

# St George Hospital Consumer Advisory Group

Tuesday 28 April 2020 at 9.00am

Teleconference Meeting



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>• Susan Hanrahan, Consumer Representative</li><li>• Paul Holdsworth, Consumer Representative</li><li>• Advija Huseinspahic, Consumer Representative</li><li>• Michael Jordan, Consumer Representative</li><li>• Gregory Lill, 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>• Nick Skleparis, Director, Corporate Services SGH</li></ul> <p><b>Apologies</b></p> <ul style="list-style-type: none"><li>• Sandra Grove, Clinical Quality Manager, SGH</li><li>• Lorena Matthews, Nurse Manager, Women's and Children's Health</li><li>• Chunyu Niu, Consumer Representative</li><li>• Helen Scarr, Consumer Representative</li><li>• Rebecca Tyson, A/General Manager SGH</li></ul> <p><b>In Attendance</b></p> <ul style="list-style-type: none"><li>• Penny Glezellis, SGH Community Relations Manager</li><li>• Kim Wrightson, SGH Community Relations Officer (Secretariat)</li></ul>
	<p><b>Welcome – Rod Lynch</b></p> <ul style="list-style-type: none"><li>• Rod Lynch thanked all for participating on the CAG's first teleconference meeting and advised that the teleconference was convened so management can update the consumers on the present status of hospital services/activities/actions during this difficult period.</li><li>• The Committee was advised that this meeting was scheduled for one hour and that paid participation will be adjusted to reflect that timeframe.</li></ul>
2	<p><b>Approval of Minutes</b></p>
	<p><b>2.1</b> Minutes dated 25 February 2020 were confirmed as a true and accurate record.</p>
3	<p><b>Items Arising from Action Plan</b></p> <ul style="list-style-type: none"><li>• Item 6.1 Seek outcome of feasibility study completed by Council regarding seating – Nick Skleparis Nick Skleparis advised that he has followed up with Council and continues to wait on advice. <b>Action:</b> Provide feedback on feasibility study – Nick Skleparis</li></ul>


