

St George Hospital Consumer Advisory Group

Tuesday 26 November 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• Samantha Gifford, Aboriginal Hospital Liaison Officer• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, Consumer Representative• Gregory Lill, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Elizabeth Martin, Consumer Representative• Nick Skleparis, Director, Corporate Services SGH• Vicki Weeden, A/General Manager SGH <p>Apologies</p> <ul style="list-style-type: none">• Sandra Grove, Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Michael Jordan, Consumer Representative• Vicki Manning, SGH Director of Nursing• Lorena Matthews, Nurse Manager, Women's and Children's Health• Helen Scarr, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat)
2	<p>Presentation</p> <p>2.1 Hospital in the Home (HiTH) Update – George Bayeh</p> <ul style="list-style-type: none">• George Bayeh, NUM presented an update on Hospital in the Home (HiTH).• What is HiTH?<ul style="list-style-type: none">- HiTH is an acute/sub-acute admitted care model- It is a virtual ward that has commenced with 10 beds and has the capability of 22 beds- Patients are treated in the home or community as a substitute for in-hospital care. Patients need to be 18 years of age and over.- Consultations can be held over Telehealth – a video link via the mobile phone• Some of the benefits of HiTH<ul style="list-style-type: none">- Provides care in the home- Infection risks are reduced- Patients have direct contact with the nurses and Doctors• Service has been running for approximately four weeks and works closely with the Infectious Diseases team.• Rod Lynch sought clarification regarding the decision of bed closures when earlier in the year the hospital was virtually at capacity. The Committee was advised that beds have been transferred to HiTH (virtual ward) and that we

	<p>will continue to monitor the service and the impact.</p> <ul style="list-style-type: none"> • GP's can refer directly to this service. They will continue to receive discharge summaries.
3	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 22 October 2019 were confirmed as a true and accurate record.
4	<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 Nick advised that he has yet to receive details and will follow up with Council. Action: Provide feedback on feasibility study – Nick Skleparis • Item 9.2 Welcome Video – Send suggestions – All No further suggestions have been received.
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 22 pages of brochures have been reviewed. • Leisa Rathborne has resigned as General Manager, St George Hospital and taken up the position as Executive Director (Metro) Region, Health Infrastructure. Vicki Weeden and Rebecca Tyson will alternate as Acting General Manager until the recruitment process is finalised. • CAG meeting dates for 2020 have been circulated. Details include location, day, commence and completion times of each meeting.
7	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
8	<p>Standing Items</p> <p>8.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Wayfinding instructions for Clinics <ul style="list-style-type: none"> - Suggestion of implementing way finding instructions visitors attending clinic appointments. These would include the clinics/services located in the Prichard Wing as data has identified these areas are the most searched on the electronic way finding kiosks - Requesting Management assistance in distributing the template to the top five departments that need to improve their way finding instructions for appointments • Discussions held on the Shuttle bus stopping near the Hydrotherapy Pool. • We have received the signage package for the Delivery Suite. <p>8.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Hand hygiene audit reports <ul style="list-style-type: none"> - All resources for Hand Hygiene audit program are available and managed by the Australian Commission on Safety and Quality in Health Care. Future audits will need to be entered through a new IP address that will be communicated to auditors. - Overall hand hygiene compliance for the hospital is 79%.

	<ul style="list-style-type: none"> - Hand hygiene audit reports were discussed. Action plans will be implemented to areas with less than 80% compliance. • Immunisation Report <ul style="list-style-type: none"> - The Immunisation & Surveillance Department has been busy reviewing the records for new nursing and medical recruits for 2020. - Aged Care and ED health care workers will be included in "Category A – High Risk" position.
	<p>8.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - Risk assessment compliance with Doctors - Clinical handover - SAC reports discussed for the months of September and October 2019 - 128 compliments and 12 complaints received for the month of October 2019 - 60% of patients on our waiting list are out area. Discussions will continue with Surgeons on patient referrals
	<p>8.4 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - SAC 2's around falls for the month of October 2019 - Aged Care patients and their length of stays (LOS) - Correct footwear for patients.
	<p>8.5 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on: <ul style="list-style-type: none"> - W4W – Waiting for What. This refers to patients in hospital waiting for X-rays or tests. Need to ensure that patients are taken off the list once the procedure is complete - Whole of hospital flow is impacted by decreasing morning discharges - Triage 3 presentations has markedly increased
	<p>8.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Deferred. Susan Hanrahan was an apology at the CAG meeting.
	<p>8.7 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Deferred. Susan Hanrahan was an apology at the CAG meeting.
	<p>8.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Elizabeth was unable to attend the November 2019 meeting, however will forward a report when she receives the minutes.
	<p>8.9 Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • Next meeting to be held early December 2019.
	<p>8.10 SGH Safe Use of Medications (SUM) Committee – Greg Lill</p> <ul style="list-style-type: none"> • Report circulated. • Rod Lynch asked if a JMO makes an error, are they counselled. The Committee was advised these are placed in our Incident Reporting System. The incident is processed to action.
	<p>8.11 National Standards 5 Comprehensive Care Working Party - Margaret Foreman</p> <ul style="list-style-type: none"> • Report circulated.

