to request consumer representation for specific research studies or projects. Two important areas to empower the patients in having conversations around their care in relation to their medications and preventing pressure injury.</p>			

		<p>SSEH:</p> <p>AP: Moving forward with the Eye outpatient Redevelopment, planning document going out to tender for builders, currently awaiting signoff from Ministry. Looking at commencement of works late this year. Large amount of eye surgery being conducted, working double time to get through as many eye surgeries - aim to catch up by Christmas.</p> <p>Patient Experience Project across both sites in the Emergency department. New initiative introduced whereby a clerical staff member assists patients while waiting to be seen in ED.</p>			
5.2	Patient Experience Matters	<p>Patient Experience Survey commenced on 3 August at POWH. Tool to be used by staff to collect information from patients, carers and family members to be able to comment on the elements of safety and quality in our organisation. Staff are completing 5 surveys on each unit each month. The Australian Commission developed this tool and endorsed it. Overall large response and positive comments were received. Report tabled and will be circulated</p> <p>CARE opinion: Report tabled and will be circulated</p>	Noting only		
5.3	Diversity Health	<p>Jackie Stephenson provided background information on Diversity Health and how Diversity Health engage consumers. Diversity Health Co-ordinator at SSEH who conducts similar work to POWH. POWH share information with patients through education, one on one and group activities.</p> <p>Written information available in many forms, brochures, fact sheets, letters and a new patient guide – hard copy. It is based on similar information as the POWH website. A draft copy to be sent to consumers to review prior to finalisation.</p> <p>Patient TV, free health channel available for patients providing various information to improving your health, how to use the health system, COVID-19, importance on hand hygiene, interpreters and Facebook that is managed at District level.</p> <p>Diversity E News promotes important communication and resources this is shared with the health professionals.</p> <p>New appointment system tool, appointment reminders that are sent out to people who don't speak English.</p> <p>CHIER process, engages consumers when Diversity Health is preparing</p>	Patient guide to be sent to consumers for review.	JS	September

Signature Chair

Accepted as a true record:  Chair: Karen Ingram Date: 22 Oct 2020

There being no further business the meeting closed at 5.00 pm

Karen Ingram
on behalf of Chair

Issue	Discussion	Action Required	Who	Due
6.1 CAC Charter	To be reviewed in October once the BR is ratified	Evaluation of committee to be sent to consumers	BR	September

6. New Business

5.4	Questions from CAC Members	HM: QR Code at Barker Street not working requires updating. BR will follow up AB: requesting if possible for members to view Redevelopment. JB advised Lend Lease have restricted access to staff only who work on the site. There are 230 staff working onsite and the company are taking preventative measures to ensure staff remain healthy and there is no spread of Corona Virus. JB will advise when restrictions will be lifted and arrange a site visit.		
5.5	POWH/SSEH update by Committee Members	Verbal update will require a request prior to the meeting. Please see attached meeting feedback forms. BR to send out subcommittee list. KT will be requesting EOI's next meeting further information will be provided	list to be sent with minutes	BR September

MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE

Please submit to CAC secretariat for submission with minutes

NAME	A-JAY VARSTINEY		
COMMITTEE/MEETING TITLE	Pressure Injury		
FREQUENCY OF MEETING	CHAIR OF MEETING	Emine Telik	
DATE/TIME OF MEETING	LOCATION	Tille camp	
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Key Takeaway:</p> <ul style="list-style-type: none"> - Pressure injury coding is done & if any problems Emine looky at them to get coding correct. - Explanation required if increase in Pressure injury - Mattress observe comfortable. - Patient must be assess on arrival to in ward - After audit some the action must take place within one month - TOR complete. <p>Key Points:</p> <ul style="list-style-type: none"> - Training & Education is ongoing 		
	<p>Summary:</p>		
	<p align="center">PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.</p>		

DATE: 14/Sept. 2020

SIGNATURE: 

**MEETING FEEDBACK FORM
CONSUMER ADVISORY COMMITTEE**

Please submit to CAC secretariat for submission with minutes

NAME	A JAY VARSNEY		
COMMITTEE/MEETING TITLE	Way finding		
FREQUENCY OF MEETING		CHAIR OF MEETING	<i>Prosen Paterson</i>
DATE/TIME OF MEETING		LOCATION	<i>Tele conference</i>
KEY POINTS and ITEMS FOR DISCUSSION WITH CAC MEMBERS	<p>Key Takeaway:</p> <ul style="list-style-type: none"> - There were 17 problems very hard to hear. - ISB did presentation & design is completed. - Interior way finding design is worked on. - Slides were shown which I could not see. - Address sign of ASB building is being looked at. - Font & size being looked <p>Key Points:</p> <p>Summary:</p>		
	PLEASE ATTACH AGENDA AND FORWARD TO CAC SECRETARIAT PRIOR TO CAC MEETING.		

DATE:

SIGNATURE:

