

St George Hospital Consumer Advisory Group

Tuesday 25 August 2020 at 8.30am

Teleconference Meeting



Health
South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none">• Paul Darcy, General Manager SGH• Jan Denniss, Consumer Representative• Margaret Foreman, Consumer Representative• Sandra Grove, Clinical Quality Manager• Susan Hanrahan, Consumer Representative• Michael Jordan, Consumer Representatives• Gregory Lill, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Lorena Matthews, Nurse Manager, Women's and Children's Health• Elizabeth Martin, Consumer Representative• Chunyu Niu, Consumer Representative• Helen Scarr, Consumer Representative• Nick Skleparis, Director, Corporate Services SGH• Lauren Sturgess, A/Director of Nursing & Midwifery Services <p>Apologies</p> <ul style="list-style-type: none">• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none">• Penny Glezellis, SGH Community Relations Manager (Secretariat)
2	<p>Approval of Minutes</p>
	<p>2.1 Minutes dated 23 June 2020 were confirmed as a true and accurate record.</p>
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• Nil
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none">• Nil
5	<p>General Business</p>
	<p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none">• Special welcome to Paul Darcy, General Manager who commenced in May 2020.• Since the last report 19 pages of patient information documentation have been reviewed.• The July CAG meeting was cancelled owing to the impact of the coronavirus and consistent with a decision made at the June CAG meeting.• The Paid Participation Survey and Medication Survey Feedback Sheets were circulated early this month – a reminder for anyone who has not completed both surveys.• General Manager will continue as Executive Sponsor of the CAG and Rod as the consumer representative on the SGH Clinical Council.

6	Governance Items
	<ul style="list-style-type: none"> • Nil
7	Standing Items
	7.1 SGH Access to Care Report – Paul Holdsworth <ul style="list-style-type: none"> • Not in attendance
	7.2 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan Staff expressed their gratitude to patients with recent changes to service delivery due to COVID-19 restrictions. Only one person can accompany a patient to appointments and have been advised that there may be longer appointment waiting times as staff need to undertake increased Infection control procedures between appointments. <ul style="list-style-type: none"> • Resources are being developed on bereavement and end of life care.
	7.3 SGH/TSH Diversity Health Committee – Elizabeth Martin <ul style="list-style-type: none"> • Report circulated.
	7.4 SGH Falls Prevention Meeting – Paul Holdsworth <ul style="list-style-type: none"> • Not in attendance
	7.5 SGH Food and Nutrition Report – Susan Hanrahan <ul style="list-style-type: none"> • Routine screening to detect malnutrition in patients. Junior dietitian will assist with nutritional concerns and ensure follow up on discharge. • Use of more female kitchen staff to deliver food trays to the maternity unit. • Hydration of patients throughout the hospital still an issue. Looking at placing jugs of water on the bedside tables rather than bottles. • Project underway to decrease clutter on patient’s bedside tables. • Exploring the option of using colour coded placemats on food trays to easily identify patients who require assistance with feeding.
	7.6 SGH Infection Prevention & Control Committee – Jan Denniss <ul style="list-style-type: none"> • Report circulated.
	7.7 National Standards 5 Comprehensive Care Working Party – Margaret Foreman <ul style="list-style-type: none"> • No meeting held.
	7.8 SGH Patient Safety and Quality Meeting - Paul Holdsworth <ul style="list-style-type: none"> • Not in attendance
	7.9 Red Bag, Green Bag Committee – Greg Lill <ul style="list-style-type: none"> • Meeting has not been reconvened.
	7.10 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • No meeting held.
	7.11 SGH Safe Use of Medications (SUM) – Greg Lill <ul style="list-style-type: none"> • Report circulated.
	7.12 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> • Report circulated. • Additional to and not included in the circulated July meeting Minutes – Rod sought clarification whether Covid-19 positive patients were monitored post confirmation and/or admission. He was advised that a site-based team conducts this specific function.


