

St George Hospital Consumer Advisory Group

Tuesday 28 May 2019 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Jan Denniss, Consumer Representative • Margaret Foreman, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative • Paul Holdsworth, Consumer Representative • Advija Huseinspahic, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Vicki Manning, SGH Director of Nursing • Elizabeth Martin, Consumer Representative • Leisa Rathborne, General Manager SGH • Nick Skleparis, Director, Corporate Services SGH <p>Apologies</p> <ul style="list-style-type: none"> • Samantha Gifford, Aboriginal Hospital Liaison Officer • Michael Jordan, Consumer Representative • Gregory Lill, Consumer Representative • Lorena Matthews, Nurse Manager, Women's and Children's Health <p>In Attendance</p> <ul style="list-style-type: none"> • Kim Wrightson, SGH Community Relations Officer (Secretariat)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 23 April 2019 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <p>6.10 Increase awareness of the Red Bag, Green Bag Project to the community. Bring additional suggestions to the May CAG meeting. – All</p> <p>No further suggestions.</p> <p>6.14 Discuss the issue of viewing the new chemotherapy treatment areas form the street with Camille Attwood, Project Manager, CCC Project – Nick Skleparis</p> <p>Nick Skleparis spoke to Camille Attwood and was advised that screens/blinds have been installed on the front windows and can provide additional privacy on the patient's request.</p> <p>7 ASB Atrium and Gray Street Foyer TV's – content moves too fast. Forward comments to Michaela Ward, A/Senior Executive Officer – Kim Wrightson</p> <p>The Communications Manager and the TV Specialists has advised that at this stage we have lost all ability to slow down the presentations. The TV's have recently been replaced due to a panel fault. The previous TV's had three speed settings, but the current one manages the transition time itself with no capability to slow down. We are investigating technology that can be</p>

	<p>installed on the TV so we can remotely manage the presentations.</p> <p>10.1 Hand hygiene to remain as an agenda item for the CAG May meeting. Bring any ideas on how to tackle hand hygiene and how to engage the patient to ask the hand hygiene questions - All No suggestions received.</p> <p>11.5 CAG support the Hospital in writing to Council to investigate the issue of traffic congestion caused by school pick-up – Nick Skleparis Nick Skleparis advised that prior to writing to Council he has been conducting an audit to have a broader review of the block. They have identified that there is a bus stop located close to the intersection that can cause a vision block when turning. A further suggestion is to place lines along the road near the main driveways to ensure that they are not blocked eg Hospital exit and Gate 10 driveways. The Committee also raised the issue of visitor vehicles parking on the grassed area outside the Cancer Care Centre. Nick suggested that this could be added to the letter.</p>
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
5	<p>General Business</p> <p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the last report there have been two pages of brochures for review. • Owing to personal issues the consumer membership of Nancy Niu has been deferred until September 2019. • Consumers are invited to tour the Hospital kitchen after the CAG meeting. • Jan Denniss has volunteered for engagement in the SESLHD Infection Prevention and Control Committee. • EOI's circulated for consumer representatives: <ul style="list-style-type: none"> - National Standards 5 Comprehensive Care Working Party - HIV and Sexual Health Steering Committee
6	<p>Standing Items</p> <p>6.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • SGH Signage Committee meeting held on 2 May 2019. • Items discussed: <ul style="list-style-type: none"> - Trimming trees around the sign located near the Belgrave Street entrance - Awning above the Prichard Wing makes it difficult to see the building name - New sign for PET unit <p>6.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Quality Improvement Projects 2018/2019 <ul style="list-style-type: none"> - Submitted the Coronary Artery Bypass Graft (CABG) bundle approach project to the Improvement and Innovations Awards, Patient Safety First category. Project selected as a finalist and will be submitted to the District for judging. - Involved in a project with Dr Pam Konecny. Looking at partnering with patients to prevent antimicrobial resistance and healthcare associated infections.

	<ul style="list-style-type: none"> • Discussions held on gastro outbreaks, public health alerts, meningococcal alerts, influenza outbreaks and measles.
6.3	<p>SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Presentations and discussions on:- <ul style="list-style-type: none"> - Markedly increase in patients presenting to X-Ray and ED - Nurse navigator role working well - Hospital acquired complications (HACs). There are 16 national HACs. There is an opportunity for the Hospital for funds to be reimbursed if we can prove we are working towards a solution or project to improve the issue. SGH results have been good.
6.4	<p>SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Increase falls in Acute Services Building are being reviewed. Patient Safety Manager and Nurse Manager have completed an audit in regards to the noise level of the call buttons. It was reported that they are at the correct level. • ICU identified an increase in falls. Project works have decrease the falls. • Nurses can be stationed in a room that is a high risk of falls.
6.5	<p>SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Patient admissions have risen. • Discussions held on discharging after 12md.
6.6	<p>SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • My Food Choice is now live, however not in the Mental Health Unit. • Malnutrition is around 5,400 hospital acquired episodes each year. This leads to an increase to the length of stay and the cost of admission. The aim is to conduct risk assessment on admission. • The Happy Hour trolley for the Aged Care Precinct has been successful. It brings some fun to the ward to increase the fluid intake for the patients.
6.7	<p>SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Discussions held on:- <ul style="list-style-type: none"> - “Keeping me in the loop” whiteboard at the end of the patient’s bed with information regarding the patient and their care. Staff Specialists would like to continue with the whiteboard system. Some staff have reported difficulties. Decision made to continue with the whiteboards. - Education to be provided to the Junior Medical Staff regarding palliative care and end of life care. - Cancer Care diaries that went through CAG’s for review, have been approved and finalised. - Options for transport brochure and financial assistance is being compiled. - Information being collated for TV’s in Cancer Care. - Review being held to decrease wasted chemotherapy drugs.
6.8	<p>SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Elizabeth Martin advised that she was unable to attend the meeting, but has received a report. • Presentation on “Pain Management in Mandarin” has been successful with positive results and feedback from participants at SGH.

	<ul style="list-style-type: none"> • Diversity Health Strategic Plan 2018-2021 – The action plan quarterly report was tabled and achievements highlighted. • Harmony Week 2019 – Feedback was given on the activities held at SGH and Garrawarra Centre. • Updated given on SESLHD Equity Strategy; SESLHD Multicultural Service; SESLHD Carers Programme. • Information sharing from Committee members: <ul style="list-style-type: none"> - Mental Health first aid course for Bangladesh men – early July 2019 - New Japanese language class and Japanese art and culture group to be established - Cultural awareness training to PHN staff to be conducted in May 2019 - A framework for the management of vulnerable inpatients is being developed, including linking them to appropriate service/s after discharge - A workshop on “Working with older refugees and Holocaust survivors” will be held in May 2019 - The Aboriginal room at SGH has been refurbished and almost ready for use - NAIDOC week will be celebrated at SGH on 8 Jul 2019
	<p>6.9 SGH Emergency Department Reconciliation Officer Project Steering Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • No meeting held.
	<p>6.10 Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • Greg Lill was not in attendance at the CAG meeting.
	<p>6.11 SGH Safe Use of Medications (SUM) Committee – Greg Lill</p> <ul style="list-style-type: none"> • Greg Lill was not in attendance at the CAG meeting.
	<p>6.12 Patient Opinion Working Party – Greg Lill and Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan reported that there hasn't been a meeting. • Sandra Grove advised that the Patient Opinion banners have been placed in hospital thoroughfares.
	<p>6.13 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch was unable to attend the SGH Clinical Council meeting on 17 May 2019. The following was raised and discussed: <ul style="list-style-type: none"> - Stage 3 redevelopment - Health roundtable - Cancer Care • An extract of the minutes will be circulated when available. • Rod Lynch raised the item of the MRI licence. Vicki Manning advised that the license allows us to extend the hours of the MRI's operation which will benefit our patients through the district. <p>Action: Circulate the “Friends of St George” newsletter to the consumers which contains an article on the MRI License – Kim Wrightson</p>
	<p>6.14 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Cancer Care Centre redevelopment has opened. • Day Surgery refurbishment has been completed and they have moved in. • GMU moves to 6A on 13 June 2019.


