

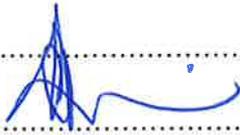
Minutes	
	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Christina Cook, Consumer Representative • Sonia Giaouris, Consumer Representative • Samantha Gifford, Aboriginal Hospital Liaison Officer • Sandra Grove, Clinical Quality Manager • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • Angela Karooz, General Manager • Gregory Lill, Consumer Representative (Co-Chair) • Rod Lynch, Consumer Representative • Elizabeth Martin, Consumer Representative • Lorena Matthews, Divisional Director, Women’s and Children’s Health • Ella Stathis, Communications and Engagement Coordinator • Lauren Sturgess, Director of Nursing and Midwifery Services <p>Apologies</p> <ul style="list-style-type: none"> • Allan Ajami, Redevelopment Project Manager • Helen Scarr, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none"> • Suzanne Ibbotson, Community Relations Manager • Kim Wrightson, Community Relations Officer (Secretariat)
2	<p>Presentation</p> <p>2.1 National Standards 2: Partnering with Consumers – Sandra Grove</p> <ul style="list-style-type: none"> • The National Safety and Quality Health Service (NSQHS) Standards provide a nationally consistent statement of the level of care consumers can expect from health service organisations. • Primary aims of the NSQHS Standards are to protect the public from harm and to improve the quality of health service provision. • There are eight National Standards: <ul style="list-style-type: none"> - Clinical Governance - Partnering with Consumers - Preventing and Controlling Healthcare – Associated Infection - Medication Safety - Comprehensive Care - Communicating for Safety - Blood Management - Recognising and Responding to Acute Deterioration • Partnering with Consumers – If the standard is in place: <ul style="list-style-type: none"> - There are systems to help patients, carers and families to be partners in healthcare design and evaluation - Consumers are partners in the design and governance of the health service organisation - The delivery of care is based on partnering with patients

	<ul style="list-style-type: none"> - Patients are able to be partners in their own care - The organisation communicates with patients in a way that supports effective partnerships • Ange Karooz advised that as an advisory group we have a journey. The Standards can be used as our reference tool/guide. Lorena Matthews advised that National Standards aligns with quality and best practice. Action: Add the presentation to the CAG invite – Kim Wrightson • Accreditation for St George Hospital is from 6 to 10 June 2022. • There are 240 set criteria. Christina Cook asked if historically we have passed. The Committee was advised that at the last accreditation we achieved full accreditation with no recommendations. • We are currently in the process of drafting the timetable with the lead assessor. They will advise how they would like to meet our consumer representatives. It is anticipated that questions for consumers may be around:- <ul style="list-style-type: none"> - Governance - attending meetings etc - Design – hospital redevelopment - Measurement – patient safety data; falls data etc - Evaluation – given what we do - Involvement in quality and safety – talk about data, improvement etc • Lorena Matthews advised that through our recent readiness assessment, the question was asked on how we orientate our consumers when attending other hospital committees. In the Consumer Participation Manual (page 8) Invitation to participate on additional Committees/Projects, we added: “To support the transition process for consumers joining a new committee, the CAG Secretariat will schedule a meeting with the chair or delegate to discuss the committee’s purpose and function. This is to ensure that consumers feel suitably prepared before commencing their role on the committee.” • The Consumer Participation Manual is a reference tool for our consumer representatives. The manual is continually updated. If there are any suggestions/changes, please inform the Secretariat. Action: Circulate the Consumer Participation Manual to committee – Kim Wrightson
3	Approval of Minutes
	3.1 Minutes dated 26 April 2022 were confirmed as a true and accurate record.
4	Items Arising from Action Plan
	• Nil
5	Declaration of Conflict of Interest
	• Nil
6	General Business
	6.1 Report from the Co-Chair – Greg Lill <ul style="list-style-type: none"> • Greg Lill presented a flyer from Health Consumers NSW – Consumer and Community Engagement Model. Action: Circulate flyer to Committee – Kim Wrightson • Greg Lill raised items that were discussed in reports circulated with the CAG agenda paperwork. Items raised in these reports often have final outcomes. Greg suggested that the outcomes could be shared or presented to the CAG.

	<ul style="list-style-type: none"> Committee was advised that if there was a presentation or project from a hospital committee that you believe would be of interested to CAG, advise the CAG Secretariat who can investigate and make arrangements for a presentation. It was raised however, that a presentation may need to be modified to be presented to the CAG. Consumers may also ask the Chair of the hospital committee to tailor a report for CAG.
7	Governance Items
	<ul style="list-style-type: none"> Nil
8	Standing Items
	8.1 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> Report for the Clinical Council meeting held on 24 May 2022 was circulated with the agenda paperwork.
	8.2 General Manager Report – Angela Karooz <ul style="list-style-type: none"> Clinical Services Plan A District Clinical Services plan will be developed over the next 12 months – the purpose of the plan is to identify service priorities over the next 10 years, in alignment with our district Exceptional Care, Healthier Lives Strategy. Sustainability The Strategy, Innovation and Improvement directorate is developing district wide plans to enhance the environmental sustainability of operations, notably through the reduction of its greenhouse gas emissions and the efficient use of resources to meet Local Health District (LHD) and NSW government targets. Co-Directors, St George Hospital The appointment of the Co-Directors, St George Hospital have been announced. Dr Alexandra Smith to the position of Medical Director, Division of Medicine and Cancer, and Professor David Lubowski to the position of Medical Director, Division of Surgery. Social Work Afternoon Shift Initiative Our Social Work Department are trialling a six-month pilot. A social worker will be available until 11pm Sunday to Thursday, contactable via mobile. SHIP New initiative. 10 bed SHIP (Short Stay Inpatient) has been established on 3 East. The SHIP provides an interim (short term) inpatient ward bed for suitable, admitted patients who have been allocated an inpatient bed but the best is not yet ready.
	8.3 Nursing Update – Lauren Sturgess <ul style="list-style-type: none"> Lauren Sturgess advised that their main focus is on workforce shortages. We are experiencing a higher-than-normal vacancy rate, partly due to post COVID burnout. Recruitment video for nursing and midwifery has been completed. Action: Circulate video link – Kim Wrightson International Day of the Midwife – 5 May 2022 International Nurses Day – 12 May 2022 Award ceremony held – Nurse and Midwife of the Year announced. Continue works with Rotary of Hurstville on the upgrade of the lawn area. Contractor to commence in the next few months.