	<p>7.13 General Manager Report – Paul Darcy</p> <ul style="list-style-type: none"> • Two COVID-19 clinics currently in operation within the St George District and are located at the Hospital and Hurstville Community Health Centre. Currently testing an average of 200 people per day. • Daily audit of PPE is being undertaken with sufficient supply. • Thermal cameras to be installed at the Gray Street and Kensington Street foyer entrances. The cameras will negate the need for staff to physically take temperatures and will provide a quicker entry for staff, patients and visitors. • Focus is on the wellbeing of staff and to ensure they take adequate breaks from work as they have been working under stressful circumstances. • The generosity of the local community has been shown during the Covid-19 period in the form of food parcels. • Refurbishment works on Theatres 3 and 4 of the Clinical Services Building nearing completion. • Attention is now on the third and final stage of the hospital's redevelopment program. • Telehealth continues to receive positive feedback with staff looking at implementing it into their models of health service delivery. • Rapid Aged Care Engagement and Preparedness Response (RACER) has been set up to support the current Geriatric Flying Squad with the aim of assisting residential aged care facilities with concerns or gaps relating to COVID-19. • Preparation is underway for the National Safety and Quality Health Service (NSQHS) Standards accreditation scheduled for June 2021. Accreditation could be delayed. • The Fairy Garden Project in consultation with Hurstville Rotary and Fairy Sparkle, Hospital management are investigating alternative locations for the Fairy Sparkle Garden.
	<p>7.14 Nursing Update – Lauren Sturgess</p> <ul style="list-style-type: none"> • Vicki Manning is currently on secondment as Director of Operations, State Health Emergency Operations Centre to assist in the NSW Health COVID-19 response. • Nursing staff are managing well with our focus to ensure they feel supported during these challenging circumstances. • Currently implementing practices to minimise the risks around Covid-19. • Revamping of the Productive Ward Project with the aim to improve access to care by minimising disruptions to patient care. An invitation was extended to the consumers to participate on a monthly ward visit to review projects.
	<p>7.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Preparing for accreditation with working parties meeting regularly and working through identified gaps. • There has been a decrease in audit results across the organisation, we will continue to monitor. • Slight increase in clinical incidents and they are being monitored for trends.

	<ul style="list-style-type: none"> Recent implementation of the new Incident Monitoring System (IMS), staff have completed online education and are being supported by CPIU. The Patient Option website has undergone a name change to Care Opinion. Website offers patients and visitors an opportunity to share stories and experience of their care.
	<p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Relocation of the dental service to 2 Belgrave Street, Kogarah is currently in the design phase with works to commence shortly. Telco works to be undertaken on the Acute Services Building roof remains on hold due to COVID-19 restrictions. The Zouki Gift Shop located in the Gray Street foyer is now in operation. Four new flag poles have been erected outside the Gray Street entrance. The LINAC machine (used for radiation treatment) within the Cancer Care Centre has been delivered and installed. Public bench seat between St George Private and St George Public Hospitals has been installed by Georges River Council (GRC). In discussions with GRC regarding the footpath around this area that needs improvement and the possibility of installing a garden bed on the footpath located outside Cancer Care Centre.
8	Reports for Noting
	<p>8.1 District Community & Consumer Council (DCCC) – Greg Lill</p> <ul style="list-style-type: none"> Report circulated.
	<p>8.2 SESLHD Infection Prevention & Control Committee</p> <ul style="list-style-type: none"> Report circulated.
	<p>8.3 SESLHD Steering Committee on Falls Prevention in Health Facilities</p> <ul style="list-style-type: none"> Report circulated.
9	New Business
	<p>9.1 Acknowledgement to Country</p> <ul style="list-style-type: none"> Committee agreed to have an acknowledgement to country before the commencement of every CAG meeting.
10	Business Without Notice
	<p>10.1 COVID-19 Intelligence Committee at ACI – Susan Hanrahan</p> <ul style="list-style-type: none"> Recently participated in a virtual discussion to explore the indirect impacts of COVID-19, focusing particularity in understanding the impact on consumers and communities of missed or delayed healthcare because of COVID-19 in NSW. Report findings to be tabled at future CAG meetings.
	<p>10.2 Disabled access to COVID-19 clinic at SGH – Jan Denniss</p> <ul style="list-style-type: none"> Discussion held regarding disabled access to the clinic and the need to communicate this to people attending the clinic. Lauren Sturgess confirmed that there is disability access and that a wardsperson is on hand to assist people if required.

	<p>10.3 Mental Health – Rod Lynch</p> <ul style="list-style-type: none"> It was reported (and discussed in the media) that the Victorian Mental Health Minister made a statement on 9 August 2020, that even prior to the Covid-19 pandemic, the mental health systems across Australia were not fit for purpose. If this statement is valid and also applies to the St George Mental Health Service, it would be of great concern to the local community and detrimentally impact patient and services. Owing to the management structure and reporting of the mental service to District, Rod sought the support of CAG to have the issue raised at the DCCC by Greg Lill (SGH representative) consistent with the Charter of the DCCC (Clause 3) seeking relevant feedback.
11	<p>Confidential Items</p> <ul style="list-style-type: none"> Nil
12	<p>Meeting Closed Meeting closed at 9.20am. Next Meeting Committee agreed to continue with 2nd monthly teleconference meetings during the COVID pandemic. Tuesday 27 October 2020 at 9am via teleconference</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH

Signature 

Date 2-11-20