

St George Hospital Consumer Advisory Group

Tuesday 22 October 2019 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

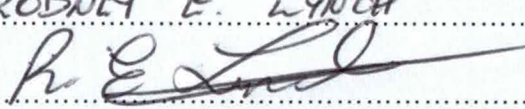
Minutes	
	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Jan Denniss, Consumer Representative • Margaret Foreman, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • Gregory Lill, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Vicki Manning, SGH Director of Nursing • Elizabeth Martin, Consumer Representative • Leisa Rathborne, General Manager SGH • Helen Scarr, Consumer Representative • Nick Skleparis, Director, Corporate Services SGH <p>Apologies</p> <ul style="list-style-type: none"> • Samantha Gifford, Aboriginal Hospital Liaison Officer • Paul Holdsworth, Consumer Representative • Michael Jordan, Consumer Representative • 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 Redi 2 Chat – Sharon Bolton</p> <ul style="list-style-type: none"> • Sharon Bolton, Clinical Nurse Consultant, St George Geriatric Flying Squad presented the Redi 2 Chat initiative. • The Geriatric Flying Squad is a rapid response outreach service that provides hospital level care in the nursing home. • 35 nursing homes have been engaged in this initiative. • Background <ul style="list-style-type: none"> - Identified a lack of resources, education and support within residential aged care facilities - Lack comprehensive patient assessment and structured handover - Quantity and quality of information available at handover or transfer of care poor - Disconnect between services due to poor communication • Aims <ul style="list-style-type: none"> - The initiative focused on improving communication between teams and interfacility - Promoting safe patient care - Improving the knowledge and confidence of RACF staff in managing acute issues and health problems

	<ul style="list-style-type: none"> - Increasing the capability of RACF staff to manage unwell residents out of hours - Help build partnerships to enhance the care of older people within the outreach model • Partnership with NSW Ambulance. • Education sessions have been held. • REDI (Residential Aged Care Facility Emergency Decision Index) flip charts and assessment tools have been created. • Outcomes <ul style="list-style-type: none"> - Staff reporting that they will be able to use the CHAT and REDI flipcharts to improve their handover and patient care - Positive feedback from GFS Team, NSW Ambulance, RACFs, CPCT (comprehensive handover and assessment noted from RACF staff) - Presented at 6th Annual NSW Aged Health Collaborative Forum with interest from other areas in adopting the resources - Formal REDI Project research aimed at improving the confidence of staff assessing and managing unwell resident • Funding <ul style="list-style-type: none"> - CESP HN funded the CNC position and resources. Position initially created for 18 months but has been extended for an additional two years
3	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 27 August 2019 were confirmed as a true and accurate record.
4	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none"> • Nil. <p>No action items raised from the meeting held on 27 August 2019.</p>
5	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
6	<p>General Business</p> <p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the last report there has been two pages of brochures reviewed. • Traffic congestion – Nick Skleparis to report (Item 8.16). • Association of Independent Retirees (AIR) recommended seating to be installed outside the hydrotherapy pool (adjacent to 5 minute parking bays). A feasibility study was implemented by Council. We have been advised that an “Informal Access to Government Information Form” is to be completed to find out the outcome of the study. Nick Skleparis advised that he will investigate further. <p>Action: Seek outcome of feasibility study – Nick Skleparis</p>
7	<p>Governance Items</p> <p>7.1 Complaint Received – Rod Lynch</p> <ul style="list-style-type: none"> • The General Manager clarified the process for members wishing to raise a concern or complaint and advised that it is important people feel comfortable to raise any issues and that the hospital welcomes valid concerns.

	<ul style="list-style-type: none"> Discussions were held that concerns in the first instance should be directed to the Chair for resolution if the matter concerned the Committee. MOTION by Rod Lynch. <i>The SGH CAG members have had complete confidence in our Secretariat, over many years and acknowledge the outstanding and professional manner in which she performs her duties, and the consideration, support and empathy extended by her to our members.</i> Motion moved by Jan Denniss, seconded by Helen Scarr. Motion passed.
8	Standing Items
	8.1 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> Meeting was cancelled. Next meeting scheduled for 24 October 2019.
	8.2 SGH Infection Prevention & Control Committee – Jan Denniss <ul style="list-style-type: none"> Jan Denniss advised that she was unable to attend the meeting.
	8.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth <ul style="list-style-type: none"> Paul Holdsworth was an apology at the CAG meeting however has provided notes to be included in the minutes. Meeting held on 27 August 2019 discussed the Happy hour trolley, Aged Care Precinct. Prince of Wales Hospital has implemented this initiative.
	8.4 SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> Paul Holdsworth was an apology at the CAG meeting however has provided notes to be included in the minutes. Meeting held on 8 October 2019. Discussions were held on delirium education; falls statistics and SAC incidents.
	8.5 SGH Access to Care Committee – Paul Holdsworth <ul style="list-style-type: none"> Paul Holdsworth was an apology at the CAG meeting however has provided notes to be included in the minutes. Meeting held on 27 September 2019. Items discussed: <ul style="list-style-type: none"> Patients staying in Hospital more than 14 days has increased Discussions on patient discharge Elective surgery increased because of decline in private health cover Increased costs of patient transfer service Calvary services
	8.6 SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> Next meeting in November 2019.
	8.7 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan <ul style="list-style-type: none"> Susan Hanrahan advised that she was unable to attend the meeting.
	8.8 SGH/TSH Diversity Health Committee – Elizabeth Martin <ul style="list-style-type: none"> Next meeting in November 2019.
	8.9 Red Bag, Green Bag Project – Greg Lill <ul style="list-style-type: none"> Report circulated. Red Bag, Green Bag sustainability plan presented with minor modifications for ratification. Meeting will be held six weekly to resolve sustainability plan.
	8.10 SGH Safe Use of Medications (SUM) Committee – Greg Lill <ul style="list-style-type: none"> Report circulated.

