

St George Hospital Consumer Advisory Group

Tuesday 27 August 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• Sandra Grove, Clinical Quality Manager, SGH• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, 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• Helen Scarr, Consumer Representative• Nick Skleparis, Director, Corporate Services SGH <p>Apologies</p> <ul style="list-style-type: none">• Margaret Foreman, Consumer Representative• Samantha Gifford, Aboriginal Hospital Liaison Officer• Susan Hanrahan, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Leisa Rathborne, General Manager SGH <p>In Attendance</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat)
	Rod Lynch welcomed Helen Scarr, consumer representative to the Committee.
2	<p>Presentation</p> <p>2.1 Happy Hour Trolley, Aged Care Precinct – Natasha Turner</p> <ul style="list-style-type: none">• The Happy Hour trolley is a collaborative initiative with Dietetics and Speech Pathology launched in 2016. It was identified that dehydration was an issue with at risk patients such as older adults and people with dysphagia.• Base line data was collected which showed that these patients were only consuming approx. 315ml of oral fluid per day. This is 20% of their requirements.• The key outcomes of this initiative was that patients increased their fluid intake from 315ml to 1,000mls per day and that it has reduced the use of IV fluids on the ward.• The trolley is taken around at 3pm each day by Allied Health assistants. All patients on the Aged Care Precinct are invited to participate.• Due to the success and sustainability of this initiative, it has been trialled and extended to other areas such as the Stroke Unit and Prince of Wales Hospital. A grant has been obtained for it to be rolled out on the Aged Care Acute Ward.

	<ul style="list-style-type: none"> • It has also been identified as a good Volunteer Project. • The cost of the happy hour trolley is \$10 per day which caters for up to 60 people on the Aged Care wards. • They are investigating environmentally friendly cups for this service. • The tea trolley remains in circulation. The Happy Hour trolley is in addition to this service. • This service is re-focusing the importance of fluid intake with our staff.
3	Approval of Minutes <ul style="list-style-type: none"> • Minutes dated 23 July 2019 were confirmed as a true and accurate record.
4	Items Arising from Action Plan <p>6.3 Circulate the Clinical Handover Assessment Tool to the CAG members. – Kim Wrightson Complete</p> <p>8.3 DCCC Update – A falls report from St George on the poor management of patient’s relationships. Seek further clarification from Sydney Boucher, Secretariat, DCCC – Kim Wrightson Further clarification advised that the relationship of the falls was not site specific.</p> <p>11.1 Investigate costs of SGH purchasing a deprox machine – Nick Skleparis The committee was advised that the cost of a deprox machine is \$47,000 per machine. Four machines are required to deprox a level. Renting is at a cost of \$15,000 per week. It is more labour intensive if we deprox one room at a time and it may be difficult to isolate air conditioning for each room. Certain areas are scheduled every six months to be deproxed.</p>
5	Declaration of Conflict of Interest <ul style="list-style-type: none"> • Nil
6	General Business <p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the last report there has been one page of brochures reviewed. • CAG Charter has been circulated to the Committee for information.
7	Standing Items <p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Patient Enquiries presented a summary of an internal audit held over a two week period. This report identified the same requested areas as the electronic wayfinders. The highest searches were public toilets, Radiology, Prichard Wing and Pathology. Each wayfinding kiosk identified new searches. <p>7.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Quality Improvement Projects 2018/2019 <ul style="list-style-type: none"> - The Infection Prevention Control Department won the Patient Safety award. Invited to present at the Ministry of Health Innovation Awards. • Hand hygiene audit reports <ul style="list-style-type: none"> - Overall compliance is 80%. Nuclear Medicine received more than 90% compliance. Areas that received less than 80% compliance need to forward an action plan.

	<ul style="list-style-type: none"> • Immunisation Report <ul style="list-style-type: none"> - 3170 staff received the flu vaccination. • Occupational Exposures – Needle stick and Sharps Injury Report for June 2019 <ul style="list-style-type: none"> - Total of 6 sharps injuries. • Blood & Body Fluid Exposure Report for May 2019 <ul style="list-style-type: none"> - Total of 2 body fluid exposures. Both were low risk incidents. • Managing patients with infections or colonisations/outbreaks <ul style="list-style-type: none"> - 2 x flu outbreaks. - Multiple nursing home outbreaks.
	<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"> - Hepatitis screening and treatment. - How medicine mistakes occur and corrections needed.
	<p>7.4 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Map of each ward shows where falls occur. This is to see if there are any common areas. • 85 falls in July 2019. Numbers reflect the increase of patients for the month of July 2019. Good result; 8 repeat fallers. • Discussions held on SAC 2 falls. No common risks.
	<p>7.5 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held on length of stay over nine days. • Transport costs of patients' needs to be examined. • Private health funds are not covering full costs of patients in public hospitals. This affects the single room usage.
	<p>7.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan was absent from the CAG meeting.
	<p>7.7 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan was absent from the CAG meeting.
	<p>7.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Meeting held on 13 August 2019. • Presentation on Health Literacy – Teach-back Project <ul style="list-style-type: none"> - The aim of the teach-back is to encourage patients to explain/repeat back instructions they have been given in relation to their condition, medicines, follow-up visits etc and also provide them the opportunity to ask questions. Staff have found that they are able to better assess the patient's level of understanding through this process. - The project was trailed on 5 South. Teach-back in-services were held and a pre and post focus group and staff survey conducted. Feedback was positive. - Teach-back is to be embedded in all diversity health in-services/training. - The Nurse Educator, Cancer Care Centre suggested that the project findings be presented at the Nursing Practice Committee.


