

# St George Hospital Consumer Advisory Group

Tuesday 27 November 2018 2018 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>• Jan Denniss, Consumer Representative</li> <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>• Rod Lynch, Consumer Representative (Chair)</li> <li>• Vicki Manning, SGH Director of Nursing</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> </ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"> <li>• Peter Brown, Consumer Representative</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Michael Jordan, Consumer Representative</li> <li>• Gregory Lill, Consumer Representative</li> <li>• Chunyu Niu, Consumer Representative</li> <li>• Leisa Rathborne, SGH General Manager</li> </ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"> <li>• Kim Wrightson, SGH Community Relations Officer (Secretariat)</li> <li>• Penny Glezellis, SGH Community Relations Manager (Minute Taker)</li> </ul>
2	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"> <li>• Minutes dated 6 November 2018 were confirmed as a true and accurate record.</li> </ul>
3	<p><b>Items Arising from Action Plan</b></p> <ul style="list-style-type: none"> <li>• <b>10.2 Raise consumer concerns regarding the wall petition in the Pathology waiting area.</b></li> </ul> <p>Nick Skleparis advised that he emailed Ingrid Solomons, Operations Manager, Pathology regarding this matter and that the issue will be discussed with the relevant Pathology Managers.</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 were nil pages of brochures reviewed. The content of Patient Information televisions located in the ASB and Gray Street foyers were reviewed.</li> </ul>

	<ul style="list-style-type: none"> <li>• Meeting dates for 2019 have been compiled and circulated.</li> <li>• Expression of Interest for engagement in the SESLHD Sustainability Committee has been circulated for consideration.</li> <li>• Invitation received to participate in the Surgical Preparation video on 22 and 23 November at Carss Park and Grays Point respectively.</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>• New signage has been placed at the Belgrave Street entrance near the Information Booth in order to assist visitors.</li> <li>• It has been identified that the Belgrave Café does not advertise hours of operation. <b>Action: Nick Skleparis to address this with Zouki management.</b></li> <li>• Discussion regarding the Electronic Wayfinding Kiosks located on campus. Reports identify the top 10 areas frequently accessed. Proposal to have CAG members review the appointment information of these areas with the aim of providing feedback. Suggested a working party of CAG members be formed.</li> </ul>
	<p><b>6.2 SGH Infection Prevention &amp; Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• District Infection Control CNC's have developed a PowerPoint presentation in consultation with Heath Share in order to have a standardised approach across the District for taking orders, meal delivery and tray collection for patients with Multi-resistant organisms (MROs) or communicable diseases.</li> <li>• MRO and KPI report for September 2018 was discussed.</li> </ul>
	<p><b>6.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Meeting held on 7 November, 2018 with the following discussed: <ul style="list-style-type: none"> <li>- Posey Alarm Unit Mats Issue identified where a sensor alarm didn't work. It was identified that due to the delicate wiring of the Posey Alarm Mats Units they are only guaranteed for 6 months, after which replacement is recommended. This issue is being discussed with the provider and the SESLHD Procurement Unit who are working towards a solution. In the meantime the provider will issue a report to ensure staff are aware of where the units are currently being used and when the mats need replacing. The units and mats are to be checked at time of set up to ensure they are in good working order.</li> <li>- Leading Better Value Care Hub Falls - Final Learning Set attended in September by St George Aged Care who had 10 consecutive months without harm from a fall.</li> </ul> </li> </ul>
	<p><b>6.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• The Bereavement Working Party has created a more dignified bag to place the personal belongings of the deceased.</li> <li>• Discussion held regarding the need to help non-verbal patients communicate with health professionals whilst in Hospital as these patients felt they were being left out of the decision making process.</li> <li>• Discharged of Patients by 10am is only partly working. Medication, transport and relatives to be consulted a day or 2 days prior to discharge as the current system is only partly working.</li> </ul>

