

St George Hospital Consumer Advisory Group

Tuesday 24 October 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">• Jan Denniss, 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, SGH General Manager• Nick Skleparis, Manager, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Michael Jordan, Consumer Representative• 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>Presentation</p> <p>2.1 Planning For Stage 3 – Alison Sneddon</p> <ul style="list-style-type: none">• The Committee was advised on the planning for Stage 3. Our vision for capital works is aligned with the strategic directions of the District. It is anticipated that we will have a plan by March 2018. Rod Lynch asked where does this planning fit with the journey towards transformation process. Leisa Rathborne advised that the journey to excellence is a District Plan and this is consistent with the vision (person centred care). It is a way of looking at things differently and is consistent with the vision and principles. Our aim is to continually look at the local population and their needs.• Advija Huseinspahic asked how is the community informed of home services. The committee was advised that there was a 220,000 letterbox drop that provided the community with details of medical services other than the Emergency Department eg after hours services etc. The areas targeted for the letterbox drop were statistics based on patients between 25 to 45 arriving to the Hospital/Emergency Department by car (not ambulance) who were assessed and discharged the same day. It is also planned that the pamphlet will be placed in the St George Leader.• Alison Sneddon discussed the two committees that require consumer participation, Planning Advisory Group and the Executive Steering Committee. <p>Action: Circulate EOI to all consumers for these Committees – Kim Wrightson</p>
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 26 September 2017 were confirmed as a true and accurate record.
4	<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. <p>Action: Circulate email to consumers requesting consumer representative – Kim Wrightson</p>

	<ul style="list-style-type: none"> 6.5 Issue raised of patient rooms without bathrooms/toilets. Clarify the details at the next SGH Falls Prevention Committee. Completed 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 7.10 Invite Alison Sneddon to October meeting to present on Planning for Stage 3. Completed
5	Declaration of Conflict of Interest <ul style="list-style-type: none"> Nothing further to report.
6	General Business
	6.1 Report from the Chair – Rod Lynch <ul style="list-style-type: none"> 4 pages of documents reviewed since the last meeting. A number of our CAG members attended the Acute Services Building Community Open Day held on Saturday 14 October 2017. An extremely informative and successful event. The staff and volunteers were very involved, helpful and readily supplied appropriate/detailed information. They, together with the organisers should be complimented. We have received one application to join the SGH CAG. Arrangements for interview are being made. Unfortunately no further applicants were identified during the Open Day. A number of invitations to become engaged in forums/committees have been circulated.
7	Standing Items
	7.1 SGH Patient Safety and Quality Meeting – Jan Denniss <ul style="list-style-type: none"> Jan Denniss is unable to attend future meetings. Email consumers requesting a new representative for this meeting. Action: Email consumers with details of the Committee – Kim Wrightson
	7.2 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> Next meeting on Thursday 26 October 2017.
	7.3 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> Committee did not meet.
	7.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> Committee did not meet.
	7.5 SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> 83 falls. It was difficult to separate patients due to gastro outbreaks. Discussions held around low-low beds and their issues. The Committee were told that not every patient who falls, falls from a bed. There is not much difference in height between the low-low beds and the high-low beds.
	7.6 SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> Committee did not meet.
	7.7 SGH Patient Flow & Demand Management Strategic Committee – Paul Holdsworth <ul style="list-style-type: none"> Paul advised that as a new Committee member, he is really enjoying these meetings. Discussions were held regarding the 45% reduction in presentations from nursing homes to the Emergency Department due to the Flying Squad.
	7.8 SGH Art Committee – Susan Hanrahan <ul style="list-style-type: none"> Committee has finished. Action: Take off agenda – Kim Wrightson
	7.9 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> Excerpts of the confirmed September 2017 meeting minutes have been circulated.

