

# St George Hospital Consumer Advisory Group

Tuesday 25 September 2018 at 9.00am  
Boardroom, Level 4, James Laws House  
St George Hospital



Health  
South Eastern Sydney  
Local Health District

## Minutes

	Description
1	<p><b>Present:</b></p> <ul style="list-style-type: none"><li>• Peter Brown, Consumer Representative</li><li>• Jan Denniss, Consumer Representative</li><li>• Margaret Foreman, Consumer Representative</li><li>• Sandra Grove, Clinical Quality Manager, SGH</li><li>• Susan Hanrahan, Consumer Representative</li><li>• Paul Holdsworth, Consumer Representative</li><li>• Advija Huseinspahic, Consumer Representative</li><li>• Michael Jordan, Consumer Representative</li><li>• Gregory Lill, Consumer Representative</li><li>• Rod Lynch, Consumer Representative (Chair)</li><li>• Vicki Manning, SGH Director of Nursing</li><li>• Elizabeth Martin, Consumer Representative</li><li>• Lorena Matthews, Nurse Manager, Women's and Children's Health</li><li>• Chunyu Niu, Consumer Representative</li><li>• Leisa Rathborne, SGH General Manager</li><li>• Nick Skleparis, Director, Corporate Services SGH</li></ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"><li>• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer</li></ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"><li>• Kim Wrightson, SGH Community Relations Officer (Secretariat)</li></ul>
2	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"><li>• Minutes dated 28 August 2018 were confirmed as a true and accurate record.</li></ul>
3	<p><b>Items Arising from Action Plan</b></p> <ul style="list-style-type: none"><li>• 10.1 Suggested changes for Kensington St &amp; Belgrave St intersection. Waiting for a response from Council. No progress to report.</li><li>• 4.1 Circulate EOI for the Red Bag, Green Bag Steering Committee. EOI circulated to all consumers.</li><li>• Circulate copy of Hospital's National Standard 2 – Partnering with Consumers report when finalised. The Committee advised that this was finalised on 24 September 2018. A copy will be sent to Kim Wrightson for circulation to Committee.</li><li>• Remove Agenda Item – National Standard 2 Working Party Completed</li></ul>

**Presentation****4.1 Pre Admission Medication Safety – Joanne Rimington, Kevin Arya, Alice Ao**


- The Committee viewed a video created by the University of Sydney and NSW Health called “Staying Safe with your Medicines”.  
<https://youtu.be/nawC8dPY0i0>
- The Committee raised and were advised of the following:
  - Consumer suggested to use a paid app to list medications. Previously used a free app and were inundated with advertisements. Joanne Rimington suggested that National Prescribing Service (NPS) has a recognised app.
  - The use of the Webster pack is common but this was not mentioned in the video. Joanne advised that we call them dose administration aids as there are restrictions on using brand names.
  - Personal medications – if a patient brings their medication into hospital, they are usually sent home as we do not use them. A list brought into Hospital would be a more suitable process. This however, may change with the introduction of the Red Bag, Green Bag Project.
  - Looking at including a section on the video advising that you can ask questions regarding your medications at any time or request a Pharmacist to attend during the hospital stay.
  - There is a lot of content, could this be reduced? An option could be to create a template which covers the final points on the video. Pharmacy aim to provide a medication list for each patient. This list is currently placed with the discharge summaries that is sent to the GP. Committee suggested that the patient or carer could receive a copy of these as well.
  - This is the age of integration. We need to get all the community involved in these processes.
  - There is plenty of opportunities for a breakdown of details. One source of truth is the patient themselves.
  - If there is any change to a patient’s medication, could we provide them with the education? Could promotional material be placed in different languages?
  - Committee liked the idea of a template to be designed.
- Joanne Rimington provided additional information after the meeting from items raised at the presentation:
  - The video is currently in draft form. The Committee will be notified when it is finalised.
  - Discussions held with Kate Callaghan, Pharmacy Department regarding a SESLHD blank template medicine list to be created. Consideration will also be made regarding the NPS medicines list in other languages for patients.
  - Currently there are plans for the poster for Staying Safe with your Medicines to be translated into other languages.

