

# St George Hospital Consumer Advisory Group

Tuesday 6 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>• Sandra Grove, Clinical Quality Manager, SGH</li> <li>• Paul Holdsworth, Consumer Representative</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Michael Jordan, 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>• Chunyu Niu, Consumer Representative</li> <li>• Leisa Rathborne, SGH General Manager</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>• Margaret Foreman, Consumer Representative</li> <li>• Samantha Gifford, Aboriginal Hospital Liaison Officer</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Gregory Lill, Consumer Representative</li> </ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"> <li>• Kim Wrightson, SGH Community Relations Officer (Secretariat)</li> <li>• Di Norris and George Osman, Assessors, National Safety and Quality Health Service (NSQHS)</li> </ul>
	<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch introduced the Assessors, and thanked the Committee for their attendance at the rescheduled meeting.</li> </ul>
2	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"> <li>• Minutes dated 25 September 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>• 6.1 Add Red Bag, Green Bag Committee to the CAG Agenda. Completed</li> <li>• 6.1 Add Patient Opinion Working Party to the CAG Agenda. Completed</li> <li>• 10.1 SGH Business Plan 2018-2019. Send any suggestions on activities regarding consumer engagement for consideration in the SGH Business Plan.</li> </ul> <p>Rod Lynch raised the information under the Community Wellbeing heading. Leisa Rathborne advised that this item came from the District Strategic Plan. This is based on community facing projects eg pop up stalls in Maroubra</p>

	<p>which gives people an opportunity to advise what they would like to see in regards to health. For us, it is around our patients, and patient surveys.</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 September 2018 meeting, there have been 11 pages of patient information documents reviewed. In addition the SGH Business Plan and SGH Website were also reviewed.</li> <li>• Elizabeth Martin will be joining the ED Medication Reconciliation Support Project Steering Committee. Thank you to those who showed an interested in joining this Project</li> <li>• Invitations have been sent to consumers for the Districts Annual Public Meeting on 7 December 2018 and the DCCC meeting on 21 November 2018.</li> </ul>
6	<p><b>Standing Items</b></p>
	<p><b>6.1 SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Meeting was held on 25 October 2018.</li> <li>• Discussions held on the electronic way finding machines located on campus. Reports identify the top 10 areas frequently accessed on each machine.</li> <li>• Jan has accompanied staff on several walk around of the campus investigating signage.</li> <li>• New signage has been installed on campus.</li> <li>• Campus map and information Z-cards are located at the Patient Enquiries desk.</li> </ul>
	<p><b>6.2 SGH Infection Prevention &amp; Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Total vaccinations administered up until 31 August 2018 were 3244. An improvement on 2017.</li> <li>• Discussions were held on occupational exposures, needle stick and sharp injury reports for August 2018.</li> <li>• National Standards 3 (NS3) audits have been held. Hospital wide improvements with the management of sterile stock, use of masks, standard and transmission precaution compliance and isolation of patients.</li> <li>• It was reported that there have been a few nursing home outbreaks of influenza/norovirus.</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>• Next meeting on 7 November 2018.</li> </ul>
	<p><b>6.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Talk on “The Bundle”, to reduce tears in women giving birth. SGH is leading the way. Question raised at the meeting was why there are no reported tears in women in the Northern Territory. The answer was that they do not record this information.</li> <li>• We are currently below average in hospital complaints.</li> </ul>

