

# St George Hospital Consumer Advisory Group

Tuesday 23 April 2019 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>• Margaret Foreman, Consumer Representative</li> <li>• Samantha Gifford, Aboriginal Hospital Liaison Officer</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>• Elizabeth Martin, Consumer Representative</li> <li>• Lorena Matthews, Nurse Manager, Women's and Children's Health</li> <li>• Nick Skleparis, Director, Corporate Services SGH</li> <li>• Rebecca Tyson, A/General Manager SGH</li> </ul> <p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss, Consumer Representative</li> <li>• Vicki Manning, SGH Director of Nursing</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 26 March 2019 were confirmed as a true and accurate record.</li> </ul>
3	<p><b>Items Arising from Action Plan</b></p> <p><b>2.1 Organise a tour of the SGH Food Services area for consumers – Kim Wrightson</b></p> <ul style="list-style-type: none"> <li>• Investigating tour after the May CAG meeting. Waiting for confirmation from Food Services.</li> </ul> <p><b>6.1 Add SGH SUM Committee to the CAG Agenda – Kim Wrightson</b> Completed</p>
4	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
5	<p><b>General Business</b></p> <p><b>5.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Since the last report there have been no brochures for review.</li> <li>• Consumer Survey regarding paid participation has been circulated. To be completed by 10 May 2019.</li> <li>• EOI's circulated for consumer representatives:             <ul style="list-style-type: none"> <li>- DCCC</li> <li>- SGH/TSH Antimicrobial Stewardship Committee</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- SESLHD Infection Prevention &amp; Control Committee</li> <li>- Health Consumers NSW, Consumer Representative training</li> <li>• Leisa Rathborne will be returning from her secondment on 29 April 2019. Thank you to Rebecca Tyson for her support in her capacity as Acting General Manager.</li> <li>• Survey organised by Georges River Council has been completed and it was identified that the Kensington/Belgrave Street intersection meets the requirements for a scatter crossing. Implementation resources are being reviewed.</li> </ul>
6	<b>Standing Items</b>
	<p><b>6.1 SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss was unable to attend the CAG meeting, however sent a report regarding the electronic way finding kiosk usages for the month of March 2019. Report was circulated at the meeting.</li> </ul>
	<p><b>6.2 SGH Infection Prevention &amp; Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Deferred as Jan Denniss was an apology at the CAG meeting.</li> </ul>
	<p><b>6.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Presentations and discussions on:- <ul style="list-style-type: none"> <li>• Staff experiences on after hours intubations in ED</li> <li>• Pressure injuries study – causes and reasons</li> <li>• SAC 1 and SAC 2 clinical incidents</li> <li>• Compliments and complaints. Reported that we receive more compliments than complaints.</li> </ul> </li> </ul>
	<p><b>6.4 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Increase falls in Acute Services Building are being reviewed.</li> </ul>
	<p><b>6.5 SGH Access to Care Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Meeting scheduled for Friday 26 April 2019.</li> </ul>
	<p><b>6.6 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Meeting scheduled for next week.</li> </ul>
	<p><b>6.7 SGH Cancer Services Patient Safety &amp; Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Meeting cancelled.</li> </ul>
	<p><b>6.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Next meeting to be held on 14 May 2019.</li> <li>• Advija Huseinspahic advised that she was unable to continue as consumer representative on this Committee. Elizabeth Martin advised she is happy to continue as our consumer representative.</li> </ul>