	<p>8.11 National Standards 5 Comprehensive Care Working Party - Margaret Foreman</p> <ul style="list-style-type: none"> • Margaret Foreman was unable to attend the NS5 meeting.
	<p>8.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated. • Staff Specialists are now listed on the website and VMO's should be fully listed by December 2019.
	<p>8.13 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • St George Hospital – 125 year celebration <ul style="list-style-type: none"> - Official celebration with local and district dignitaries will be held on 11 November 2019 from 2.30pm in the Atrium, Acute Services Building. - Birth Unit Sneak Peak tours will be held from 10am to 1.45pm. - CAG members have received a personal invitation to attend the event. • Hydrotherapy Pool <ul style="list-style-type: none"> - Works have been completed. Hydrotherapy Pool will reopen on 4 November 2019. • Birth Unit <ul style="list-style-type: none"> - Works are going well. Handover in December 2019. Move in at the end of January 2020. • Theatre refurbishment <ul style="list-style-type: none"> - Works have been scheduled for two theatres to be refurbished. • Central Sterilising Services Department (CSSD) <ul style="list-style-type: none"> - Sterilising machine malfunctioned and expelled the hot water when it was turned off. Pipes need to be replaced which has pushed the theatre works back. • The Hospital in The Home (HITH) service has commenced. <ul style="list-style-type: none"> - The HITH service allows patients to be treated in their home and remain under the care of their specialist while receiving treatment. The HITH service will provide an opportunity for St George to be first to transition into a 'true' HITH model where beds move into the community from the acute hospital setting. This model will complement existing community facing services. • Meetings are continuing with the District to discuss further cost saving strategies. • Restructure of the Local Health District. Leisa advised that many positions have been filled. Interview process is underway for vacant positions.
	<p>8.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Historical wall travelling well. • Agency staff utilisation is less than 3 or 4 shifts per month. Fantastic outcome.
	<p>8.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • We have seen really good trends in our incidents. Received one spike in medication incidents due to the eRIC system. System reviews to be undertaken. • 2019 NSW Health Award winners were announced. SGH had three District winners with Professor Brown nominated as a finalist for the NSW Health Awards. Unfortunately he did not win his category.

	<ul style="list-style-type: none"> Discussions have been held regarding accreditation. Mental Health and the community health services will stand alone.
	<p>8.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Works on the level 2 flooring continue. Works scheduled to be completed by 5 November 2019. Works on the level 1 flooring will be a staged approach due to the Birth Unit works. Works on the Mental Health courtyard are complete. PEC ED roof – investigating BCA requirements. Fairy Garden, Paediatric Unit – SGH has engaged a surveyor/structural engineer to investigate the proposed area for the garden. CSB Roof replacement – Health Infrastructure has forwarded a submission on our behalf for the roof replacement of the CSB. Traffic congestion around Gray Street. The Council has taken our suggestions on board, however they have performed their own review and implemented changes.
9	<p>9.1 Review of content for ASB Atrium and Gray Street Foyer TV's – Kim Wrightson</p> <ul style="list-style-type: none"> Nil
	<p>9.2 Welcome Video – Leisa Rathborne</p> <ul style="list-style-type: none"> Leisa Rathborne advised that as part of the new patient TV's we would like to create a welcome video. The video will be approximately 3 minutes long. We would welcome any suggestions on what to include in the video. <ul style="list-style-type: none"> Greg Lill suggested the Red Bag, Green Bag initiative. Also, that patients/consumers could be involved in the video filming Advija Huseinspahic suggested the video could be animated <p>Action: Send suggestions to Kim Wrightson - All</p>
10	Reports for Noting
	<p>10.1 Volunteer Report – Dona Sakr (Submitted March, June, September, November 2019)</p> <ul style="list-style-type: none"> Nil
	<p>10.2 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss (Submitted May, August, November 2019)</p> <ul style="list-style-type: none"> Report circulated.
	<p>10.3 SESLHD Infection Prevention and Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> Report circulated.
	<p>10.4 District Community & Consumer Council (DCCC) – Greg Lill</p> <ul style="list-style-type: none"> Report circulated. Greg Lill advised that a more usable title of "Innovated Projects for the District" has been chosen, rather than the initial discussions of "World Café".
11	New Business
	<ul style="list-style-type: none"> Nil
12	Business Without Notice
	<ul style="list-style-type: none"> Nil
13	<p>Confidential Items</p> <ul style="list-style-type: none"> Committee members are reminded that discussions in the meeting may be confidential.

14	Meeting Closed Meeting closed at 10.09am Date of next meeting – Tuesday 26 November 2019 at 9.00am to 10.30am, Boardroom, 4 th Floor James Laws House, St George Hospital
CERTIFIED A CORRECT RECORD Name RODNEY E. LYNCH Signature  Date 26-11-19	