

St George Hospital Consumer Advisory Group

Tuesday 26 March 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">• Margaret Foreman, Consumer Representative• Samantha Gifford, Aboriginal Hospital Liaison Officer• Sandra Grove, Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Michael Jordan, Consumer Representative• Gregory Lill, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Chunyu Niu, Consumer Representative• Nick Skleparis, Director, Corporate Services SGH• Rebecca Tyson, A/General Manager SGH <p>Apologies</p> <ul style="list-style-type: none">• Jan Denniss, Consumer Representative• Advija Huseinspahic, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat)• Janet Bell, A/Allied Health Manager• Colly Galbiati, Project Manager, Health NSW
2	<p>Presentation</p> <p>2.1 My Food Choice – Colly Galbiati and Janet Bell</p> <ul style="list-style-type: none">• Presentation held by Colly Galbiati on My Food Choice. St George Hospital will "Go Live" on 30 April 2019.• My Food Choice is comprised of three core principles relating to people, processes and technology:<ul style="list-style-type: none">- Reduce order times- Integrate technology- Empower staff• What this means for patients:<ul style="list-style-type: none">- Patients complete meal selection closer to meal service which helps to increase their meal intake and enjoyment- Patients are offered compliant and available items which reduces default selections and intake data can be used for clinical decision making- Patients become familiar with the food services and enjoy the increased interaction

	<ul style="list-style-type: none"> • The following questions were raised: <ul style="list-style-type: none"> - Where is the food cooked? Food is prepared at several off campus facilities. - Puree food tastes and looks unpleasant. Puree is pre-packaged meals. A lot of work has gone into making it more appealing eg different colour plates; separating the food etc. - Difficult items to open eg juice. Staff have been trained to ask a patient if they need assistance. We have also created slips that will notify staff that the patient will need assistance. - What happens if a patient is not in their room when the orders are taken? Nursing staff will be asked when the patient might return to their room. They will provide several attempts. If unsuccessful they will place the order. Staff may be able to refer to a patient's meal ordering history. - With the introduction of My Food Choice, has meal orders been discussed for the Delivery Suite as currently there is a lot of waste. Janet Bell advised that she would be happy to discuss this process with Lorena Matthews to discuss an appropriate solution. • Consumers advised that they have seen quite a bit of the Hospital but have never viewed the food services area. <p>Action: Organise a tour for consumers – Kim Wrightson/Janet Bell</p>
3	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 26 February 2019 were confirmed as a true and accurate record.
4	<p>Items Arising from Action Plan</p> <p>6.4 Investigate if there are statistics on whether it is a patient or visitor who is being aggressive towards hospital staff – Sandra Grove</p> <ul style="list-style-type: none"> • Sandra Grove requested data from our Patient Safety Managers. • In 2018 St George Hospital reported (via IIMS) 269 Aggression–Aggressor incidents. There were 67 Aggression-Victim incidents reported by staff. The types of aggression reported by staff were mostly physical, verbal and physiological. • Hospital staff are trained in high risk areas. They are taught how to de-escalate a situation. • Emergency Department (ED) – Security are on site in ED. Code Black is an immediate response. • We have a programme regarding Acceptable and Non-Acceptable behaviours for staff and visitors. <p>10.1 Add SGH Emergency Department Medication Reconciliation Officer Project Steering Committee to the CAG Agenda – Kim Wrightson Completed</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 were 53 pages of brochures reviewed. • Greg Lill has been accepted as the CAG representative on the SGH Safe Use of Medicines Committee (SUM) <p>Action: Place SUM Committee on CAG agenda – Kim Wrightson</p> <ul style="list-style-type: none"> • Due to the additional Committees our consumers will be reporting on at the CAG, we will be trialling the submission of reports for the District meetings. <ul style="list-style-type: none"> - District Steering Committee for Falls – Jan Denniss - District Community & Consumer Council (DCCC) – Greg Lill - Additionally the SGH Clinical Council report and minute extracts – Rod Lynch <p>If there are any questions regarding the information on the reports, they can be raised at the CAG meetings.</p> <ul style="list-style-type: none"> • Kim Wrightson has received a jury duty notice. If accepted on a jury, we may cancel the CAG meeting for April 2019 as Penny Glezellis may also be on leave. The Committee will be notified if the meeting is cancelled.
7	<p>Standing Items</p>
	<p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred as Jan Denniss was an apology at the CAG meeting. • Next Signage Committee meeting to be held on 28 March 2019.
	<p>7.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred as Jan Denniss was an apology at the CAG meeting.
	<p>7.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Presentations on:- <ul style="list-style-type: none"> - Peritonectomy - Chest infections and other complications prior to surgery - Pharmacy presentation – there have been many advantages since the current system commenced in 2018 which include cost savings, less over prescribing, less errors. Pharmacy staff are now part of ED. • No SAC 1's for February 2019. • SAC 2's were discussed.
	<p>7.4 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • 3 April 2019 is April Falls Day. • Falls are below average for February 2019. High risk medications have been reduced which has helped reduce falls. • Discussions held regarding the sensor mats and their shelf life of six months and that it costs \$125 to replace each mat. The District is investigating a bulk ordering system. The wards have their own monitoring systems regarding the mats.
	<p>7.5 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Admissions and presentations have markedly increased. • 80% of patients are discharged after 12 noon causing problems with bed allocations.

