

St George Hospital Consumer Advisory Group

Tuesday 26 September 2017 at 9.00am
Conference Room, Level 3, 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• Paul Holdsworth, Consumer Representative• Michael Jordan, Consumer Representative• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer• Rod Lynch, Consumer Representative (Chair)• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Leisa Rathborne, SGH General Manager• Nick Skleparis, Manager, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Sandra Grove, Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Advija Huseinspahic, Consumer Representative <p>In Attendance:</p> <ul style="list-style-type: none">• Penny Glezellis, SGH Community Relations Manager (Secretariat)
2	<p>Presentation</p> <p>2.1 Screening of the Falls Alarm Units Thank you given to Paul Holdsworth who participated in the project.</p>
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 22 August 2017 were confirmed as a true and accurate record.
4	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• 6.5 SGH Falls Prevention Committee – Organise a screening of the falls film clip. Action: Completed• 6.13 Glare in the Information Booth in the mornings. Suggestion was to investigate a blind. To be discussed with Michelle Davidson, Volunteer Manager. Action: Blind to be placed and possibly a tint on the window as well.• 10.1 Recruitment of CAG members Action: One application received to date.• 6.1 If interested in attending the SGH Patient Safety and Quality meeting, please contact Community Relations. Action: Held over until next meeting• 6.5 Issue raised of patient rooms without bathrooms/toilets. Clarify the details at the next SGH Falls Prevention Committee. Action: To be deferred to the next meeting.• 10.1 Raise issues of serviette size with the SGH Food and Nutrition Committee. Action: To be raised at the next the SGH Food and Nutrition Committee.• 10.3 As per the Leader article on 26 July 2017, stating that St George and Sutherland Hospitals are behind the state average when it comes to patients waiting to start treatment in Emergency Department. Action: Leisa Rathborne advised that overall it appears that SGH is behind the state

	NSW we are doing well in comparison.
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"> 12 pages of documents reviewed since the last meeting. A number of the SGH CAG members attended the forum titled “Journey Towards Transformation” (SESLHD) held at St George Hospital on 31 August 2017. The session was very informative and a chance for consumers to have input into the future of our health service. The advertisement seeking new members for the SGH CAG appeared in the Leader newspaper on September 6, 2017.
7	Standing Items
	7.1 SGH Patient Safety and Quality Meeting – Jan Denniss <ul style="list-style-type: none"> Linda Magann, Palliative Care CNC gave a presentation on Peritonectomy Surgery which was very informative.
	7.2 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> Action has been taken to ensure new signage on the Hospital campus is visible at night. Signage in and around the Prichard Wing continues to be confusing for people accessing the building. It was agreed that advice is needed to improve this ongoing issue.
	7.3 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> Influenza figures for winter 2017 indicate that the rates are much higher than winter 2016. The Infection Control team were acknowledged for their outstanding efforts in protecting patients and staff from the norovirus outbreak over the winter period.
	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"> The clocks have been approved. Majority of falls continue to be patients with dementia and delirium. There are three high risk falls rooms in the aged care precinct that are working well to decrease the rate of falls. Low staff compliance with completing forms. Staff who do not fill out the forms will now be issued with yellow card.
	7.6 SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> Deferred as Susan was an apology at the meeting.
	7.7 SGH Patient Flow & Demand Management Strategic Committee <ul style="list-style-type: none"> Committee did not meet.
	7.8 SGH Art Committee – Susan Hanrahan <ul style="list-style-type: none"> Deferred as Susan was an apology at the meeting.
	7.9 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> Excerpts of the confirmed August 2017 meeting minutes have been circulated. <ul style="list-style-type: none"> Rod Lynch did not attend the meeting on 15 September 2017. The agenda included the following: <ul style="list-style-type: none"> Planning consultation The Journey to Excellence JMO Wellness – deferred until next meeting All issues will be fully explained in the excerpt of the minutes which will be circulated to the CAG via email.
	7.10 General Manager Report – Leisa Rathborne

	<p>orientated to the new areas with the Cardiac Catheter Laboratory being the first department to move into the new building,</p> <ul style="list-style-type: none"> • Community and Staff Open Day to be held on October 14, 2017 from 9am – 1pm. • New campus maps have been designed and 5,000 z-cards will be printed in time for the open day. CAG members were asked to review the draft maps and provide feedback. • Art work for the new ASB has been selected and will be on display for the event. The heritage wall along the corridor on the ground floor has been completed with positive feedback being received. • The carpark extension work will commence once the helipad is moved to the new ASB. • Planning for Stage 3 has begun. This will involve planning for the new outpatients, ambulatory care unit, some sub-acute beds and day only theatres areas. It will be built around the needs of the patients. SGH Planning Advisory Committee has consumer representation. • Jan Dennis questioned why the Infection Control staff were not represented on the SGH Planning Committee. Leisa Rathborne explained that Infection Control will be consulted during the design phase of the build. The planning phase of the build is to work out what services will be required. • Alison Sneddon SESLHD Senior Health Service Planner will be invited to the next CAG meeting to present on the Stage 3 Planning works. <p>Action: Invite Alison Sneddon to the October meeting to present on Planning for Stage 3 – Kim Wrightson</p>
	<p>7.11 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Recruitment for the first phase of the move into the ASB has been carried out with 130 new graduate nurses commencing work at St George Hospital in 2018 with the first intake in February/March. • Additional nursing staff will be employed as beds open in the ASB.
	<p>7.12 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Deferred as Sandra was an apology at the meeting.
	<p>7.13 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • The contract for the Patient Information Systems (Patient Televisions and Telephones) has gone to tender. • The new cafeteria is on target to be completed in 8 weeks and will include an outdoor dining area. • The Green Café will be situated in the Gray street entrance near the Patient Enquiries desk and will be opened in time for the ASB Open Day. • There will be a coffee cart built in the atrium area of the new ASB. • In line with the Ministry of Health, Healthy Food Policy, vending machines are being negotiated with the vendor. • Busy recruiting to new positions for security, maintenance, store persons, biomedical engineering and orderlies in readiness for the move into the ASB. • Smoking on the Hospital campus grounds continues to be an issue. At present the Hospital does not have a designated area for smokers but this will be investigated once the current redevelopment work is completed. Security will continue to police the smoking free zone policy as part of their patrols.
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • No report received.
	<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	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil

	10.1 Radiology Cover for ED Patients <ul style="list-style-type: none"> • Radiology services for ED patients will be offered on weekends to decrease waiting periods.
11	Business Without Notice
	11.1 Consumer Representative required for National Standard 2. <ul style="list-style-type: none"> • Lorena Matthews called for consumer representation on the National Standard 2 Committee.
12	Confidential Items <ul style="list-style-type: none"> • Nil
13	Meeting Closed Date of next meeting – Tuesday 24 October, 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

..... *RODNEY E. LYNCH*

Name

..... *R. E. Lynch*

Signature

..... *24-10-17*

Date