	<ul style="list-style-type: none"> • My Mental Health Questions Pocket Card <ul style="list-style-type: none"> - The Sutherland Hospital consumer representative raised the issue of suicide due to mental health issues in the male workforce. Discussions held on the pocket card being distributed more widely. • Multicultural Health Week <ul style="list-style-type: none"> - Theme for 2019 is Health Literacy of new and emerging communities. St George will celebrate Multicultural Health Week on 2 September 2019. • Carers Week <ul style="list-style-type: none"> - Celebrations will be held at St George on 15 October 2019. • International Day for People with Disability (IDPWD) <ul style="list-style-type: none"> - Celebrations will be held at St George in December 2019. • Pain Self-Management Mandarin Programme • A report on the success of the fourth Pain self-management Mandarin Programme was held in June 2019 and completed by all ten participants from which feedback had been very positive. A promotion of the Programme to Mandarin speakers will take place at Prince of Wales Hospital during Multicultural Health Week.
	<p>7.9 Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • Meeting has not been held. Next meeting is scheduled for October/November 2019.
	<p>7.10 SGH Safe Use of Medications (SUM) Committee – Greg Lill</p> <ul style="list-style-type: none"> • Report circulated.
	<p>7.11 National Standards 5 Comprehensive Care Working Party - Margaret Foreman</p> <ul style="list-style-type: none"> • Report circulated.
	<p>7.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated. ICU appeal status noted. The media disclosure regarding the detrimental impact of employing Locums in many Districts was raised by Rod – emphasised no impact at SGH.
	<p>7.13 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Leisa was unable to attend the CAG meeting. Report deferred.
	<p>7.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • The Committee was advised that the St George Hospital celebrates 125 years of caring for the community on 16 November 2019. An in-house celebration will be held on 11 November 2019 which will include a cake cutting ceremony, launch of our historical timeline and a fashion parade of uniforms throughout the ages. • The St George Hospital Ball will be held on 15 November 2019 where we present the staff excellence awards.
	<p>7.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Health Acquired Infections (HAI) remain an issue. Committee has been organised to address issues and assist with strategies.

	<ul style="list-style-type: none"> • SESLHD Improvement and Innovation Awards. St George Hospital had three winners: <ul style="list-style-type: none"> - Supporting our People The St George Emergency Department NAWHL: The Night Airway Huddle - Patient Safety First Integrated Approach to Reduce Infection Related Harm post CABG - Staff Member of the Year – Professor Brown • Finalists for the NSW Health Awards will be announced at the beginning of September. Winners will be announced in October 2019.
	<p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Hydrotherapy works will commence mid-September 2019. The first two ceiling grids were compromised. Lions Club would like to assist by donating money towards seating. • Works on the level 1 and 2 corridors are scheduled for this year. However level 1 will not be completed until the birthing suite opens. Works will be funded by the redevelopment project and coordinated by hospital staff. Works to be completed by November 2019. • Family friendly change room located on the ground floor, Tower Ward Block to be refurbished. ISS will provide funding. Quotes are being obtained which will include an automatic door. • Works to the Mental Health courtyard are underway. Working on proposal for works to the PEC ED courtyard. • Received an independent builders report for works on the Uni building. Water leakage has been identified. Staged approach to the works. • Fleet review being undertaken by the District. • No update on the Fairy Garden.
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"> • Calvary Hospital – consumers reviewed the slide of Calvary hospital to place on the foyer TV's. It was suggested that a virtual tour be added. If unable to add a virtual tour, then maybe we can add photos of Calvary.
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"> • Nil
	<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"> • Report circulated.
	<p>9.3 SESLHD Infection Prevention and Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Report circulated.
	<p>9.4 District Community & Consumer Council (DCCC) – Greg Lill</p> <ul style="list-style-type: none"> • Report circulated. • Rod Lynch asked about the World Café Project Methodology. The Committee was advised that this is a District commitment. It will showcase innovative programmes from each hospital and will be based at Sydney Hospital.

10	Governance Items <ul style="list-style-type: none"> • Nil
11	New Business <ul style="list-style-type: none"> • Nil
12	Business Without Notice
	12.1 Agency Nurses – Paul Holdsworth <ul style="list-style-type: none"> • Paul Holdsworth referred to an article on hospitals using agency nurses. The Committee was advised that we use minimal agency staff. Agency staff may be used for short term relief, however St George Hospital has a strong recruitment process.
	12.2 Hospital Budget – Paul Holdsworth <ul style="list-style-type: none"> • Paul Holdsworth raised concerns of the hospital budget. The Committee was advised that we are looking at different models of care. One model is Hospital in the Home (HITH). We are in the process of mapping out what our model would look like. This will give some people the option to be treated at home. They remain an inpatient of the hospital under the care of a team specialist at no additional cost. GP's can refer patients to this service. St George Leader – St George Hospital launches The Hospital in the Home (HITH) service for patients. https://www.theleader.com.au/story/6344327/patient-comfort-plan-with-hospitals-new-in-home-service/?cs=1507
	12.3 ICU Update – Michael Jordan <ul style="list-style-type: none"> • ICU update provided to the Committee.
	12.4 Scatter Crossing – Jan Denniss <ul style="list-style-type: none"> • The scatter crossing lights at the Belgrave Street and Kensington Street intersection has been approved and the funding will come from the NSW State Government.
13	Confidential Items <ul style="list-style-type: none"> • Committee members are reminded that discussions in the meeting may be confidential.
13	Meeting Closed Date of next meeting – Tuesday 24 September 2019 at 9.00am to 10.30am, Boardroom, 4 th Floor James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

Name R. RODNEY E. LYNCH

Signature 

Date 22-10-19