

**MINUTES**  
**SYDNEY CHILDREN'S HOSPITAL, RANDWICK**  
**PARENT & CONSUMER COUNCIL MEETING**  
**Tuesday 11<sup>TH</sup> November, 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  
Les White, Executive Director  
Michelle Honan, Patient Friend  
Melinda Pickard, Parent Rep  
Vanessa Costa, Parent Rep (via teleconference)  
Amy Cubitt, Social Worker Rep  
Rebecca McDonald, Respiratory CNC  
Lisa Wellington, Regional Parent Rep (via teleconference)  
Fay Chiotis, Parent Rep  
Minn Simpson, Regional Parent Rep (via teleconference)  
Lif O'Connor, GMTC Rep  
Peter Schnieder, Exec Director, Ronald McDonald House  
Michelle McIntosh, House Manager, Ronald McDonald House
2. **APOLOGIES:** Tanya Carnegie, Anne Cutler, Ross Johnston, Hala Katf, Sara Burrett, Stacey Gerritsen & Merron Howard.
3. **MINUTES:** 12<sup>th</sup> August, 2008 – accepted by L O'Connor & P Moran. Nil changes.
4. **Changes to Committee Membership:**
  - 4.1 **Resignation:**

Lyn Peek has tendered her resignation from the committee as Natalie has been transitioned to the adult services. Les thanked Lyn on behalf of the Committee for her enormous contribution over the last eight years. Lyn stated that she may be interested in joining a transition committee at POWH in the future.
  - 4.2 **New Member:**

Fay Chiotis was welcomed to the Committee as a parent representative.
5. **BUSINESS ARISING:**
  - 5.1 **Security C1 South & C2 South: M Honan**

Michelle explained that the intercom systems have been installed and the wards are closed from 8.00pm – 7.00am.
  - 5.2 **Parent's Meals: A Cutler - Deferred February Meeting**
  - 5.3 **Parking: S Burrett – Deferred February Meeting .**
  - 5.4 **Family Accommodation on Weekends at Ronald McDonald House: P Moran**

Peter and Michelle were welcomed and introduced to the Committee. Lynn gave a brief overview of the SCH Parent & Consumer Council.

A lengthy discussion ensued on how to best facilitate and advertise accommodation on weekends for siblings and family members of long term patients at Ronald McDonald House. Les brought up the issue of cost for long term families of patients who cannot claim the accommodation on IPTAAS and whether there could be any assistance for these families either from Social Work Fund or Ronald McDonald House. A discussion surrounding priority of patients was also discussed and it was decided that patients who live more than 100km away would receive priority. It was decided that there needs to be further

discussion on the process, how many rooms needed to be kept free & payment arrangements. It was hoped that this initiative can be advertised in early 2009.

Phyllis also mentioned that she has met with Peter to discuss the suggested check list for families attending Ronald McDonald House for infection control. Peter has endorsed this checklist and will also discuss this initiative with Ronald McDonald House Executives with a view to introducing a similar system for all houses. Peter will keep this information on computer at Ronald McDonald House.

**Action: Peter will organise a meeting with Phyllis, Michelle & Sara in the near future to nut out the details.**

**5.5 Concealment Trolley: P Moran**

Phyllis is still working on this issue. Vanessa mentioned that POWH staff were looking into a new trolley that St George Hospital had purchased.

**5.6 EFTPOS for Cashier & Pharmacy: M Honan**

Michelle noted that Westpac was going to be introduced across the Area in November and Mr Loy will revisit this once this change is in place.

**5.7 Smoke Free Zone: S Burrett – Deferred February Meeting**

**5.8 Translated Handy Hints Brochure on Line: M Honan**

Michelle was happy to report that all versions of the Handy Hints Brochures including English, Arabic, Vietnamese and Chinese are now available via the Sydney Children's Hospital Internet site.

**5.9 Handy Hints Booklet for Parents with Complex Children: S Burrett – Deferred February Meeting**

**5.10 Vera Adderley Residence: M Honan**

David Loy has highlighted the committee's feedback with Marie Burdett at POWH who is aware of these ongoing problems but the main problem is of course finding an appropriate funding source to undertake the more major works.