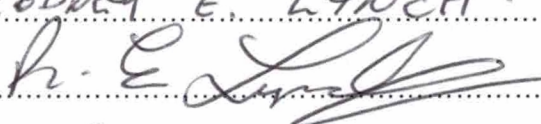
	<ul style="list-style-type: none"> <li>Discussed patient lost property. It is the patient's responsibility regarding the loss of their personal belonging while they are in Hospital. Vicki Manning advised that when a patients is admitted to the Emergency Department a checklist of patient valuables is completed. It was agreed that an initiative needs to be implemented within the wards in order to decrease the loss of patient valuables especially dentures which is a common lost property item.</li> </ul>
<b>6.5</b>	<p><b>SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Discussion regarding pressure injuries to patient tongues was discussed. Vicki Manning advised that in ICU the intubation tubing is frequently changed from left to right sides of the mouth to avoid pressure injury to patient's tongues.</li> </ul>
<b>6.6</b>	<p><b>SGH Access to Care Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Emergency Nurse Navigator working well. Other Hospitals are currently looking to adopt this model/system.</li> <li>Successful in decreasing semi urgent surgical patients requiring surgery after hours.</li> </ul>
<b>6.7</b>	<p><b>SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>No meeting held.</li> </ul>
<b>6.8</b>	<p><b>SGH Cancer Services Patient Safety &amp; Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Looking at changing the preparation times of chemotherapy medication in order to minimise wastage of chemotherapy medication.</li> <li>Discussion held on the Get Healthy program.</li> <li>Encourage compliments and complaints to be submitted via the Patient Opinion website.</li> </ul>
<b>6.9</b>	<p><b>District Community &amp; Consumer Council (DCCC) – Peter Brown and Greg Lill</b></p> <ul style="list-style-type: none"> <li>Apology at CAG</li> </ul>
<b>6.10</b>	<p><b>SGH/TSH Diversity Health Committee – Advija Huseinspahic</b></p> <ul style="list-style-type: none"> <li>Apology at CAG</li> </ul>
<b>6.11</b>	<p><b>Red Bag, Green Bag Project – Greg Lill</b></p> <ul style="list-style-type: none"> <li>Apology at CAG.</li> </ul>
<b>6.12</b>	<p><b>Patient Opinion Working Party – Greg Lill and Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Working Party has not met.</li> <li><b>Action: Sandra Groves to follow up with CPIU on the working party.</b></li> </ul>
<b>6.13</b>	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Attended 16 November meeting where the following items were included on the agenda and discussed:  Critical Care (ICU) - recognised by numerous awards and achievements for excellence. Outreach activity can no longer be absorbed by current staff levels. Difficulty being experienced in identifying/communicating with ICU staff, mobile phone reception defective and problematic will be rectified.  Nursing and Midwifery – highlighted the skills of workforce, training, education and inclusion of staff. High percentage of long term staff and retention of minimal use of agency staff, high confidence and capacity of staff speaking out and survey revealing that staff would select hospital for</li> </ul>

	<p>the treatment of themselves and relatives.</p> <ul style="list-style-type: none"> <li>• CAG Chair raised the following: Decision of Clinical Council on 20.10.2017 for names of SGH Specialist Doctors to be placed on the Hospital website not implemented to date. Proposal to install a new Optus mobile phone base station facility at SGH and if this would have an impact on SGH mobile services and patient care. No detrimental impact.</li> <li>• Excerpts of the meeting minutes have been and will be circulated as usual.</li> </ul>
	<p><b>6.14 General Manager Report – Leisa Rathborne</b> Apologies at CAG</p>
	<p><b>6.15 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• SGH Inaugural Ball held on November 16, 2018 was well attended by staff.</li> <li>• SESLHD Nursing initiative, The Feed a Farmer drive has had a good response.</li> </ul>
	<p><b>6.16 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• CAG members thanked for their efforts and support during the accreditation period. The Hospital achieved accreditation status with no recommendations which is an excellent achievement.</li> <li>• Recently attended ACHS seminar on version 2 of the new National Standards which commences in January 2019.</li> <li>• District Bright Spots Posters: 50 posters were received and displayed at the recent SESLHD Annual General Meeting, highlighting improvements to patient care.</li> <li>• Dashboard for the month of November 2018: E - increase in reporting of clinical incidents D - Medication incidents for September 2018 data was attributed to changes in practice using eMeds. C – one incident in ICU central line infection.</li> </ul>
	<p><b>6.17 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>• Kids at Play Project is on schedule with the outdoor play equipment having been ordered recently. Federal government grant of \$400k was recently announced by David Coleman MP and will go towards Stage 2 of the project.</li> <li>• Bike Parking Station will be installed in the near future as purchase order has been raised with work to commence in 2019.</li> <li>• Aboriginal Family Room, a decision was made to appointment a builder for the refurbishment.</li> <li>• Research and Education Centre Level 2 building works to commence in early January 2019.</li> <li>• Cancer Care Centre building work progressing well. Organising site tours for user groups.</li> </ul>
7	<p><b>Reports for Noting</b></p>
	<p><b>7.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
8	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>

9	<b>New Business</b>
	<p><b>9.1 Content on Patient Information TV's</b>  Feedback from CAG members of what information should be displayed on the Patient Information Televisions was encouraged.  New submissions on information to be discussed at the monthly CAG meeting. To be included as a regular item.  <b>Action: Add content on Patient Information into TV's on the agenda item.</b></p>
10	<b>Business Without Notice</b>
	<p><b>10.1 Centralised Nurse-Led Vascular Access</b></p> <ul style="list-style-type: none"> <li>• Michael Jordan had tendered his resignation from the Centralised Nurse-Led Vascular Access Service.</li> </ul>
	<p><b>10.2 Hospital Scrubs</b></p> <ul style="list-style-type: none"> <li>• Discussion held regarding the infection risk of scrubs being worn by staff outside the operating theatre.</li> </ul>
11	<b>Confidential Items</b>
	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
12	<b>Meeting Closed</b>
	Date of next meeting – Tuesday 26 February 2019 at 9.00am, Boardroom, 4 <sup>th</sup> Floor James Laws House, St George Hospital

**CERTIFIED A CORRECT RECORD**

Name ..... RODNEY E. LYNCH

Signature ..... 

Date ..... 26-2-19