	<p>8.4 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Report for the month of April: <ul style="list-style-type: none"> - 131 Compliments - 13 Complaints - No Harm Score 1's reported - 6 x Harm Score 2's • Quality Report <ul style="list-style-type: none"> - Identifying gaps in care. - Focused on cannula care; labelling lines; nursing leadership; medication storage/securely • District quality Improvement pathway – three educational sessions have been provided. • Work continues around accreditation.
	<p>8.5 Stage 3 Redevelopment Update – Ella Stathis</p> <ul style="list-style-type: none"> • May report: <ul style="list-style-type: none"> - Consultation with clinical services around schematic design for the new Ambulatory Care Building is nearly complete (expect this to be finished by June 2022) - Priority works are proceeding according to schedule - Stage 1 of Perioperative Theatres refurbishment is nearly complete - Design Jam consultation with ATSI community and Yerrabingin (design consultant) was rescheduled - State Significant Development Application will be lodged in late June - New artist impressions of the schematic design of the Ambulatory Care building will be released in June/July 2022
9	<p>Reports for Noting</p>
	<p>9.1 Reports submitted with agenda paperwork:</p> <ul style="list-style-type: none"> - Volunteer Report – May 2022 - SGH/TSH Diversity Health Committee – 09.05.22 - SGH Falls Prevention and Management Committee – 10.05.22 - SGH Safe Use of Medicines (SUM) – 24.04.22 - Patient Safety and Clinical Quality Committee – 03.05.22
10	<p>New Business</p>
	<p>10.1 Conditions of Entry Signage – Angela Karooz</p> <ul style="list-style-type: none"> • The Committee was shown a new sign “Conditions of Entry” which was created from a small working party with Emergency Department (ED) and Security staff. The sign addresses: <ul style="list-style-type: none"> - Smoke-free environment - Violence, physical aggression or verbal abuse will not be tolerated - Weapons, illegal drugs or alcohol is prohibited - SESLHD reserve the right to request identification - Electronic device to record audio, video or still images is not permitted unless prior consent is obtained • Senior management including the General Manager can connect with individuals or families that may be under distress. We navigate situations and solutions as required.

	<ul style="list-style-type: none"> • The sign has been created to set our expectations before entering the premises. • Question raised about smoking area for patients. The committee was advised that smoking is not allowed on campus. Patients are offered nicotine replacement therapies. • Committee was advised that our next step is to investigate drop-off areas in front of the ED, especially over the weekend period.
11	Business Without Notice
	<p>11.1 Legionella Alert – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch raised the recent Media Release – Legionella Alert – St George Hospital Cooling Tower. • SESLHD Facebook post (excerpt): <i>We are advising people who may have been in the vicinity of St George Hospital Kogarah in the past two weeks to be on the lookout for symptoms of Legionnaires’ disease, following identification of Legionella bacteria in a cooling tower in the area.</i> <i>The contaminated tower was immediately cleaned, and all St George Hospital cooling towers are being re-sampled to ensure there is no ongoing risk in the area. Other local operations of cooling towers should ensure their monthly sampling and cleaning is undertaken, and report any potential concerns to Georges River Council immediately.</i> Full media release: https://www.seslhd.health.nsw.gov.au/services-clinics/directory/media-and-communications-home/media-releases-2022 For more information on Legionnaires’ diseases: https://www.health.nsw.gov.au/Infectious/factsheets/Pages/legionnaires_diseases.aspx • The Committee was advised that we have a duty of care to notify the public if there has been a report of Legionella in the area. Angela Karooz advised that the hospital has processes in place to prevent and identify any concerns. During this notification, the hospital checked all hot water valves and ice machines.
	<p>11.2 Resignation form the CAG – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch advised that he is resigning as a consumer representative of the SGH CAG after accreditation week. • On behalf of the organisation, Angela Karooz thanked Rod for his skills and leadership as Chair and a member of the SGH CAG. Hospital staff and consumer representatives reiterated these sentiments and thanked Rod for his guidance and leadership.
	<p>11.3 Presentation at the June CAG meeting – Angela Karooz</p> <ul style="list-style-type: none"> • Angela Karooz suggested we extend an invitation to Malcolm Ricker, Chair, Sutherland Consumer Advisory Group to attend/present at our June CAG meeting. Action: Extend an invitation to Malcolm Ricker – Suzanne Ibbotson
	<p>11.4 Committee attendance for consumer representatives – Christina Cook Christina Cook enquired if there was a list of the Committees the CAG consumer representatives attend. Action: Circulate Committee attendance - Secretariat</p>

12	Confidential Items <ul style="list-style-type: none"> • Nil.
13	Meeting Closed Meeting closed at 10.25am. Next Meeting Tuesday 28 June 2022
<p>CERTIFIED A CORRECT RECORD</p> <p>Name GREG HILL</p> <p>Signature </p> <p>Date 28/06/22</p>	