

MINUTES
SYDNEY CHILDREN'S HOSPITAL, RANDWICK
PARENT & CONSUMER COUNCIL MEETING
Tuesday 13th May, 2008
Executive Unit Meeting Room SCH at 6:00 pm

Purpose of the SCH PCC: *To promote child & family friendly health care through the involvement of consumers in decision making.*

1. **PRESENT:** Lyn Peek, Parent Rep & Co-Chair
Phyllis Moran, Director of Nursing & Co-Chair
Michelle Honan, Patient Friend
Merron Howard, CCC&BD Parent Advisory Group Rep
Melinda Pickard, Parent Rep
Vanessa Costa, Parent Rep
Hala Katf, Staff Specialist Paediatrician
Stacey Gerritsen, Parent Rep
Sara Burrett, Social Worker
Anne Cutler, AWCH Representative
Rebecca McDonald, Respiratory CNC
Lisa Wellington, Regional Parent Rep
2. **APOLOGIES:** Les White, Lisa Broadley, Tanya Carnegie, Lif O'Connor.
3. **MINUTES:** 12th February, 2008 - accepted - nil changes.
4. **Changes to Committee Membership: Nil**
 - 4.1 **Resignation:**
Karen Sherlock from Heartkids has tendered her resignation from the committee due to family commitments.
Action: Michelle to organise a thank you letter to be sent.
 - 4.2 **Change of Name:**
Please note: Lisa Hughes is now using her maiden name of Lisa Wellington.
5. **BUSINESS ARISING:**
 - 5.1 **Virtual Tour: H Katf**
Hala mentioned that Michelle Perrin, Play Therapist has recently attended The New Zealand Association of Hospital Play Specialists Conference and presented a poster explaining the Virtual Tour which was well received. Michelle is also presenting this poster to the AWCH/CHA Conference in November.
 - 5.2 **Security C1 South & C2 South: H Katf**
As the Security Manager position has not been replaced yet the finalizing of the swiper access to C1 South and C2 South has been put on hold.
Action: Mr. Loy to progress.
 - 5.3 **Parent's Meals: A Cutler:**
Anne has had a discussion with the Association for the Wellbeing of Children in Healthcare (AWCH) Board Members surrounding Parent's Meals in hospitals. Joanna Holt is more than happy to assist with research at a National level to obtain further information as to what other hospitals are offering their parents.
Action: The Committee was happy for Joanna to assist with this research.
 - 5.4 **Vending Machines: M Honan**
Michelle reported that over a three month period Jan – Marc, 2008 there had been 124 meals sold from the frozen meal vending machine. The vending machine on level 3 has been fixed.

5.5 Internet Kiosk Facilities: P Moran

Phyllis has sent a letter to Professor White on behalf of the Sydney Children's Hospital Parent & Consumer Council highlighting the difficulties in access and privacy while using the Internet Kiosks especially for patients using wheelchairs. Big Pond insists that the kiosks must be situated in the café area and the only solution they could come up with was to turn one of the kiosks around facing the door.

Lyn, Natalie and Michelle visited this area and tried to maneuver Natalie in her wheelchair to be able to use the lower kiosk. Lyn said that this position was actually harder as the poles and chair would not fit into this area. Lyn wondered whether they could swap the two kiosks around – which would allow the smaller one to be placed in the other direction which may give easier access though a fixed table would have to be moved.

Action: Lyn and Natalie to try this angle to see if it would be any easier for wheelchair access.

5.6 Parking: S Burrett

Sara has not been able to organise a meeting with Metro Parking as yet. Stacey told the Committee that she was very happy with the six month reduced parking pass that was organized through the Social Work Department.

