

St George Hospital Consumer Advisory Group

Tuesday 24 November 2020 at 9.00am

Teleconference Meeting



Health
South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none">• Paul Darcy, General Manager SGH• Jan Denniss, Consumer Representative• Margaret Foreman, Consumer Representative• Sandra Grove, Clinical Quality Manager• Susan Hanrahan, Consumer Representative• Vanessa Holden, Nursing & Midwifery Services Representative• Paul Holdsworth, Consumer Representative• Michael Jordan, Consumer Representatives• Gregory Lill, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Elizabeth Martin, Consumer Representative• Chunyu Niu, Consumer Representative• Helen Scarr, Consumer Representative• Nick Skleparis, Director, Corporate Services <p>Apologies</p> <ul style="list-style-type: none">• Samantha Gifford, Aboriginal Hospital Liaison Officer• Advija Huseinspahic, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Lauren Sturgess, A/Director of Nursing & Midwifery Services <p>In Attendance</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Manager (Secretariat)
2	<p>Approval of Minutes</p> <p>2.1 Minutes dated 27 October 2020 were confirmed as a true and accurate record.</p>
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• Nil
4	<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 4 pages of patient information documentation have been reviewed.• An EOI for the CAG Chair and Co-Chair positions will be circulated January 2021. Will be discussed at the February 2021 CAG meeting.
6	<p>Governance Items</p> <ul style="list-style-type: none">• Nil• Induction/presentations to CAGs will commence when we return to face-to-face meetings.

7	Standing Items
	7.1 SGH Access to Care Report – Paul Holdsworth <ul style="list-style-type: none"> • Paul was unable to attend the meeting.
	7.2 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan <ul style="list-style-type: none"> • Discussions held on the process of the ultrasound probes used to find veins as they have to be sterilised between uses. Currently they only have three machines, costing \$5K each. Michael Jordan advised that he was on the Centralised Nurse-Led Vascular Access Steering Committee where the use of ultrasound probes was discussed. • Wards 7A and 7B will be doing a deep cleansing next month. Results will be shared.
	7.3 SGH/TSH Diversity Health Committee – Elizabeth Martin <ul style="list-style-type: none"> • November report circulated. • Excerpt of the report: <ul style="list-style-type: none"> - Discussions held on the possibility of the Diversity Health Committee reporting to the Executive Governance Committee for Sutherland Hospital. The St George Diversity Health Committee reports to the Patient Safety and Clinical Quality Committee. - Evaluation of the Arabic Cancer Support Group. Aim of the study is to evaluate how the group has adapted to the change of practise due to COVID. - Interpreter Statistics – Mandarin and Cantonese are the most commonly used interpreters at SGH. Mongolian interpreter has been appointed at SGH. Increase need for this language has been identified in the Antenatal and Liver clinics. - Racism Harms: Act on it – Staff training module has been developed to address racism in health care. - NAIDOC Week – 9 to 15 November 2020. - A virtual hospital tour of both SGH and TSH is being developed for local community groups. - The Primary Health Network (PHN) plans to start in-person education programs towards the end of November on diabetes and resume projects held back by COVID.
	7.4 SGH Falls Prevention Meeting – Paul Holdsworth <ul style="list-style-type: none"> • Meeting not held.
	7.5 SGH Food and Nutrition Report – Susan Hanrahan <ul style="list-style-type: none"> • Trial is being conducted on the clutter on the patient tables. POW has held a successful trial to minimise what is placed on the table. • Discussions held on decreasing the waste of water bottles. Water bottles will be placed on the patients' breakfast tray and then given upon request.
	7.6 SGH Infection Prevention & Control Committee – Jan Denniss <ul style="list-style-type: none"> • No report.
	7.7 National Standards 5 Comprehensive Care Working Party – Margaret Foreman <ul style="list-style-type: none"> • Meeting not held.