	<p><b>6.9 SGH Emergency Department Reconciliation Officer Project Steering Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Meeting scheduled at the end of April 2019.</li> </ul>
	<p><b>6.10 Red Bag, Green Bag Project – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Report circulated at the meeting.</li> <li>• Green bags have been implemented on 15 out of 16 wards.</li> <li>• Committee working on patient education: <ul style="list-style-type: none"> <li>- Article in the St George Leader – complete</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Presentation to the local chapter of the Pharmaceutical Society of Australia – complete</li> <li>- Project update to SGH Pharmacy staff – complete</li> <li>- Education to ED staff - in progress</li> <li>- Educational slide to be created for staff orientation – in progress</li> <li>- Article to be placed in the General Manager’s newsletter – in progress</li> <li>- Define ‘medication reconciliation; for staff surveys – in progress</li> </ul> <ul style="list-style-type: none"> <li>• As part of patient education, Greg Lill was asked to seek advice on how we can increase awareness to the community about bringing medication to hospital. CAG suggestions included: <ul style="list-style-type: none"> <li>- Communication to Ambulance staff</li> <li>- Advertising via community radio</li> <li>- Obtain a list from Council to circulate information to local organisations such as Rotary, Lions etc</li> </ul> </li> </ul> <p><b>Action:</b> Bring additional suggestions to the May CAG meeting</p>
<p><b>6.11</b></p>	<p><b>SGH Safe Use of Medications (SUM) Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Excerpt report will be circulated to Committee once minutes have been confirmed.</li> </ul>
<p><b>6.12</b></p>	<p><b>Patient Opinion Working Party – Greg Lill and Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Update on raising awareness of the Patient Opinion website: <ul style="list-style-type: none"> <li>- Banners have been created and will be placed in appropriate areas around the campus</li> <li>- Article to be placed in the General Manager’s newsletter</li> <li>- Patient Opinion logo featured on the St George Hospital Internet home page to increase visibility</li> <li>- Patient Opinion website received two patient stories this month</li> <li>- Planning education of Social Workers, Nurse Unit Managers and volunteers to assist to raise awareness of the Patient Opinion facility</li> </ul> </li> </ul>
<p><b>6.13</b></p>	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• The report and extract of April 2019 minutes have been previously circulated for information. The following was raised and discussed: <ul style="list-style-type: none"> <li>- Medical staff addressing hand hygiene</li> <li>- SGH Surgery Department recognised nationally for excellence</li> <li>- Inappropriate wearing of scrubs and VRE infections (an issue raised previously at CAG)</li> </ul> </li> </ul>
<p><b>6.14</b></p>	<p><b>General Manager Report – Rebecca Tyson</b></p> <ul style="list-style-type: none"> <li>• As previously advised, Leisa Rathborne will return to SGH on 29 April 2019.</li> <li>• Cancer Care Centre redevelopment nearing completion. Official opening will be held in June 2019. Chemotherapy service will be moving back in May 2019. Computerised check-in system is out to tender. Concerns raised again at CAG that you can view the chemotherapy treatment area from the street. Unfortunately the garden area is not yet mature enough to provide coverage.</li> </ul> <p><b>Action:</b> Discuss concerns raised by CAG with Camille Attwood, Project Manager, CCC Project – Nick Skleparis</p> <ul style="list-style-type: none"> <li>• CAG discussed smoking on campus and the issues of confronting visitors of the no smoking policy.</li> </ul>