5.7 Meals for Breast Feeding Parents: M Honan

Michelle spoke with Helen Kepreotes, Head Dietitian who said that these issues had been raised many times over the last ten years at Sydney Children's Hospital. Helen felt that with the current café/food outlets on campus, frozen food machine level 0 as well as the food options available at the Randwick shops & breakfast options in the parent's kitchens that a mother has many options and adequate time to purchase and consume a meal between breastfeeding times. Parents felt that in order to maintain and promote breastfeeding parents need nutritious food and fluids and do not always feel that they can leave their child on the ward. Parents thought that the star café closed too early as parents often cannot leave their child until late in the afternoon as they do not want to miss seeing their specialists & allied health staff during the day. There was a discussion as to why parents could not be offered food from the trolley especially if it is going to be thrown away. The Committee felt that Sydney Children's Hospital as an organisation should be promoting breastfeeding which may mean assisting breastfeeding parents with meals on the ward.

Action: Michelle to ask Helen Kepreotes to provide a daily costing for providing meals.

Action: Anne to follow up re questionnaire.

5.8 Refurbishment of Wards: L Peek

Lyn wanted to acknowledge the refurbishment of C1 North and to thank the hospital and Sydney Children's Hospital Foundation. Michelle also mentioned the fantastic brightly coloured cupboards that have been built to hide the consumables from children and hence make it a less scary place. A discussion around having a TV/DVD player in the treatment room to assist staff in distracting patients undergoing procedures came up again. Lyn also mentioned that the older chairs with steel legs need to have covers on them as it seemed they were marking/cutting into the marmoleum in the ward.

Action: Michelle to ask Lorraine Taylor to submit TV/DVD Player onto the wish list for the treatment room.

5.9 Breastfeeding Room: P Moran

Phyllis explained that the Breastfeeding Room is awaiting swiper access before use. All staff will have access and spare cards will be left at the admission counter for visitors to use.

Action: D Loy to progress swiper access. A series of breastfeeding education sessions are planned for the next 4 months to increase all staff's knowledge regarding supporting breastfeeding mothers.

5.10 Smoke Free Zone: L Peek

Lynn spoke of the disgusting site of all the cigarette butts that are up and down High Street outside the Sydney Children's Hospital and Prince of Wales Hospital's High Street entrances since the Smoke Free Zone ruling has come into place. A discussion ensued as to whether there should be bins placed on High Street where people can place their cigarette butts. As High Street area comes under Randwick Council a discussion then took place surrounding who should clean these areas up - Hospital or Randwick Council? It was decided that in the first instance this issue should be discussed at the O&HS Committee.

Action: Sara Burrett to discuss this issue at the OH&S Committee.

5.11 Family Accommodation Ronald McDonald House: M Honan

Michelle has sought advice from Robyn Donellan on this issue. Robyn has changed the wording on the flyer to include "SCH inpatients requiring isolation due to transmissible infections are not eligible"

Action: Michelle to speak with Penny Douglas to clarify the wording and make sure that she is happy with this offer for families to go ahead.

6. STANDING ITEMS:

6.1 Transition Update: L O'Connor (attached)

Noted.

6.2 CCC&BD: M Howard

Nothing to Report at this time.

6.3 Action Spreadsheet: M Honan

Noted.

7. NEW BUSINESS:

7.1 Exercise Classes for Parents & Carers: M Honan

Michelle recently contacted Jane Simons, Physiotherapist who conducts fitness classes at the RHW. Jane has kindly allowed parents & carers of SCH to attend her classes free of charge. Michelle has placed flyers with information on the six weekly classes in all parents' kitchens on the wards. There is a good range of times on offer which includes morning and afternoon classes.

7.2 Concealment Trolley: L Peek

Lyn wanted to raise the issue of the trolley which transports patient's from the ward to the morgue. Lyn feels that once parents have seen and heard the trolley which is quite squeaky that they never forget the sight and sound of this trolley and find it quite upsetting. A discussion surrounding different options of transport ensued including taking the patient to the morgue in their own bed. Michelle, Heidi from Social Work and Sandra from the Palliative Care Team visited Prince of Wales Private Hospital and Prince of Wales Hospital to view the trolleys used which are very similar.