	<ul style="list-style-type: none"> • Rod Lynch attended the meeting on 20 October 2017 where the agenda included the following: <ul style="list-style-type: none"> - Redesign and Clinical Services – Surgery - eMeds – Compulsory Training for Prescribers - SGH Consultation Policy - Journey to Excellence Strategy 2018-2021 • All issues will be fully explained in the excerpt of the minutes which will be circulated to the CAG via email.
	<p>7.10 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Department moves into the ASB have commenced. <ul style="list-style-type: none"> - Monday 23 October 2017. Patient Flow/Bed Management; CERS; After Hours Nurse Managers; Casual Staffing Office; Nursing Strategy and Allocation moved to Level 1 - Tuesday 24 October 2017. Cardiac Catheter Lab moved - Helipad went live 23 October 2017 • First patient is going in today. Stock and furniture continue to arrive. • Future moves to ASB: <ul style="list-style-type: none"> - Theatres – 3 November 2017 - ICU – 21 November 2017 - Wards – Early December 2017 • Some of our Urology patients are being sent to Hurstville Private. The plan is to open 3 theatres over the next 5 months. Procedures will then return to SGH.
	<p>7.11 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • We are going through an accreditation process for the baby friendly, mother friendly initiative. If we are successful in accreditation, we will be the first in NSW to be baby and mother friendly. • Rod Lynch asked what the average length of contract is for nursing staff. The Committee was advised that new graduates are on a one year contract but nurses are employed (no contract).
	<p>7.12 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • The Committee was advised that we no longer receive hard copy reports as they are now on the Orbit system. Sandra will display the report to the Committee each month via a slide presentation. • Committee reviewed the August 2017 data. We received a “C” for SAC 1’s. There was one SAC 1 in August 2017. We received the “C” rating as we hadn’t received a SAC 1 for many months.
	<p>7.13 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Patient Telephone and TV tender has closed. Recommendation will be sent to the Chief Executive this week. It is anticipated that the roll-out will be in a timely manner. • Cafeteria works are still ongoing. The new café has opened at the Gray Street entrance. Zouki have taken over the Kensington Street café and will refurbish in the near future. • Recruitment is still underway. In the processing of orientating new staff. • Works on the Gray street carpark have commenced. Parts of the carpark will be closed during works. It is anticipated that works will continue until March 2018. The two new levels will see an additional 110 bays.
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • No report received. Rod Lynch advised that we haven’t had a report since May 2017. Action: Follow up on report – Nick Skleparis
	<p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Report circulated and tabled.
	<p>8.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> • No report received.

9	Governance Items <ul style="list-style-type: none"> • Nil
10	New Business <ul style="list-style-type: none"> • Nil
11	Business Without Notice
	11.1 CAG Pamphlets at Westfield, Hurstville – Rod Lynch <ul style="list-style-type: none"> • Rod Lynch advised that he approached 3Bridges who run the “Help Desk” at Westfields, Hurstville to enquire if they were interested in displaying the CAG pamphlets to try and enhance recruitment. Committee agreed to this. Action: Provide pamphlets to the Westfield help desk – Rod Lynch/Kim Wrightson
	11.2 Consumer Participation in SESLHD Committees <ul style="list-style-type: none"> • The consumers received information from The Community Partnership Unit regarding paid participation on SESLHD Committees. • The consumers were advised that payment is voluntary. • The aim of this initiative is to entice consumers onto SESLHD committees. • If consumers have any comments or concerns about the document (circulated on 19 October 2017), please contact Susan Busuttil, Community Partnerships Officer on 9540 8810 by 13 November 2017.
	11.3 QI Project for Emergency Department – Patient Identification and specimen labels in the ED – Jan Denniss <ul style="list-style-type: none"> • Jan Denniss advised that she attended the first meeting. There were approximately 20 people on the Committee. • Canberra Hospital have also identified this issue.
12	Confidential Items <ul style="list-style-type: none"> • Nil
13	Meeting Closed Date of next meeting – Tuesday 28 November 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD	
Name	RODNEY E. LYNCH
Signature	
Date	28 - 11 - 17