

St George Hospital Consumer Advisory Group

Tuesday 25 February 2020 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• Samantha Gifford, Aboriginal Hospital Liaison Officer• Sandra Grove, Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Helen Scarr, Consumer Representative• Nick Skleparis, Director, Corporate Services SGH• Rebecca Tyson, A/General Manager SGH <p>Apologies</p> <ul style="list-style-type: none">• Michael Jordan, Consumer Representative• Gregory Lill, Consumer Representative• Vicki Manning, SGH Director of Nursing <p>In Attendance</p> <ul style="list-style-type: none">• Penny Glezellis, SGH Community Relations Manager (Secretariat)
2	<p>Approval of Minutes</p> <p>2.1 Amendment: 8.8 of previous minutes - Elizabeth Martin unable to report on Diversity Health meeting as she was not present for the discussion. Minutes dated 26 November 2019 were confirmed as a true and accurate record.</p>
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• Item 6.1 Seek outcome of feasibility study completed by Council regarding seating – Nick Skleparis Yet to receive details from Council. Will be formally writing to them to see if there has been any progress. Action: Provide feedback on feasibility study – Nick Skleparis• Item 8.16 Paul Holdsworth raised a few areas of concern:<ul style="list-style-type: none">- Graffiti in the Gray Street car park stairwell: Corporate Services conducting weekly inspections around the campus. Seems to be more prominent around Gray Street and Kensington Street. Metro parking have been advised of graffiti around the parking stations. Graffiti noted around the Fire Brigade and Clinical Sciences buildings. The matter has been reported to Kogarah Police and they will patrol the areas. Unfortunately there are no cameras in those areas. The Hospital will make an effort to remove the graffiti as soon as it is identified.

	<ul style="list-style-type: none"> - Chipboard coming apart in the Men's toilet, ground floor, TWB: This has been reported and is being attended to. - Tables need to be cleaned in the Gazebo: ISS will be cleaning the tables on a regular basis. • Item 12.1 Incorrect information – “If you are sick or injured a GP can provide health care” brochure”. Investigate the contact person and request an update of brochure – Kim Wrightson Updated brochure circulated to CAG members with no further changes required.
	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
5	<p>General Business</p> <p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the last report 8 pages of brochures have been reviewed. • Thank you for completing the CAG Electronic Evaluation Survey. Findings will be discussed further at this meeting (Item 10.2). • Central and Eastern Sydney Primary Health Network EOI seeking representatives to join the Implementation Committee to develop and implement a Regional Mental Health Suicide Prevention Plan was circulated to CAG members on 24 February 2020.
6	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
7	<p>Standing Items</p> <p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Next meeting to be held on 27 February 2020. <p>7.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Needle stick and Sharps Injury Report <ul style="list-style-type: none"> - 4 sharp injuries reported. • Blood and Body Fluid Exposure Report <ul style="list-style-type: none"> - 1 splash incident which required routine management. - 6 additional requests for incident reviews attended with no follow-up required. <p>7.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - Doctors updating electronic patient reports during the shift with no indication to notify other staff that a change to the original report has been entered. Solution is being investigated. - Total of 230 compliments and 11 complaints received for 2019. - Increase identified in claims for lost patient dentures. <p>7.4 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - Falls data indicates 78 falls in January 2020. - Bariatric equipment difficult to access. Equipment in high demand due to increasing size and weight of patients. - Identified a need to present falls information in other languages. - April Falls Day (Falls Information) and ways to promote the day.

	<p>7.5 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Meeting to be held this week.
	<p>7.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Unable to attend meeting.
	<p>7.7 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - End of Life Care Plans - Compliments and complaints
	<p>7.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Meeting held on 11 February 2020. • Patient Story - elderly Laotian resident at the Garrawarra Centre whose family requested that their father be afforded an end of life pathway that observed Laotian religious and cultural practices. Staff were able to establish networks in the Lao community who arranged for visits by monks who performed the various customary rituals. • Question raised in relation to the “line of communication” between the committee and the General Manager of each Hospital within SESLHD. • Presentation - Survey of accessing interpreter services among 60 Chinese speaking in-patients who have undergone a surgical procedure. Recommendations of survey included: <ul style="list-style-type: none"> - redesign of Patient Consent Form - ongoing staff education - promotion of interpreter services amongst Chinese community • Advija Huseinspahic stressed the importance of informed consent from a professional interpreter in order to reduce consent errors. Ongoing education of health professional in correct informed consent practice is an important factor. Rod Lynch made a recommendation that this important issue be discussed further at the next meeting. • Audit of 100 patient files indicated that compliance with using professional interpreters when obtaining patient consent had increased from 46% in 2014 to 65% in 2020. • Upcoming events - Harmony Week - a biannual interfaith forum for staff has been organised on 10 March 2020 at the Hospital. • SESLHD Multicultural Health Service developing a 3 minute video to be used as part of a staff training module to help address racism with the health care system.
	<p>7.9 Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • Not in attendance.
	<p>7.10 SGH Safe Use of Medications (SUM) Committee – Greg Lill</p> <ul style="list-style-type: none"> • Not in attendance.
	<p>7.11 National Standards 5 Comprehensive Care Working Party - Margaret Foreman</p> <ul style="list-style-type: none"> • Nothing to report. Changing format of meeting.


