

St George Hospital Consumer Advisory Group

Tuesday 27 October 2020 at 9.00am

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• Jonathan Devasagayam, Corporate Services representative• Margaret Foreman, Consumer Representative• Sandra Grove, Clinical Quality Manager• Susan Hanrahan, Consumer Representative• Paul Holdsworth, 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• Helen Scarr, Consumer Representative• 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• Chunyu Niu, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Manager (Secretariat)
2	<p>Approval of Minutes</p>
	<p>2.1 Minutes dated 25 August 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">• Since the last report 14 pages of patient information documentation have been reviewed.• The September CAG meeting was cancelled owing to the impact of the coronavirus and consistent with a decision made at the August CAG meeting.• It has been arranged for the consumers to receive the "Message from the Chief Executive COVID-19 Update, circulated weekly.• Relevant issues raised in the last electronic survey of our CAG will be referred to in the revised publication of the Consumer Participation Manual which is being updated by the Secretariat and circulated in early 2021.

	<ul style="list-style-type: none"> • A reminder that Paul Darcy has authorised the continued circulation of the extracts of Clinical Council minutes.
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"> • Patients as far as the Victorian boarder are coming to St George Hospital. • It was advised that the aboriginal community are three times more likely to discharge themselves from Hospital.
	7.2 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan <ul style="list-style-type: none"> • Susan advised that she was unable to attend the meeting held on Thursday 22 October 2020.
	7.3 SGH/TSH Diversity Health Committee – Elizabeth Martin <ul style="list-style-type: none"> • Next meeting scheduled for 10 November 2020.
	7.4 SGH Falls Prevention Meeting – Paul Holdsworth <ul style="list-style-type: none"> • Meeting not held.
	7.5 SGH Food and Nutrition Report – Susan Hanrahan <ul style="list-style-type: none"> • Meeting not held.
	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"> • Meeting not held.
	7.8 SGH Patient Safety and Quality Meeting - Paul Holdsworth <ul style="list-style-type: none"> • Calvary Hospital is closing areas over the Christmas period for refurbishment. • Paul advised that if your “do not resuscitate” order is not listed on your My Health Record, the only way Hospital staff know of your intention is if they are advised by your family member.
	7.9 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • Report circulated. • Due to COVID procedures and the change of hospital entry points, clinics and departments need to advise visitors on the best way to access their area. Discussions held at the Signage Committee on clinic areas providing pictorial directions to patients/visitors. Paul Darcy advised that Nick Skleparis raised this issue at the recent Executive Committee. Discussions were held on how this pamphlet would look. Lauren Sturgess advised that we need to reinforce the COVID procedures and entry points and maybe investigate additional signage for these areas. Action: Management to follow up.
	7.10 SGH Safe Use of Medications (SUM) – Greg Lill <ul style="list-style-type: none"> • Report circulated. • Extract of the SUM meeting held on 24 September 2020 - Rod Lynch enquired about the issue of drug shortages and what impact it may have on St George Hospital. The Committee was advised that the Director of

