

St George Hospital Consumer Advisory Group

Tuesday 28 November 2017 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">• Peter Brown, Consumer Representative• Jan Denniss, Consumer Representative• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, Consumer Representative• Michael Jordan, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Leisa Rathborne, SGH General Manager• Nick Skleparis, Manager, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none">• Sandra Grove, Clinical Quality Manager, SGH• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer• 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 24 October 2017 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• 6.1 Consumer representative required to join the SGH Patient Safety and Quality meeting. Paul Holdsworth has agreed to attend this Committee.• 10.1 Raise issues of serviette size with the SGH Food and Nutrition Committee. Action: Deferred until the next SGH Food and Nutrition Committee meeting – Susan Hanrahan.• 2.1 Circulate EOI's to all consumers for the Planning Advisory Group and the Executive Steering Committee. Peter Brown and Susan Hanrahan have joined the Planning Advisory Group and Rod Lynch and Jan Denniss have joined the Executive Steering Committee.• 7.8 Remove SGH Art Committee from CAG's Agenda as the Committee has finished. Completed• Follow up on Volunteer Report for the CAG's meeting. Report tabled at the November 2017 meeting.• Provide CAG pamphlets to the Westfield Help Desk. Completed
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none">• Nothing further to report.
5	<p>General Business</p> <p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none">• No documents reviewed sine last meeting.• CAG brochures have been delivered to the 3 Bridges Help/Information desk at Westfield, Hurstville.

	<ul style="list-style-type: none"> • Consumers have nominated to attend the following meetings: <ul style="list-style-type: none"> - SGH Integrated Health Services Plan – Executive Steering Committee – Jan Denniss and Rod Lynch - SGH Integrated Health Services Plan – Planning Advisory Committee – Susan Hanrahan and Peter Brown - National Standards 2 Committee – Paul Holdsworth • Proposed dates for the SGH CAG for 2018 have been circulated to the Committee. • Invitation sent on 27 November 2017 for consumers to attend the 2017 SESLHD Annual Public Meeting to be held on 14 December 2017 at 3pm, Sydney/Sydney Eye Hospital.
6	Standing Items
	6.1 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • New sign has been erected at the Kensington Street entrance. This is in-line with the other major entrance signage. • Signage for Prince William Wing will commence early December 2017.
	6.2 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> • Discussions held regarding the multiple gastro and influenza outbreaks during the months of August, September and early October 2017. Data is being processed.
	6.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> • Rates have been stable across the Local Health District with an average of 4.1 falls per 1000 occupied bed days (OBD's). • In the period between July to September 2017 there was 1 x SAC 1 and 17 x SAC 2 falls. This brings the total for SAC 2's to 42 in 2017 compared to 47 in 2016. • The rate of SAC 2 falls (0.1) across SESLHD remains within random variation, observed since 2014. Trending downwards. • All site's rates reflect high patient acuity and occupancy during the winter periods.
	6.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth <ul style="list-style-type: none"> • Next meeting to be held on 4 December 2017.
	6.5 SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> • Unable to attend meeting.
	6.6 SGH Patient Flow & Demand Management Strategic Committee – Paul Holdsworth <ul style="list-style-type: none"> • The name of the meeting has changed to SGH Access to Care Committee. • Discussions held on what worked and didn't work during the winter period. • Discussions held regarding drug and alcohol presentations to the Emergency Department.
	6.7 SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> • Committee did not meet. Scheduled for 2018.
	6.8 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> • Excerpts of the confirmed October 2017 meeting minutes have been circulated. • Meeting held on 17 November 2017. The following items were discussed: <ul style="list-style-type: none"> - JMO Quality Project (Prescribing/charting IVF) - BEHAVE training (Clinician/colleague communication regarding unintended patient harm) - JMO Wellness (Education/workload/overtime/morale) - After Hours Medical Coverage – ASB - eMeds Update • In regards to the BEHAVE training, Rod raised that there seemed to be no planned ongoing reinforcement of education which is required to ensure change to long term deep rooted culture. The Committee were advised that the first part of this programme was to raise the awareness regarding speaking up against unsafe work practices. The professional accountability programme will be rolled out in March 2018. This will include