	<p>7.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated. • There has been significant work undertaken regarding the well-being of JMO's with senior medical staff relieving junior doctor during dinner breaks. Rebecca Tyson mentioned that the well-being of all staff is being taken into consideration.
	<p>7.13 General Manager Report – Rebecca Tyson</p> <ul style="list-style-type: none"> • Recruitment of the SGH General Manager position is currently in progress with an outcome to be announced in late March/early April 2020. • New Birth Unit went live on 30 January 2020 with 200 births to date. Hospital received good media coverage of the official opening. Lorena Matthews invited CAG members for a tour of the birth unit for those who haven't seen it. • District Executive team are conducting appointments at each site reviewing the outpatient services. Focus is on looking at what we currently provide and how we can integrate services in line with future redevelopment. Planning sessions and meetings will take place with key stakeholders to set priorities for the organisation.
	<p>7.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Deferred. Vicki Manning was an apology at the CAG meeting. • Lorena Matthews mentioned that the nursing executive are currently organising the International Nurses and Midwives Day dinner to be held on 15 May 2020 which will acknowledge staff excellence.
	<p>7.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Clinical Leadership Project: Emergency Department (ED) Waiting Room Objectives include: <ul style="list-style-type: none"> - Understanding what people know about waiting to be triaged and how they want to receive information about how the ED works. - Making sure people don't deteriorate while waiting to be seen, Sandra will provide CAG with updates on progress of this project. • Bureau of Health Information (BHI) is an independent, board-governed statutory authority responsible for reporting on the performance of the health system in NSW. In a recently conducted survey the results reported a significant improvement for SGH ED. Representatives from the BHI recently attended the Hospital to discuss what measures have been implemented that may have resulted in such improvements. • Increase in SAC 1's was noted, with 2 reported in December. • There has been an increase in Healthcare Associated Infections and the organisation is currently looking at trends to identify any common themes that can be actioned. • Accreditation is tentatively booked for July 2020 but looking at an alternate date as it falls in the school holidays and this may be difficult with staff on leave.

	<p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Works on the level 1 link way have begun (ASB to TWB). • CSB roof replacement project on track. • Fairy Garden project is awaiting final results of report with respect to concrete testing work. • Use of a large crane to carry out telecommunication work within the vicinity of the helipad. Signage has been circulated to notify the local community. There will be no disruption to ED or ambulances during this time. • Work has begun on the Zouki Gift Shop located in the Gray Street foyer – behind schedule.
8	<p>8.1 Review of content for ASB Atrium and Gray Street Foyer TV's – Kim Wrightson</p> <ul style="list-style-type: none"> • Defer
9	<p>Reports for Noting</p>
	<p>9.1 Volunteer Report – Dona Sakr (Submitted March, June, September, November 2019)</p> <ul style="list-style-type: none"> • Due in March
	<p>9.2 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss (Submitted May, August, November 2019)</p> <ul style="list-style-type: none"> • Provide report at next meeting.
	<p>9.3 SESLHD Infection Prevention and Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting scheduled for later today.
	<p>9.4 District Community & Consumer Council (DCCC) – Greg Lill</p> <ul style="list-style-type: none"> • Deferred
10	<p>New Business</p>
	<p>10.1 2020 SGH CAG Chair and Co-chair positions – Rebecca Tyson</p> <ul style="list-style-type: none"> • Rebecca Tyson thanked the current Chair and Co-Chair for their work in 2019 and opened the positions for 2020. • Position of Chair for 2020 Rod Lynch; Co-Chair – Greg Lill.
	<p>10.2 Performance Evaluation Report – Rod Lynch</p> <ul style="list-style-type: none"> • Overall results were very positive. • Areas of improvement: <ul style="list-style-type: none"> - Implement mentor “buddy” system for new members • If any member has an interest in being involved in a hospital quality improvement activity please contact Sandra Grove.
11	<p>Business Without Notice</p>
	<p>11.1 Non- Compliant Patients – Paul Holdsworth</p> <ul style="list-style-type: none"> • Question regarding if there is a policy regarding non-compliant patients. Recent incident involving a patient who was aggressive towards staff and later given permission to leave the Hospital to have a cigarette. • Discussion regarding if there is assurance that staff are not responsible if something untoward happens to the patient while they are out of the ward area. Rebecca Tyson informed the group that there is no specific policy on non-complaint patients. If patients become aggressive they have the right to sign a waiver which doesn't hold the staff responsible if something

	happens to the patients once they leave the ward area. Most cases are assessed on an individual basis with the medical and nursing teams involved in their care.
	<p>11.2 Little Dragons Cares Webpage - Rod Lynch</p> <ul style="list-style-type: none"> • Dr Bob Fonseca Director, Paediatric has asked if CAG members could review the Little Dragons Cares webpage. <p>Action: Secretariat to email link to members.</p>
	<p>11.3 Coronavirus – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch asked if there was a contingency plan in place at the Hospital. Rebecca Tyson explained that screening for the virus will take place in the Emergency Department. To date, there have been no cases reported at SGH. Regular communications with MoH and Public Health Unit are disseminated to staff on a regular basis.
	<p>11.4 Protocols for Meetings – Rod Lynch</p> <ul style="list-style-type: none"> • Request if there is a protocol on how to conduct meetings. <p>Action: Sandra Grove to investigate and report at next meeting.</p> <ul style="list-style-type: none"> • Request for details of the priorities for the district which were to be identified in a meeting to be conducted prior to Christmas. <p>Action: Rebecca Tyson to provide information at the next meeting.</p>
	<p>11.5 Hospital in the Home (HitH)</p> <ul style="list-style-type: none"> • In its infancy stage and is a model that needs to evolve with the implementation of clinical pathways.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Committee members are reminded that discussions in the meeting may be confidential.
13	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 24 March 2020, 9.00am to 10.30am, Boardroom, 4th Floor James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH

Signature 

Date 6-5-20