	<p><b>4.2 Leisure &amp; Recreation Activities at St George Hospital – Dona Sakr</b></p> <ul style="list-style-type: none"> <li>• Dona Sakr presented Diversional Therapy (DT), Leisure and Recreation program. Dona works with the volunteer service to provide activities to patients in the Age Care Precinct.</li> <li>• Background: Benefits of DT (Leisure and Recreation) in hospitals: <ul style="list-style-type: none"> <li>- Reduce anxiety, aggression, agitation, wandering</li> <li>- Prevent falls/injuries</li> <li>- Gives patients independence</li> <li>- Allows self-expression</li> <li>- Creates diversion from pain/worries</li> <li>- Enhances communication</li> <li>- Enhances staff morale and rapport</li> <li>- Encourages compliance and treatment</li> <li>- Long term reduces blood pressure, heart disease</li> </ul> </li> <li>• What we offer: <ul style="list-style-type: none"> <li>- Hairdressing</li> <li>- Pet Therapy</li> <li>- Singing group</li> <li>- Mobile art cart (trial)</li> <li>- Board games, find a word, colouring</li> <li>- Individualised activities</li> <li>- Movies, DVD's, CDs</li> <li>- Sensory apron (Dementia)</li> <li>- Multicultural activities</li> </ul> </li> <li>• Question was asked what the protocol is if a patient is scared of animals. The Committee was advised that we always ask if a patient would like to interact with the pet therapy dog. If they are non-verbal, we can assess their willingness in other ways.</li> </ul>
5	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
6	<p><b>General Business</b></p>
	<p><b>6.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Since the August 2018 meeting, there have been 2 pages of patient information documents for review.</li> <li>• EOI sent to consumers to participate on the Red Bag, Green Bag Committee. Greg Lill has been accepted to attend. <b>Action:</b> Place Committee on the CAG agenda.</li> <li>• Nancy Niu was interviewed following the August 2018 meeting and joined us at this meeting.</li> <li>• The Sydney St George branch of the Association of Independent Retirees, in the performance of its advocacy role, is making representations to the Council regarding traffic, parking and pedestrian issues in the vicinity of the Hospital.</li> </ul>

	<ul style="list-style-type: none"> <li>The Ministry of Health has approved the new SGH CAG logo which will identify brochures/flyers that have been reviewed by this Committee.</li> <li>The first Patient Opinion Working party meeting will be held after this CAG meeting. Greg Lill and Susan Hanrahan will be attending.</li> </ul> <p><b>Action:</b> Add working party to the CAG agenda – Kim Wrightson</p>
7	<b>Standing Items</b>
	<p><b>7.1 SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Next Signage Committee meeting scheduled for 27 September 2018.</li> </ul>
	<p><b>7.2 SGH Infection Prevention &amp; Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Well run committee that covers issues such as kitchen services, SAC reports, hand hygiene, immunisations, occupational exposures etc. Jan advised that it is a privilege to be part of this Committee.</li> </ul>
	<p><b>7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Committee did not meet.</li> </ul>
	<p><b>7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Cancer Care presented. Patients are being sent directly to the Cancer Care Centre for treatment rather than presenting to the Emergency Department. This has been a great outcome for the patients.</li> <li>The Hospital receives approximately 20 complaints per month. The main concern is over communication.</li> </ul>
	<p><b>7.5 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Safety huddle tool approved and now available to use after a fall.</li> <li>2 x SAC 2 falls in August 2018. August was a bad month for falls.</li> <li>The Committee was advised that the Falls Coordinator presented at the recent Patient Safety Committee and advised that the Aged Care ward reported 351 days without a fall. This was part of a falls collaborative where lots of projects were part of the trial such as diversional therapy; pressure mat (which can be recorded in other languages) etc.</li> </ul>
	<p><b>7.6 SGH Access to Care Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>The Emergency Nurse Navigator role is working well. The role supports staff by allowing timely movement of patients through the Emergency Department.</li> <li>Calvary Hospital will be admitting patients from SGH on weekends.</li> <li>Approximately 72 patients are admitted per day.</li> <li>Concerns were raised regarding air transport. Previously we could use any contractor. NSW Health has reviewed the policy and the number of contractors we could use have decreased. As we are a tertiary facility we bare the cost of the flight. Our concerns have been raised with the Ministry.</li> </ul>
	<p><b>7.7 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Committee has not met.</li> </ul>
	<p><b>7.8 SGH Cancer Services Patient Safety &amp; Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Meeting held last week.</li> </ul>