	<ul style="list-style-type: none"> • Currently the average length of stay for patients 14 days. The Hospital has a number of strategies in place to reduce length of stay. We are also looking at fast track models, pathways etc.
7.6	<p>SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Discussions/presentations held on: <ul style="list-style-type: none"> - My Food Choice (refer to Item 2.1) - Fasting for procedures – decreasing fasting times. Fasting posters have been placed around the hospital. Fasting times are an issue if the operation is delayed.
7.7	<p>SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan advised that she was unable to attend the meeting.
7.8	<p>SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Next meeting to be held on 14 May 2019.
7.9	<p>SGH Emergency Department Reconciliation Officer Project Steering Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Full-time Pharmacy Technician was appointed in January 2019. Funding for the role ceases at the end of June 2019. • The Pharmacy Technician outlined details of her training and described the scope of her duties in this clinical support role. The position will be under the supervision of the ED Pharmacist. • The ED Pharmacist reported that because of her already busy schedule, she is finding it difficult to provide ongoing direction and supervision. As a result, weekly 'check-in' meetings have been organised with the project team to discuss any issues that may arise. • Discussions held on data review. • TIIC (The Inspiring Ideas Challenge) Implementation Forum & Planning for Sustainability Workshop will be held on 2 April 2019.
7.10	<p>Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • The overall aim of the project is to implement a consistent and sustainable approach to the management of Patient's Own Medicines (POMs) and hospital dispensed medicines within St George Hospital. • Discussions and outcomes from the meeting: <ul style="list-style-type: none"> - Education and awareness to be provided to ED staff and Intern Doctors who are currently encouraging patient families to take medications home. - Create an educational slide on the project for staff orientation. - Presented to the local Pharmaceutical Society of Australia. Presentation well received; 80% present were from the local community. - Article to be placed in the General Manager's newsletter. - Michaela Ward to present at the project at the next Pharmacy staff meeting. - Seek feedback/ideas as to how best engage patients to ensure they bring their medications to hospital. - Define 'medication reconciliation' for staff surveys. - Create article for include in The Leader.