	<p>6.9 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> Recent department moves into the ASB. <ul style="list-style-type: none"> Medical Workforce Unit – 10 November 2017 Day Surgery Unit – 20 November 2017 ICU – 21 November 2017 Trauma & Neurosurgery – 28 November 2017 It is anticipated that Haematology/Oncology will move in early December 2017. ICU move went very well. Currently planning for Christmas closures. Elective surgery will be closed for 2 weeks. As part of iSurvey of other hospitals, Leisa Rathborne attended St Vincent's Hospital in Melbourne. From this visit, Leisa Rathborne liked the suggestion that a consumer representative and a patient story be part of the initial briefing for the accreditation surveyors in November 2018. Staff Service and Excellence Awards held on 22 November 2017. We celebrated staff who have worked continuously at St George Hospital for up to 40 years. There were seven categories for the Excellence Awards where staff had the opportunity to nominate their colleagues/departments. Very successful event.
	<p>6.10 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> Nursing has been busy with the assisted coordination of the ASB moves. We are on track for recruitment for ICU and Theatres. Accommodation has been set up for overseas nurses. Recruitment of overseas nurses has mainly been from the United Kingdom. Interviewed 90 applicants and offered 50 staff positions. Permanent residency is offered. We are also taking on 120 transition nurses in February/March 2018. Rod Lynch raised the issue of after-hours medical coverage in the ASB. Vicki advised that the workload issues discussed were regarding Doctor's working across both buildings (Tower Ward Block and ASB).
	<p>6.11 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> Sandra was unable to attend the meeting but advised that there was nothing significant to report from the Patient Safety dashboard.
	<p>6.12 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Back of house refurbishment works have commenced with the expansion of the Linen Services. Gray Street carpark works continue. It is expected that works will be completed by March 2018. Cancer Care Centre Project – Site sheds have arrived. This will be an 18 month project. It includes major refurbishments of the ground floor and the extension of CCC areas. Investigations are being held on how best to use the decanted ward areas. There has been a lot of waste generated from the ASB moves. Old equipment and furniture has been disposed of. Zouki Retail area – It is estimated that they will go live in the 2nd week of January 2018. There were issues with updating the services eg the demand on power for the new retail area has tripled. Café located in the Gray Street front entrance is going well. Zouki will be refurbishing the old Villiers's Street Canteen area in the near future.
7	<p>Reports for Noting</p>
	<p>7.1 Volunteer Report</p> <ul style="list-style-type: none"> Report circulated and tabled.
	<p>7.2 Diversity Health Report</p> <ul style="list-style-type: none"> Report circulated and tabled.
	<p>7.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> No report received.

8	Governance Items <ul style="list-style-type: none"> • Nil
9	New Business <ul style="list-style-type: none"> • Nil
10	Business Without Notice
	10.1 Consumer Advisory Group Brochure – Kim Wrightson <ul style="list-style-type: none"> • The Committee was advised that discussions were held at the recent National Standard 2 Working Party to advertise for consumer representatives to a wider, diverse community. Diversity Health were present and advised that they could speak to their diversity groups and that we could include David Lakos, Chaplain to target local church groups. The Working Party agreed that presenting a brochure regarding our CAG would be beneficial. Brochure needs to be updated to include paid participation. Action: Update CAG brochure – Kim Wrightson
	10.2 Consumer Representative on Cancer Care Centre Committees – Susan Hanrahan <ul style="list-style-type: none"> • Susan Hanrahan expressed an interest to join a Cancer Care Centre (CCC) Committee as a consumer representative. Action: Investigate participation on CCC Committee – Vicki Manning
	10.3 Male Toilets – Ground Floor, Tower Ward Block (TWB) – Paul Holdsworth <ul style="list-style-type: none"> • Paul Holdsworth raised the issue of a fan not working and the uncleanliness of the male toilets, Ground Floor, TWB Action: Investigate these issues – Nick Skleparis
	10.4 Hydrotherapy Pool – Jan Denniss <ul style="list-style-type: none"> • Jan Denniss asked if the Hydrotherapy Pool was part of the SGH Integrated Health Services Plan. The Committee was advised that the Hydrotherapy Pool is currently not part of the planning of Stage 3 and isn't in the scope of works at present.
	10.5 Outpatient Referral Process – Rod Lynch <ul style="list-style-type: none"> • Rod Lynch raised the referral process for our Outpatient Clinics. He was of the understanding that referral letters need to be brought in person to the Clinics then the patient receives a letter confirming their appointment. However, a community member has advised him that they received their letter after their appointment date. Advija Huseinspahic raised similar concerns regarding her community network. Peter Brown also made comment on this issue. Vicki Manning advised that there is a system where patients receive an SMS/text reminding them of their appointment. In January 2018 there will be a complete review of the Ambulatory Care processes. We are also looking at changing the governance structure. This will be a standardised process for all outpatient clinics.
	10.6 15 minute drop off in Kensington Street Carpark – Jan Dennis <ul style="list-style-type: none"> • Jan Dennis advised the Committee that she recently witnessed a vehicle parked in the 15 minute parking bay, Kensington Street for at least 1 ½ hrs. She asked if there was any policing of this issue. Nick Skleparis advised that if Security is notified they can issue the vehicle an infringement notice. The Committee was advised that even though they were parked in the wrong parking bay, they would still need to pay for their time in the parking station.
	10.7 National Perinatal Guidelines – Rod Lynch <ul style="list-style-type: none"> • Rod Lynch raised discussions about an article on National Perinatal Guidelines in the Sunday Herald on 12 November 2017 and asked if SGH has adopted the new National Perinatal Guidelines and if so, have they proved beneficial. The Guideline recommends every woman be screened for mental health issues during pregnancy and after the baby is born as part of routine maternity and postnatal care. Vicki Manning advised that prior to the National Guidelines, SGH put in place an assessment programme where our

	postnatal woman will benefit from this programme. We have a database where we can also extract data as required. We would certainly comply and abide by the Guidelines.
	10.8 National Standards 2 (NS2) Working Party <ul style="list-style-type: none"> Paul Holdsworth has agreed to attend these meetings. Action: Place NS2 Working Party on the CAG Agenda – Kim Wrightson
12	Confidential Items <ul style="list-style-type: none"> Nil
13	Meeting Closed Date of next meeting – Tuesday 27 February 2018 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD	
	RODNEY E. LYNCH
Name
	
Signature
	27-02-2018
Date