	<ul style="list-style-type: none"> <li>• Items discussed were: <ul style="list-style-type: none"> <li>- Death review - They are waiting for uniformity of reporting deaths across the hospital.</li> <li>- Review of risks – They have had highly emotional cases with threatening relatives. Doctors and staff may need counselling regarding these cases. The Committee was advised that staff have access to the Employee Assistance Program and Hospital Social Workers. There are approximately 6 security officers on campus per shift/7 days per week. Many areas also have duress alarms and the NSW Police respond quickly if contacted. Advertising will be in place regarding acceptable and unacceptable behaviour regarding families.</li> <li>- Initial huddles (with staff) will raise concerns. This is performed away from the patient. Then a bedside handover is performed.</li> </ul> </li> </ul>
7.9	<p><b>District Community &amp; Consumer Council (DCCC) – Peter Brown and Greg Lill</b></p> <ul style="list-style-type: none"> <li>• A forum on My Health Record was held on 18 September 2018. In attendance was representatives from Health Consumers NSW, Primary Health Network, SESLHD and a community member presenting their unique perspectives on My Health Record. Also a presentation from Dr Gavi Ansara on the Intersections Project, which gathers the experience of people who are part of more than one group that is currently marginalised in health care contexts to bring awareness to their situation.</li> <li>• Peter Brown advised that the Senate is investigating issues on privacy and security regarding My Health Record.</li> </ul>
7.10	<p><b>SGH/TSH Diversity Health Committee – Advija Huseinspahic</b></p> <ul style="list-style-type: none"> <li>• Unable to attend meeting.</li> </ul>
7.11	<p><b>Centralised Nurse-Lead Vascular Access Steering Committee – Michael Jordan</b></p> <ul style="list-style-type: none"> <li>• The committee was advised that this is a complex task. Different wards/units have their own specific requirement. The Committee has developed a project plan draft which will continued to be discussed and modified.</li> </ul>
7.12	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Meeting was held on 21 September 2018 where the following agenda items were discussed: <ul style="list-style-type: none"> <li>- Presentation – Draft Car Parking Policy</li> <li>- Cancer Care – extensions improving accommodation, equivalent or better cancer survival 5 years statistics to 2013, patients living longer under treatment, future nurse led and treatment in the home</li> <li>- Division of Medicine – improvement of inter-department support, communication, feedback and service. Reviews focusing on patients having a “good death” as well as the “why”. 5 year plan under development, linking with GP’s.</li> </ul> </li> <li>• Excerpts of all minutes have been circulated to CAG members.</li> </ul>