	<p>7.11 Patient Opinion Working Party – Greg Lill and Susan Hanrahan</p> <ul style="list-style-type: none"> • Discussions and outcomes from the meeting: <ul style="list-style-type: none"> - An article in The Leader – currently waiting for an appropriate patient story to be posted in Patient Opinion. - Investigating posters/business cards for inpatient wards. - Social Work – education with our social work department to raise the profile. Social workers can then explain to patients what Patient Opinion is and how to access it. - Volunteers – enlist volunteers to assist with creating awareness. - Work with Diversity Health to engage CALD patients. - Patient Opinion banners to be placed in key entrances to the Hospital – artwork to be finalised. - An article has been approved for publication in the SESLHD newsletter. - St George Hospital internet page – features Patient Opinion information and logo replicating Sutherland and Sydney Eye Hospital internet sites.
	<p>7.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • The report and extract of March 2019 minutes have been previously circulated for information. The following issues were raised. • ICU – media coverage of the International Award (American) presented to ICU. • Staffing (November 2018 to March 2019 meetings) – input/knowledge/allocation to SGH regarding Liberal Government announcement of an additional 5,000 nurses/midwives to be recruited together with more doctors and other health professionals in NSW. Increasing the workforce by a total of 8,300. An investment of \$2.8 billion.
	<p>7.13 General Manager Report – Rebecca Tyson</p> <ul style="list-style-type: none"> • We are currently planning celebrations for the St George Hospitals' 125th anniversary. • Australian Health Care Award ceremony to be held on 27 March 2019. St George Hospital nominated for best designed hospital. • Cancer Care Centre redevelopment – Currently working on the atrium. Chemotherapy will move back in May 2019. Planning works on a CCC kiosk. There may be an opportunity for consumers to be involved in this Project. • Currently working around winter planning. • Stage 2 redevelopment will be coming to a close at the end of April 2019. Day Surgery to move in mid April 2019. • Birthing Suite – Tender has gone external. Waiting for finalisation. New Birthing Suite will be located in the old ICU area.
	<p>7.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • 60 new transition nurses commence in February 2019 (split into two groups). We are fortunate to retain 95% of last year's new graduates.

	<p>7.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • The Committee was advised that we will not be able to receive the report previously provided. • Sandra Grove advised that Paul Holdsworth receives the data at the SGH Patient Safety and Quality meeting where he can provide a summary for CAG's and he regularly reports the same highlights. • We have moved to the new National Standards. Presentations will be made to staff. The Standards are more patient focused. • Overall incidents have decreased this month – nothing to report.
	<p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Kids at Play Project is 99% complete. We will be engaging a consultant for the Fairy Garden. • Bike parking station – main structure has been installed. Works will be completed end of April 2019. • Aboriginal Family Room – Completed. We are waiting on the furniture. Investigating swipe card access. • Research and Education Centre – University working with consultants regarding the air conditioning. Upgrade to BMS system and lighting in the auditorium. • Cancer Care Centre – cladding complete
8	<p>Review of content for ASB Atrium and Gray Street Foyer TV's</p> <ul style="list-style-type: none"> • Nil
9	<p>Reports for Noting</p>
	<p>9.1 Volunteer Report</p> <ul style="list-style-type: none"> • Nil
	<p>9.2 District Steering Committee for Falls Injury Prevention in Health Facilities</p> <ul style="list-style-type: none"> • Nil
	<p>9.3 District Community & Consumer Council (DCCC)</p> <ul style="list-style-type: none"> • Report submitted
10	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
11	<p>New Business</p>
	<p>11.1 Adult Admitted Patient Survey Results Jan-Dec 2017</p> <ul style="list-style-type: none"> • Results of the Bureau of Health Information (BHI) Adult Admitted Patient Survey Results for January-December 2017 were circulated to the Committee. • 91% advised that their overall hospital experience was very good/good. 92% advised that the treatment by Doctors was very good/good and 93% advised that the treatment by Nurses was very good/good. There were no issues of significance to address. Overall St George Hospital received a very good report. • Sandra Grove advised that if there were any concerns regarding the large report, they can be raised and discussed at the next CAG meeting.

12	Business Without Notice
	<p>12.1 Update on the progress of the Birthing Suite Project – Jan Denniss/Elizabeth Martin</p> <ul style="list-style-type: none"> • In the absence of Jan Denniss, Elizabeth Martin was asked to discuss the progress of the Birthing Suite. Refer to Item 7.13.
	<p>12.2 Access to patient transport – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch discussed an article in the Leader dated 30 January 2019 regarding ambulance personnel. • The Committee was advised that an Ambulance Liaison Officer attends the Hospital access meetings. There is also a tea room in the Emergency Department available to ambulance staff.
11	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil
12	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 23 April 2019 at 9.00am, Boardroom, 4th Floor James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature 

Date 23-4-19