	<p>7.8 SGH Patient Safety and Quality Meeting - Paul Holdsworth</p> <ul style="list-style-type: none"> • No report.
	<p>7.9 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Next meeting held on 26 November 2020. • Jan advised that the signage looks good on the lift to Pathology.
	<p>7.10 SGH Safe Use of Medications (SUM) – Greg Lill</p> <ul style="list-style-type: none"> • October report circulated. • Topics discussed: <ul style="list-style-type: none"> - IMS+ medication system issue. - ICU Medication Safety Week. Initiative of the ICU Medication Safety Group (MSG) aimed at highlighting safe medication practice within the ICU. - Vaccine management and storage audit. - Electronic medication management. - National Standard 4 preparation and progress. - High risk medicines. • Rod Lynch raised a question in regards to high risk medicines raised in the report. <i>Warning labels of medicines containing neuromuscular blocking agents. Compliance audit of warning labels of neuromuscular blocking agents showed not all products have warning labels yet. Feedback from CEC, wholesalers are allowed to continue to distribute products without labels currently in their stock.</i> Rod asked why was this audit conducted and what are the risks? Vanessa Holden advised that she will take this enquiry to the SGH Safe Use of Medications (SUM) Committee for further clarification. Greg Lill advised he also attends this Committee. Action: Discuss at the SGH Safe Use of Medications (SUM) Committee – Vanessa Holden/Greg Lill
	<p>7.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • November report circulated. • Topics discussed: <ul style="list-style-type: none"> - Blood Culture Notification presentation - Allied Health presentation - Accreditation update - Redevelopment update - Speaking up for Safety program - SGH SIAT Audit starting from 30 November for 3 days • JMO Update • Finance and Performance update • In regards to the COVID recovery plan, Elizabeth Martin asked if surgical cases are outsourced and has this impacted on the doctor's surgical training. Paul Darcy advised that the junior doctors have been assisting with surgeries in private hospitals which supports their credential requirements. • Elizabeth Martin asked if the ICU accreditation has taken place. Paul Darcy advised that we are continuing to work towards re-accreditation and propose to submit the paperwork during the first quarter of 2021.

7.12 General Manager Report – Paul Darcy

- NAIDOC celebrations held on 9 November 2020 included a smoking ceremony and competitions for staff.
- COVID – recent announcement of green status with relaxed restrictions but remaining vigilant. Social distancing continues. VIC/NSW borders have opened.
- Elective surgeries – Wait list management team have achieved excellent results with outsourcing 700 surgeries, the highest number across the LHD. This result shows the great relationship forged with the private hospitals. Our aim is to reach zero by the end of 2020.
- Redevelopment – Looking at what is involved with Stage 3. Our aim is to look at our delivery of care. Reviewing the 2017/2018 Clinical Plan. COVID has shown that we will need to review the plan and make adjustments. Refurbishment of the remaining six theatres needs to be the first priority.
- Patient TV's – new content will be circulated to CAG's for review in the New Year.
- We are working towards our Christmas closures, which will be similar to 2019. We need to be mindful that there may be more patients/visitors due to restrictions on overseas travel.
- Elizabeth Martin asked do our Doctors participate in ward rounds for our surgical patients in the private hospitals. Paul Darcy advised that there is governance around patients being treated at the private hospitals. The by-laws are the same for both public and private hospitals. Our junior doctors participate in the ward rounds which is closely managed.

7.13 Nursing Update – Vanessa Holden

- 2020 is the International Year of the Nurse and Midwife. Due to COVID restrictions our award ceremony usually held in May has been rescheduled for the 16 December 2020.
- Lauren Sturgess is working with Corporate Services on the Fairy Sparkle Project.
- Finalising new graduate recruitment for 2021.

7.14 Quality and Safety Update – Sandra Grove

- Accreditation will be held from 21 to 25 February 2022 with Sandra being our Accreditation Facilitator. The District has engaged an external Consultant to perform a Gap Analysis and Readiness Assessment.
- On 26 October SESLHD launched the Bright Spots Campaign to share what makes us proud in 2020 and to celebrate the innovative and outstanding work that has taken place across the District in the past year. 30 posters were submitted. CPIU will review the posters and identify those that can be submitted for the Innovation Awards in 2021.
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- Safety report – all incidents are below average with falls trending down. The Wound Care CNC is engaged to ensure pressure injuries are pressure injuries.
- We achieved 83% for national hand hygiene. We have not received a spike in healthcare associated infections. Susan Hanrahan advised that a friend who recently visited another hospital's Emergency Department enquired if people have to wash hands as well as sanitise. The committee was advised