A discussion ensued surrounding the issues raised previously:

- ◆ Cleanliness
- ◆ Cockroaches
- ◆ Security
- ◆ Shared male and female showers

Parents who come back to the residence in the evening usually find other people hanging around outside and just come in when parents swipe entrance to the building and parents don't feel safe in asking who they are and whether they are suppose to have access.

Parents have noted that the bathrooms and kitchens are very dirty and there is a definite cockroach problem.

Mums and young adolescents don't feel comfortable showering in the same area as men. Les mentioned that there may be some practical ways in trying to address some of these issues and he is happy to have a further conversation with David Loy.

**Action: Les was happy to have further discussions with David Loy.**

**5.11 Additional HELP Items Required by Parents: Deferred February Meeting**

**5.12 Feedback from Ward Suggestion Boxes: M Honan/P Moran**

- *Monitors should be installed in the isolation rooms:* Michelle noted that Cathy Lovell had raised this issue at a Management Meeting following consultation with the Nursing Unit Managers. Discussions are still ongoing to find the best options for addressing this issue.
- *Should there be IV teams who only do IV insertions for long term patients with difficult access:* Phyllis explained that this issue was raised at the Quality Management Group and it was decided that a smaller group should be formed to look into this issue.

### 5.13 Signage outside POWH Emergency Department: L Peek

Michelle explained that David Loy has discussed this issue with Marie Burdett who feels that the directional signage on the perimeter of the campus is clear. Also, once a parent is on the verge of entering the Prince of Wales Hospital Emergency Department they would be unlikely to turn around and go looking for the Paediatric Emergency Department especially if their child needed urgent attention. Training POW ED clerks to give directions to SCH ED may be a better option than signage.

A lengthy discussion ensued and Les said that he would be happy to have further discussions with Mr Loy and Prince of Wales Hospital on this subject.

**Action: Les to seek further discussion with Mr Loy and POWH.**

## 6. STANDING ITEMS:

### 6.1 Transition Update: L O'Connor (attached)

Noted.

### 6.2 CCC&BD: Deferred February Meeting

### 6.3 Action Spreadsheet: M Honan

Noted.

## 7. NEW BUSINESS:

### 7.1 Communication Between Treating Teams:

Fay wanted to raise the issue of how difficult it is for parents who have a chronically ill child and many treating teams as treatment can change several times a day. When a child has many treating teams the communication between teams and nursing staff may not be as good as the parents would hope for. It can also be very difficult for parents to go over a long complicated history for nursing staff on every shift change and also when the Junior Medical Staff change terms which means you could get a completely new resident and registrar for each team.

Fay wonders whether a more detailed handover with nursing staff may help the situation. Fay also mentioned that it can be difficult with doctor's constantly charting different medication daily and how confusing this can be for staff as the chart boxes are very small and if a child is on several medications daily then often the doctors have to flip over to the next page to fit everything in. This could result in nursing staff not always turning over to check the next page for change of medication. A lengthy discussion ensued with parents all agreeing that they have experienced similar issues. Les mentioned that a new statewide medication chart will soon be introduced and this may help with the medication issues.

Les summarized issues raised: *Medication Chart: sources of error and miscommunication*  
*Handover Communication issues*

- Regular nursing staff shifts

- JMS when term changes.

*Clarification to parents who is the coordinating clinician when several teams are involved in care and agreed mechanisms for communication*

- Between teams

- With parents

Les also brought up the point that it may be worthwhile for long term patients to have a summary of the child's key points surrounding their history in the front of the medical record. Les clarified that he thought of a long term patient as any admission of longer than three months on a single admission or any patient that has had more than three admissions in one year.

**Action: Les to raise these issues with appropriate groups for further discussion.**

**NEXT MEETING: Tuesday 10<sup>th</sup> February, 2009.**

Michelle Honan

Patient Friend

**Sydney Children's Hospital**