	<ul style="list-style-type: none"> <li>Item 11.2 Email Little Dragon Cares webpage to CAG for review - Secretariat Details circulated to consumers. Feedback has been forwarded to Dr Bob Fonseca. Complete</li> <li>Item 11.4 Investigate if there is a protocol on how to conduct meetings and report at the next meeting – Sandra Grove Sandra Grove circulated the SESLHD Framework for Committees to Rod Lynch for information. Complete</li> <li>Provide CAG with information on SESLHD priorities at the next meeting – Rebecca Tyson Rebecca was an apology to the CAG meeting.</li> <li>Rod Lynch advised that issues raised at the February 2020 meeting such as Interpreter Service and the 2019 electronic survey will be fully addressed at the first face-to-face CAG meeting.</li> </ul>
4	<b>Declaration of Conflict of Interest</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>
5	<b>General Business</b>
	<b>5.1 Report from the Chair – Rod Lynch</b> <ul style="list-style-type: none"> <li>25 pages of documentation were reviewed in March 2020 and six pages of documentation were reviewed in April 2020.</li> <li>The March CAG meeting was cancelled owing to the impact of the Coronavirus.</li> <li>Thank you to all who conducted a review of the Little Dragon Cares website and forwarded comments to our Secretariat.</li> <li>Paul Darcy will commence his role as General Manager, St George Hospital on 4 May 2020. The Committee would like to thank Rebecca Tyson and Vicki Weeden for their support whilst performing the General Managers role. On behalf of the CAG, best wishes were extended to them both for the future.</li> <li>Rod Lynch also thanked Kim Wrightson for the consideration and empathy extended to our members during this most difficult period. The procedure devised to facilitate continuation of documentation reviews is also appreciated.</li> </ul>
6	<b>Governance Items</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>
7	<b>Standing Items</b>
	<b>7.1 General Manager Report – Rebecca Tyson</b> <ul style="list-style-type: none"> <li>Unfortunately Rebecca was called to an urgent matter and was unable to attend the CAG meeting. Vicki Manning was able to provide an update.</li> <li>COVID-19 <ul style="list-style-type: none"> <li>The last few months has been around COVID-19 preparation. The hospital has in place stringent measures to ensure we have sufficient PPE (Personal Protective Equipment) for our staff. The community has also been generous in donating PPE supplies abiding by the Australian standards.</li> <li>The Committee was advised of the testing numbers through our COVID Clinic.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>- Media advised that a Registrar at SGH tested positive. Every person that the Registrar was in contact with have been assessed by our medical unit.</li> <li>- Our practices are mandated by the Ministry of Health.</li> <li>- Susan Hanrahan asked if staff are wearing uniforms outside the campus and was it acceptable during COVID. The Committee was advised that scrubs are part of the nursing staff uniform. There are change and shower facilities available for staff if required. Staff are ensuring that infection control procedures are adhered to.</li> </ul> <ul style="list-style-type: none"> <li>• Mr Paul Darcy, General Manager commences on Monday 4 May 2020. Orientation plans have been scheduled.</li> </ul>
	<p><b>7.2 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• There have been lots of changes due to the preparation stages for COVID eg continual training for staff.</li> <li>• 2020 is 'Year of the Nurse and the Midwife'. This year also marks the 200<sup>th</sup> anniversary of the birth of Florence Nightingale – the world's most famous nurse. Unfortunately we have had to place the activities and celebration on hold.</li> </ul>
	<p><b>7.3 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• Sandra Grove was unable to attend the CAG meeting.</li> </ul>
	<p><b>7.4 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>• The proposed relocation of Hurstville and Rockdale Dental service is 2 Belgrave Street, Kogarah (old Council Chambers). We are relocating six existing chairs and adding four new chairs to the service.</li> <li>• Due to COVID, Telco works on the ASB roof have been placed on hold.</li> <li>• Fairy Sparkle Garden – At the recent Facilities meeting it was agreed to proceed with the concrete scanning works. There has been a proposal from two clinical groups for the old delivery suite area. They would also like access to the Fairy Garden.</li> <li>• The Zouki gift shop located in the Gray Street entrance foyer has been fully fitted out. Unfortunately due to our current restrictions, the opening of the gift shop has been placed on hold.</li> </ul>
8	<p><b>Reports for Noting</b></p>
	<p><b>8.1 District Community &amp; Consumer Council (DCCC) – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Report circulated.</li> <li>• Greg Lill advised that discussions have been around the COVID virus and how they can implement Patient Reported Measures (PRM's).</li> </ul>
	<p><b>8.2 SGH Patient Safety and Clinical Quality Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Report circulated.</li> <li>• Nothing further to report.</li> </ul>
	<p><b>8.3 Clinical Council – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Report circulated.</li> <li>• Discussions held initially at the Clinical Council February 2020 meeting advising that GP details would be visible to reinforce the idea of 'continuity of care'. Rod expressed his support of the initiative.</li> </ul>

	<p><b>8.4 SUM Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Draft minutes from the March 2020 SUM Committee were circulated.</li> <li>• Nothing further to report.</li> </ul>
9	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
10	<p><b>Business Without Notice</b></p> <p><b>10.1 Outpatient Clinics – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss asked if the Outpatient Clinics were closed. Vicki Manning advised that a number of the Clinics are offering Telehealth services. Some clinics are running such as Physiotherapy Services. There is no update on when the Hydrotherapy Pool will be reopened.</li> </ul> <p><b>10.2 Education of JMO's – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch enquired about the clinical rotation of JMO's. Vicki Manning advised that our JMO's are rotated across a number of Districts. Currently there is a limited number of movements which has effected some rural services. Education continues in the JMO's specialities.</li> </ul> <p><b>10.3 Elective Surgery – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Paul Holdsworth enquired if elective surgeries have recommenced. Vicki Manning advised that discussions are continuing at a District level for a slow introduction to service. Some category 1 and 2 surgeries are continuing.</li> </ul> <p><b>10.4 COVID Testing – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch advised that he knows somebody who was recently tested at the SGH COVID Clinic and advised that the service was very professional.</li> </ul> <p><b>10.5 HiTH – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss enquired if HiTH is still functioning in the same manner. Vicki Manning advised that they have expanded their role to include follow up contact for COVID patients discharged or isolated.</li> </ul>
11	<p><b>Confidential Items</b></p> <ul style="list-style-type: none"> <li>• Committee members are reminded that discussions in the meeting may be confidential.</li> </ul>
13	<p><b>Meeting Closed</b></p> <p>Meeting closed at 9.34am.</p> <p>The Secretariat will continue to update the Committee regarding the future dates/times of the CAG meetings as advised by Management.</p>

**CERTIFIED A CORRECT RECORD**

Name ..... RODNEY E. LYNCH .....

Signature .....  .....

Date ..... 25-9-20 .....