	that hand sanitiser is acceptable, however if hands are visibly soiled then washing is required.
	<p>7.15 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Lift replacement works continue. James Laws House lift scheduled for completion in January 2021. Burt Nielsen lift works are due to commence next week. • Work progressing well on the Dental relocation to 2 Belgrave Street, Kogarah. Works scheduled for completion in January 2021. • Telco works are nearing completion. Equipment has been activated and we are doing trials. Security supervise these works due to the high-risk area (ASB roof). • Planned power outage on the 28 November 2020 for the CSB due to Theatre works. Ausgrid will be on site. Simulated testing conducted. • Working with Rotary to install a bench near the Hydrotherapy Pool. <p>Action: Follow up on progress – Nick Skleparis.</p>
8	Reports for Noting
	<p>8.1 Volunteer Report – Susan Borg</p> <ul style="list-style-type: none"> • November 2020 report received for noting.
	<p>8.2 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • November 2020 report received. • Rod Lynch noted that the report stated new falls targets for July-December 2020. Jan Denniss advised that the falls targets are continually reviewed by the District. The targets are not set locally.
	<p>8.3 SESLHD Infection Prevention & Control Committee - Jan Denniss</p> <ul style="list-style-type: none"> • October report submitted.
	<p>8.4 District Community and Consumer Council (DCCC) – Greg Lill</p> <ul style="list-style-type: none"> • No report provided as the Committee has not met.
	<p>8.5 SESLHD Safety and Quality Account 202/21</p> <ul style="list-style-type: none"> • Report received.
9	New Business
	<p>9.1 Adult Admitted Patient Survey Results for January to December 2019 – Sandra Grove</p> <ul style="list-style-type: none"> • All CAG members are encouraged to review this document. Forward any comments to Sandra Grove or the CAG Secretariat.
	<p>9.2 REACH Working Party – Greg Lill</p> <ul style="list-style-type: none"> • The REACH Working Party is designed to assist inpatients and outpatients with any concerns regarding their health. • Both Greg Lill and Helen Scarr are consumer representatives on this Working Party. • REACH Working Party to be added as a standing agenda item. <p>Action: Add REACH Working Party to the CAG agenda – Secretariat</p>
	<p>9.3 National Standards 2 Partnering with Consumers Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • November report circulated. • Paul Holdsworth advised that discussions were held on how we can further engage the community/consumers and provide Hospital updates regarding

	<p>hand hygiene etc.</p> <ul style="list-style-type: none"> Paul Holdsworth advised that SGH is investigating real time surveys with patients. Sutherland Hospital is utilising their consumers from the CAG to perform the patient survey walk arounds (currently on hold due to COVID). Surveys do not need to be completed at the end of a patients stay, they can be held at any time. Sandra Grove is making further enquiries regarding the TSH consumer walk arounds. We need to ensure that the SGH website reflects our multicultural community. National standards 2 Partnering with Consumers Working Party to be added as a standed agenda item. <p>Action: Add NS2 Working Party to the CAG agenda. – Secretariat</p>
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10	Business Without Notice
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	<p>10.1 Hydrotherapy Pool – Jan Denniss</p> <ul style="list-style-type: none"> Jan advised that some classes have commenced in the Hydrotherapy Pool and enquired when will the outpatient classes re-commence? <p>Action: Investigate the commencement of outpatient classes in the Hydrotherapy Pool – Paul Darcy</p>
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	<p>10.2 Trainee Supervision – Rod Lynch</p> <ul style="list-style-type: none"> Rod raised the question, does the present SGH protocols require a surgeon to be physically present when supervising a trainee performing surgery. Paul Darcy advised that a surgeon is required to be physically present when supervising a trainee and that we have appropriate robust governance of supervising junior staff.
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11	<p>Confidential Items</p> <ul style="list-style-type: none"> Nil
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12	<p>Meeting Closed Meeting closed at 9.57am. Next Meeting Tuesday 23 February 2021 at 9am Committee will be advised in advance if face-to-face meetings will resume or if we will continue teleconference meetings.</p>
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CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH.....

Signature 

Date 23-2-21