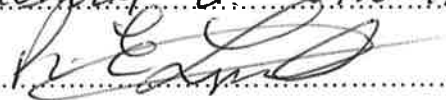
	<p>Pharmacy monitors our stock on a daily basis. If shortages occur, there is usually an alternative product that could be sourced.</p>
	<p>7.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated.
	<p>7.12 General Manager Report – Paul Darcy</p> <ul style="list-style-type: none"> • As we head towards November we are commencing our Christmas planning and looking at reductions in services. Elective surgeries will wind back and our bed base will be altered during this period. • Looking at our clinical service plan, with emphasis on how we have been running during COVID. • COVID QR codes and thermal scanners have commenced and are working well. • The Australian Council on Healthcare Standards (ACHS) has recommenced surveying as of 26 October 2020. It is anticipated that our accreditation initially scheduled for May 2021 will be delayed approximately 6 to 8 months. • NAIDOC Week is from 8 to 15 November 2020. Currently working on a timetable of events, including a smoking ceremony.
	<p>7.13 Nursing Update – Lauren Sturgess</p> <ul style="list-style-type: none"> • The World Health Organisation declared 2020 the International Year of the Nurse and Midwife in honour of the 200th anniversary of Florence Nightingale's birth. This offered us a unique opportunity to recognise and showcase the work and contributions our nurses and midwives. Unfortunately due to COVID our plans were altered. We have been working on initiatives for November and December, these will include a celebration of Florence Nightingale; awards and symposium to show case our initiatives; Rotary awards which includes a nomination from St George Hospital. • Quality Improvement Program – Productive Ward. Each ward has a board showcasing initiatives to improve patient care. A different module is showcased each quarter. This quarter is focused on "Patient Safety and Wellbeing". The Executive do walkarounds and talk to staff about the program. If you are visiting a ward, we encourage you to view these boards.
	<p>7.14 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Sandra advised that it is difficult to obtain reports from the new system. • There has been an increase in pressure injuries. It has been identified that there are no skin breakdowns, just red areas. • Spike in ICU, however this has correlated with very sick patients. • Continuing to work towards accreditation. Working parties are meeting regularly and working through identified gaps.
	<p>7.15 Corporate Services Update – Jonathan Devasagayam</p> <ul style="list-style-type: none"> • Lift replacement works have commenced. As reported back in CAGs in July 2019, four lifts have been approved for refurbishment, 2 x Kensington Street entrance, Gray Street car park and James Laws House. James Laws House lift works commenced on Monday 26 October 2020 and are scheduled for completion by the end of January 2021. Works include

	<p>removal of the existing elevator in its entirety, followed by the installation of a completely new elevator. During this period, lift access to James Laws House can be obtained via the Prichard Wing lifts.</p> <ul style="list-style-type: none"> • Driveway and footpath restoration works outside Gate 1 Services Centre, Belgrave Street have been completed.
8	Reports for Noting
	<p>8.1 Safe Use of Medicine Committees – Greg Lill</p> <ul style="list-style-type: none"> • Reports submitted for 27 August and 24 September 2020
	<p>8.2 SGH Infection Prevention and Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Report submitted for 2 September 2020.
	<p>8.3 SESLHD Infection Prevention & Control Committee - Jan Denniss</p> <ul style="list-style-type: none"> • Report submitted for 22 September 2020. • Jan advised that she has raised the question of a form being added to the pre-admissions paperwork advising patients of issues that cause infection within a hospital environment eg hand hygiene. She advised that Ezra Njuguna, Clinical Nurse Consultant, Infection Control is investigating.
	<p>8.4 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Report submitted for 27 September 2020.
	<p>8.5 SGH Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Reports circulated for 21st August and 16 October 2020.
9	New Business
	<ul style="list-style-type: none"> • Nil
10	Business Without Notice
	<p>10.1 CAG Meeting for November 2020 – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch advised that as we do not hold CAG meetings in December and January, would we like to hold our regular November meeting as previous planned (prior to COVID). Committee members agreed that a meeting will be held on 24 November 2020 at 9am via teleconference.
	<p>10.2 Rapid Aged Care Engagement and Preparedness Response (RACER) Team – Rod Lynch</p> <ul style="list-style-type: none"> • Rod enquired if the Charter of the RACER team and its support, the Geriatric Flying Squad require reporting to the Aged Care Quality and Safety Commissioner, Janet Anderson if aged care entities do not meet the accepted standards of requirements/regulations? Lauren Sturgess advised that the initiative was developed within the District and wouldn't expect formal escalation. • Further information regarding RACER was provided in the Chief Executive COVID-19 Update of 27 October 2020. This report has been circulated to the consumers of CAG (as reported in Item 5.1).
	<p>10.3 Elective Surgery – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul reported that elective surgeries has decreased from 500 to 200 patients as a number of surgeries have been transferred to private hospitals, paid by the Government.

	<p>10.4 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> Paul advised that the National Standards 2 Working Party has recommenced and he has once again been invited to participate. Next meeting will be held on 6 November 2020.
11	<p>Confidential Items</p> <ul style="list-style-type: none"> Nil
12	<p>Meeting Closed Meeting closed at 9.39am. Next Meeting Tuesday 24 November at 9am via teleconference</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH.

Signature 

Date 3 - 12 - 20