	<p>8.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated. • Tobi Wilson, Chief Executive attended the first part of the meeting. Elizabeth Curran, Executive Director, Operations continued the meeting. • A meeting will be held by the Chief Executive to discuss District priorities. • Professors Mark Davies and Peter Smerdely emphasised as they have for an extended period, that safe patient care and quality of care must have priority over savings and efficiencies. Mark Davies also outlined a meaningful and realistic process for making representation to Government/departments.
	<p>8.13 General Manager Report – Vicki Weeden</p> <ul style="list-style-type: none"> • Birth Unit <ul style="list-style-type: none"> - Birth Unit handed over. Opening in January 2020 • St George Hospital – 125 year celebration <ul style="list-style-type: none"> - Anniversary celebration held on 11 November 2019. The event was covered by the St George Leader and Channel 9 • Restructure of the Local Health District <ul style="list-style-type: none"> - Elizabeth Curran has commenced at Executive Director, Operations. General Manager's report directly to this position - Anne Milne, Director, Corporate and Legal Services - Angela Karooz, Director of Operations, Mental Health Service • We are continuing to work towards financial efficiencies. • Paul Holdsworth raised the question regarding patient acquired infections. The Committee was advised that we do get financially penalised (which occurs in the following budget). However, we monitor these closely and have actions. District are looking at governance and providing support and education.
	<p>8.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Deferred. Vicki Manning was an apology at the CAG meeting.
	<p>8.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Deferred. Sandra Grove was an apology at the CAG meeting.
	<p>8.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Works on the level 2 link way upgrade have been completed (ASB to TWB). • Works on the level 1 flooring will be a staged approach due to the Birth Unit works. • Hydrotherapy Pool officially re-opened on 4 November 2019. Works also included upgrade of the plant room. • CSB Roof replacement – Health Infrastructure has forwarded a submission on our behalf for the roof replacement of the CSB. Cost is estimated at \$600K+. Application has progressed. • Fairy Garden – Structural Engineers report has been received. As suggested, we will be completing a sample test of the slab. • The Air Liquide tank is being refurbished. Scaffolding in place.

	<ul style="list-style-type: none"> Paul Holdsworth raised a few areas of concern: <ul style="list-style-type: none"> Graffiti in the Gray Street car park stairwell Chip board coming apart in the Men's toilet, ground floor, TWB Tables need to be cleaned in the Gazebo <p>Action: Follow up on areas of concern – Nick Skleparis</p>
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
10	<p>Reports for Noting</p>
	<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 the Committee assessed the innovated projects and have selected five.
11	<p>New Business</p> <ul style="list-style-type: none"> Nil
12	<p>Business Without Notice</p>
	<p>12.1 Incorrect information – “If you are sick or injured a GP can provide health care” brochure – Elizabeth Martin</p> <ul style="list-style-type: none"> At a recent visit to SGH Radiology, Elizabeth reviewed the brochure “If you are sick or injured a GP can provide health care”. Elizabeth noticed that there was incorrect information and asked if we could make contact with the creator to make the changes. <p>Action: Investigate the contact person and request an update of brochure – Kim W</p>
	<p>12.2 CAG Processes – Rod Lynch</p> <ul style="list-style-type: none"> Rod provided the following:- <ul style="list-style-type: none"> Nine committee engagements were circulated to the CAG members. Three committees were filled. Committee Evaluation (survey monkey) will be circulated in the near future. Information regarding Committee processes and the Charter (TOR) can be located in the Consumer Participation Manual (Ref No. T18/54152, updated July 2018) circulated to all committee members. Positions of Chair and Co-Chair for CAG will be advertised/circulated prior to the February 2020 meeting. The role of the Chair is to ensure that there is open input to our meetings. Suggestions were invited from CAG members for improving CAG meetings/processes. If there are any concerns or processes you would like considered, forward them to the current Chair or Secretariat.

- Greg Lill raised the CAG time. With reports being submitted this has reduced the actual meeting times. The Committee was advised that this process was instigated due to the additional committees the consumers were participating on. It was agreed to submit reports to the District meetings under Item 10 Reports for Noting. However, consumers can continue to submit reports to the Committees they attend.
- Nick Skleparis asked if the consumers use the meeting time to review the brochures. Even though reviewing brochures is on the agenda, the process has been streamlined by an envelope of brochures to be reviewed presented at the end of each meeting. The consumers then take these brochures home to review and return the feedback sheets to the following CAG meeting. It offers consumers more time to review, especially for those who attend work after the CAG meeting. Forward any concerns to the Chair or Secretariat regarding this process.

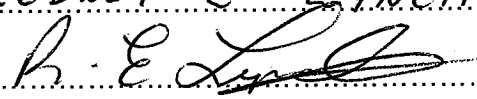
13 **Confidential Items**

- Committee members are reminded that discussions in the meeting may be confidential.

14 **Meeting Closed**
 Date of next meeting – Tuesday 25 February 2020
 at 9.00am to 10.30am, Boardroom, 4th Floor James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature 

Date 25-2-20