	<p><b>6.15 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>Deferred as Vicki Manning was an apology at the CAG meeting.</li> </ul>
	<p><b>6.16 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>Nothing significant raised from the clinical incident statistics.</li> <li>Hand hygiene was discussed (refer to item 10.1).</li> <li>The Hospital has submitted a finalist for each category of the SESLHD Improvement and Innovation Awards.</li> </ul>
	<p><b>6.17 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>Bike parking station, Kensington Street entrance – building works have been finalised. 36 bays in total, secure and well lit area.</li> <li>Research and Education Centre – works continued.</li> <li>Birthing Suite and Theatre refurbishment projects – close to making a decision on the tender applications.</li> <li>Fairy Garden – Obtaining a consultant has been a challenge. Rotary have requested architectural designs, however we are unable to provide details until the consultant provides a report.</li> </ul>
7	<p><b>Review of content for ASB Atrium and Gray Street Foyer TV's</b></p> <ul style="list-style-type: none"> <li>There were no new slides to review.</li> <li>Jan Denniss reported that the slides last for 6 seconds and believes this is not enough time to review the information.</li> </ul> <p><b>Action:</b> Forward comments to Michaela Ward, A/Senior Executive Officer – Kim Wrightson</p>
8	<p><b>Reports for Noting</b></p>
	<p><b>8.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>
	<p><b>8.2 District Steering Committee for Falls Injury Prevention in Health Facilities</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>
	<p><b>8.3 District Community &amp; Consumer Council (DCCC)</b></p> <ul style="list-style-type: none"> <li>Report to be circulated.</li> <li>Greg Lill advised that the DCCC acknowledged the passing of SGH consumer representative, Peter Brown.</li> </ul>
9	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>Nil</li> </ul>
10	<p><b>New Business</b></p>
	<p><b>10.1 Hand Hygiene – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Hand hygiene was raised at the SGH Patient Safety and Quality Meeting. Statistics for the period November 2018 to March 2019 were discussed with the focus placed on medical staff.</li> <li>There are five moments of auditing for hand hygiene <ul style="list-style-type: none"> <li>Before touching a patient</li> <li>Before a procedure</li> <li>After a procedure</li> <li>After touching a patient</li> <li>Touching patient surrounds</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>• Auditors are encouraged to have difficult conversations with the staff regarding the process.</li> <li>• SGH is sitting above the compliance of 80%. <b>Action:</b> Hand hygiene will remain an agenda item for the CAG meeting in May 2019. Bring any ideas on how to tackle hand hygiene and how to engage the patient to ask the hand hygiene questions.</li> </ul>
11	<b>Business Without Notice</b>
	<p><b>11.1 Surgical waiting times – Michael Jordan</b></p> <ul style="list-style-type: none"> <li>• Michael Jordan advised that the figures quoted on the radio regarding surgical waiting times for Hospitals was concerning and asked how SGH is faring?</li> <li>• Our waiting times have decreased due to the additional Theatres. We meet with the Ministry of Health on a fortnightly basis to discuss our waiting lists.</li> </ul>
	<p><b>11.2 Vacancy for SGH Consumer Representative on the DCCC – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Greg Lill advised that there is a vacancy for a SGH consumer representative to join the DCCC. EOI's have been circulated. If interested, contact Kim Wrightson.</li> </ul>
	<p><b>11.3 Item raised during recent accreditation – Rod Lynch/Advija Huseinspahic</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch acknowledged that Advija Huseinspahic raised an issue during accreditation regarding a visit to the Emergency Department in 2018, which was unable to be addressed.</li> <li>• Advija Huseinspahic advised that she did not want to revisit the issue or make a complaint.</li> </ul>
	<p><b>11.4 Inappropriate use of drugs by ambulance officers – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Issue recently raised in the media regarding the inappropriate use of drugs by ambulance officers.</li> <li>• The Committee was advised that the Hospital has strict policies, an auditing system and drug registers in regards to medications. The new medication cabinets in the Acute Services Building are equipped with swipe card access.</li> </ul>
	<p><b>11.5 Traffic congestion – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch raised the issue of the traffic congestion in Short/Chapel and Gray Streets due to the local school. Congestion seems to be restricted more towards the pick-up times.</li> <li>• Council send the Organisation notices regarding any new building works in the surrounding area. Nick Skleparis advised that we often respond advising of traffic and parking issues that new developments may cause, including the new build of St Patrick's Green.</li> <li>• Nick Skleparis suggested that Gray Street could be a clearway in the afternoons; or an additional set of lights installed allowing better traffic flow out of Short/Chapel Street into Gray Street.</li> <li>• CAG support the Hospital in writing to Council to investigate the issue due to their concerns of access to the campus by patients, visitors and ambulances. <b>Action:</b> Write to Council to address the traffic congestion issue – Nick Skleparis</li> </ul>

	<p><b>11.6 Proposal in the lead up to State Election – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch raised the proposal to create 5,000 nursing positions together with additional Doctors and other health professionals across Hospitals in NSW.</li> <li>• Discussions held on where they will find these positions, and how many nursing positions this would equate to per hospital.</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 28 May 2019 at 9.00am, Boardroom, 4<sup>th</sup> Floor James Laws House, St George Hospital</p>

**CERTIFIED A CORRECT RECORD**

Name ..... RODNEY E. LYNCH .....

Signature .....  .....

Date ..... 28-5-19 .....