	<ul style="list-style-type: none"> • Fugen Constructions has been announced as the builder for the Birthing Centre. They are scheduled to commence in June 2019. Anticipated that the build will take six months. • Winter works have commenced. We are receiving high admissions due to respiratory issues. Length of stays have increased. We are working with the Primary Health Network to design a health pathways for GP's regarding respiratory issues. It will advise what tests are to be organised and referral suggestions. • Tobi Wilson has been appointed and commenced as the new Chief Executive. He was the General Manager of Prince of Wales. He will be based at SGH one day a week. • Jan Denniss raised the question about the overflow of people attending the hospital. The Committee was advised that we have the capacity to open beds if required for this reason. In this situation we can also offer privately insured patients to transfer to a private hospital. • Rod Lynch raised the item of rehabilitation programmes being cancelled. Vicki Manning advised that Rod might be referring to the Respiratory Coordinated Care Programme (RCCP). The Committee was advised that there was no active rehabilitation within this group therefore resources from the programme have been relocated within the model of care.
	<p>6.15 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • The St George Hospital International Nurses and Midwives Awards Dinner was held on 17 May 2019.
	<p>6.16 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • District finalists have been announced for the SESLHD Improvement and Innovations Awards. <ul style="list-style-type: none"> - Delivery Integrated Care Delivering New Model of Care for Patients Presenting to the Emergency Department Requiring Medical Forensic Responses Following Sexual Assault. Karen Lambert, South Sydney Sexual Assault Service (submitted in conjunction with the St George Hospital ED Nurse Practitioners) - Patient Safety First Integrated Approach to Reduce Infection Related Harm post CABG Belinda Boston, St George Hospital - Keeping People Healthy Happy hour! A Novel Intervention Targeting Increased Fluid Intake in Hospitalised Older Adults Requiring Fluid Modification Elaine Westwood and Claire Douglas, St George and Prince of Wales Hospitals - Supporting our People The St George Emergency Department NAWHL: The Night Airway Huddle Dr Andrew Cooke, St George Hospital

	<p>6.17 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Bike parking station, Kensington Street is now open to staff. • Fairy Sparkle Garden – Quotes have been received and sent to Hurstville Rotary for review. • Review of parking area outside the Hydrotherapy Pool has been completed. It is suggested to turn the two parking spots at the front of the building into a drop off area only (due to the loop driveway). The long driveway is still to be reviewed. Jan Denniss requested that the users of the hydrotherapy pool are advised of the parking changes. • New Chief Engineer has commenced.
7	<p>Review of content for ASB Atrium and Gray Street Foyer TV's</p> <ul style="list-style-type: none"> • There were no new slides to review.
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • Nil
	<p>8.2 District Steering Committee for Falls Injury Prevention in Health Facilities</p> <ul style="list-style-type: none"> • Report circulated.
	<p>8.3 District Community & Consumer Council (DCCC)</p> <ul style="list-style-type: none"> • Nil
9	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
10	<p>New Business</p> <ul style="list-style-type: none"> • Nil
11	<p>Business Without Notice</p>
	<p>11.1 Quality Account – Sandra Grove</p> <ul style="list-style-type: none"> • NSW Health ask for an annual quality account. The report focuses on quality projects. Leisa Rathborne has asked that the CAG consumers review the document (once completed) prior to submission.
	<p>11.2 Day Surgery – Jan Denniss</p> <ul style="list-style-type: none"> • Jan raised the issue of hospital entry for Day Surgery patients as they may be asked to enter the Hospital prior to some of the main doors opening. Currently Gray Street entrance is the only entry available, however Kensington Street would be the preferred entrance due to the Day Surgery location but it doesn't open until 6.30am. Action: Vicki Manning to investigate
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil

13	Meeting Closed Date of next meeting – Tuesday 25 June 2019 at 9.00am, Boardroom, 4 th Floor James Laws House, St George Hospital
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CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH

Signature 

Date 25-6-19