	<p><b>7.13 General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li>• Cancer Care Centre redevelopment continues. This includes an expansion of the waiting area and a cover link to the Pitney Building. Works are scheduled to finish early 2019.</li> <li>• Birthing Suite works – If Multiplex is retained as the contractor, works could be completed by May 2019.</li> <li>• Medical Staff Council representatives recently met with Mark Coure and the Ministry to discuss Stage 3.</li> <li>• 2 new levels for the Gray Street car park have opened. This has allowed 170 staff members to receive a parking pass. The waiting list has reduced from 7 ½ years to 3 years.</li> <li>• Staff are working hard towards accreditation in November 2018. Sandra Grove and Leisa met with the surveyors to discuss the timetable. They are interested in meeting a few CAG members prior to the CAG meeting, which has been rescheduled to coincide with accreditation week. Invitation has been sent to the Committee.</li> <li>• We are heading out of the winter period.</li> <li>• Day Surgery move has been delayed. We were hoping that the move would have occurred by the end of 2018. Updated timeframe is May 2019.</li> </ul>
	<p><b>7.14 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• Vicki Manning thanked the consumers for their comments regarding clinical handover. Feedback has been given to the Nursing Practice Committee.</li> <li>• 900 nurses completed the survey on “How we are going”. The feedback was positive. We have seen a significant improvement. A new question was, “How confident do you feel bringing your family to this organisation as a patient?”. 80% of staff advised that they would be happy to bring their family to this organisation.</li> <li>• Paul Holdsworth asked if bullying is a problem. The Committee was advised that throughout the Organisation this doesn’t seem to be an issue. Rod Lynch advised that ethics was raised at the Clinical Council meeting. Leisa Rathborne advised that this is different to bullying as ethics is mainly around clinical decisions.</li> </ul>
	<p><b>7.15 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• We are rapidly approaching accreditation. We are mastering the database. 7 surveyors will be in attendance. Currently created the timetable.</li> </ul>
	<p><b>7.16 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>• Kids at Play Project building works have commenced. Parents retreat and bathroom has been completed. Outside play area structure has been removed.</li> <li>• The Linac (Linear Accelerator) arrived on the weekend.</li> <li>• We have received the final quotes for the bike parking. 32 bays will be available in Belgrave Street.</li> </ul>
8	<b>Reports for Noting</b>
	<p><b>8.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
9	<b>Governance Items</b>
	<ul style="list-style-type: none"> <li>• Nil</li> </ul>

10	<b>New Business</b>
	<p><b>10.1 SESLHD Journey to Excellence Strategy 2018-2021 &amp; SGH Business Plan 2018-2019</b></p> <ul style="list-style-type: none"> <li>The Strategic plan for the District was developed in consultation with a large consumer group. We have set a lot of stretch goals to achieve. It is the way we would like to move care. We have developed a 12 month business plan. Leisa Rathborne asked if there were any other activities you would like us to consider regarding consumer engagement.</li> </ul> <p><b>Action:</b> Any suggestions on activities regarding consumer engagement, forward to Kim Wrightson.</p>
11	<b>Business Without Notice</b>
	<p><b>11.1 Grassed area – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Jan Denniss advised that she noticed a family with small children playing on the grassed area (near James Laws House). She had concerns that they might hurt themselves. The Committee was advised that the future Fairy Garden will be accessible to everyone.</li> <li>There will be a garden created as part of the Cancer Care Centre redevelopment, however this is not accessible to the outside public and has been created as a privacy screen.</li> </ul>
	<p><b>11.2 Access from Gray Street – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>When turning into the campus from Gray Street, there are several 15 minute parking spots along the driveway. Paul advised that he has noticed that cars may not be abiding by the timeframes displayed. Nick Skleparis advised that Security control these areas and can issue infringement notices. 18 security officers have been trained in the new infringement system.</li> </ul>
12	<p><b>Confidential Items</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>
13	<p><b>Meeting Closed</b></p> <p>Date of next meeting – Tuesday 6 November 2018 at 9.00am, Boardroom, 4<sup>th</sup> Floor James Laws House, St George Hospital</p>
<p><b>CERTIFIED A CORRECT RECORD</b></p> <p>Name ..... <u>RODNEY E. LYNCH</u> .....</p> <p>Signature .....  .....</p> <p>Date ..... <u>6-11-18</u> .....</p>	