Action: Michelle to seek advice and recommendations from the Palliative Care Team. Policy may need to be reviewed.

7.2 Care of Adolescents at POWH: A Cutler

Lif's report attached gives up to date information. Anne reports that the Sydney Children's Hospital school has not received any adolescents from Prince of Wales Hospital as yet. Prince of Wales Hospital has stopped placing opposite gender patients in rooms with adolescent patients.

7.4 Area Wide Youth Consultancy Committee: L O'Connor

Deferred to August Meeting.

7.5 CHA/AWCH Conference: A Cutler

Anne gave a brief outline of the CHA/AWCH Conference that will be held in November and invited parents on the Sydney Children's Hospital Parent & Consumer Council to participate.

- 7.6 Eftpos for Cashier & Pharmacy: S Gerritsen**
 Stacey reported that when parents use the services of the Pharmacy or Cashier that you have to either pay by credit card or cash. It was raised whether we could introduce Eftpos into our system which would allow direct debit from a bank account.
Action: Michelle to ask David Loy about this issue.
- 7.7 Infectious Disease Reminders: S Gerritsen**
 Stacey informed the group that staff on C3 West always explained to parents on admission to the ward that any visitors who come to the ward need to be mindful that if they have any respiratory or gastro symptoms which could be harmful to other patients they should not visit. Stacey suggested that all nursing staff on all wards should have the same talk with parents on orientation as it is not just C3 West patients that could be affected.
Action: Phyllis to raise with Nursing Unit Managers.
- 7.8 NSW Inquiry into Public Hospitals: P Moran**
 Phyllis spoke of the upcoming Garling enquiry into public hospitals which will be visiting SCH on Monday 19th May. If any parent or carer would like to speak at this enquiry they will need to register ahead of time.
- 7.9 Volunteer services & Adolescent In-Patients at POWH: P Moran**
 Phyllis sought advice from the Committee on volunteers from Sydney Children's Hospital to sit with adolescent patients at POWH to give parents & carers a break. A discussion surrounding whether
- the volunteer would want to go to POWH
 - whether we would have enough volunteers to cover SCH wards and POWH
 - whether we could cover on a regular basis
 - Volunteer may want to assist especially if the patient is well known to them from SCH.
- Committee members thought the option of Prince of Wales Hospital recruiting volunteers for adolescent patients who could train/buddy volunteers at Sydney Children's Hospital to help them become more adolescent friendly may be a better solution. This would have to be discussed with Jenni Corbett. Lynn thought that exceptions could be made especially for old patients of Sydney Children's Hospital.
Action: Phyllis to discuss with the Transition Working Party.
- 7.10 SCH Patient Food Satisfaction Survey: P Moran**
 Survey noted. Phyllis explained that a patient food satisfaction survey was conducted at Sydney Children's Hospital in February 2008 which showed a high level of satisfaction with a site average score of 94.6%. This is an improvement of 6.2% from the 2007 survey. Melinda concurred stating that she believes the food offered to patients has definitely improved.
- 7.11 TV Sets in C3 South: M Pickard**
 Melinda and Lyn both noticed on recent admissions that some of the TV sets in C3 South were set in the middle of the room rather than near the bed space compared to other wards. This made vision of the screen difficult for patients. Phyllis said that when the ward is due for refurbishment the TV's can be adjusted then.
Action: Michelle to let David Loy know of this problem.
- 7.12 Cancellation of Surgery: S Burrett**
 Sarah wanted to highlight the problem for parents of late cancellation of surgery especially when the families are from country areas. Sara explained that this puts a lot of extra stress on her staff as families are quite upset and angry when this happens. Sara would like to know what are the priorities for cancellation of booked admissions. There was a discussion surrounding educating staff on giving families bad news and whether this education should be rolled out again.
Action: Michelle to speak with Tony Yee re priorities for cancellation.

NEXT MEETING: Tuesday 12th August, 2008.

Michelle Honan
 Patient Friend
Sydney Children's Hospital