	<p><b>6.5 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>94 falls have been reported. This is the highest in the last two years. Committee was advised that the main increase is repeat fallers and falls in bathrooms. Patients would like privacy and fall occurs in the bathroom. Rod Lynch asked if there were any strategies in place to address the issue. This issue with continued to be discussed at future meetings.</li> </ul>
	<p><b>6.6 SGH Access to Care Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Discussions were held on communication to patients and extension of stays. These can be due to trauma or a delay in waiting for a nursing home bed.</li> </ul>
	<p><b>6.7 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Apology at CAG.</li> </ul>
	<p><b>6.8 SGH Cancer Services Patient Safety &amp; Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Apology at CAG.</li> </ul>
	<p><b>6.9 District Community &amp; Consumer Council (DCCC) – Peter Brown and Greg Lill</b></p> <ul style="list-style-type: none"> <li>Both Peter and Greg were an apology at CAG.</li> </ul>
	<p><b>6.10 SGH/TSH Diversity Health Committee – Advija Huseinspahic</b></p> <ul style="list-style-type: none"> <li>Next meeting scheduled for 13 November 2018.</li> </ul>
	<p><b>6.11 Red Bag, Green Bag Project – Greg Lill</b></p> <ul style="list-style-type: none"> <li>Apology at CAG.</li> </ul>
	<p><b>6.12 Patient Opinion Working Party – Greg Lill and Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Both Greg and Susan were an apology at CAG.</li> </ul>
	<p><b>6.12 Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Meeting was held on 19 October 2018 where the following agenda items were discussed: <ul style="list-style-type: none"> <li>Surgery – improvement in process/service delivery</li> <li>Radiology/Pathology – present and future capacity</li> <li>Women’s and Children’s – Australian goal in reducing perineal tears by 20% achieved</li> <li>Phoning GP’s – seven day discharge – agreed to</li> </ul> </li> <li>Excerpts of the meeting minutes have been and will be circulated as usual.</li> </ul>
	<p><b>6.13 General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li>2018 NSW Health Awards were held on 5 November 2018. The NSW Health Awards provide a unique opportunity to recognise and reward innovative programs, behaviours and services provided by the organisation that comprise NSW Health. The award categories reflect NSW Health’s Strategic Priorities and CORE values. Dr Catherine Clark, Staff Specialist in Radiation Oncology, SGH was 1 of 3 finalists for the category Staff Member of the Year. The winner of this category was Jenny McKenzie from Murrumbidgee Local Health District for her commitment to providing quality palliative care to patients living in rural and remote NSW.</li> <li>We have completed the schematic design for the Birthing Suite works which will include 8 new birthing suites. If we are unable to engage Multiplex who are currently on campus completing the Day Surgery works, a tender will be proposed after the election.</li> </ul>

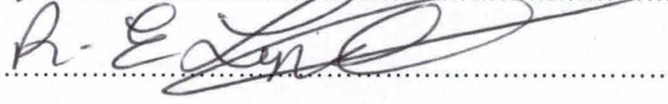
	<ul style="list-style-type: none"> <li>• Day Surgery works have been delayed with a proposed completion date of June 2019.</li> <li>• We are currently awaiting news on our Stage 3 proposal.</li> <li>• All staff are currently busy with accreditation.</li> <li>• George Osman, Assessor enquired about the governance of the consumer group regarding the financial and infrastructure side. Leisa advised that information is forwarded to the CAG via the Clinical Council report by Rod Lynch and the General Manager report.</li> </ul>
<p><b>6.14</b></p>	<p><b>Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• Transition nurse recruitment process has been completed. 300 applications had St George Hospital as their first preference. Offers have been made to our 90 intakes who have all accepted. This shows how well we manage the undergraduate program. Initial intake will commence in February 2019 and the 2<sup>nd</sup> intake will be March 2019. They will be employed on a 12 month contract. George Osman, Assessor advised about other Hospital programs that he recently surveyed.</li> <li>• This year’s District initiative will be to assist our farmers. We will be bundling packages which could include food, presents etc for our farmers.</li> </ul>
<p><b>6.15</b></p>	<p><b>Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• Sandra advised that Quality and Safety Managers have met with the District Data Manager regarding the Patient Safety dashboard. The future change will hopefully mean we can obtain a printed report.</li> <li>• Patient Safety report was based on August 2018 data. We received an E for medication incidents. This has been attributed to the implementation of the eMed program. This system allows for more reporting even if there has been no harm. Staff are encouraged to report near misses. We received B’s and C’s for clinical management incidents and blood products. A’s and B’s for falls incidents. We received a SAC 1 in August 2018. Discussions were held regarding the incident.</li> </ul>
<p><b>6.16</b></p>	<p><b>Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>• Works on the Kids at Play Project are progressing well. The theme of the outdoor play area will be based on a large pirate ship. Works are on schedule</li> <li>• Requisitions have been raised for the bike parking station. We will be using the same builder as the Kids at Play Project. It is proposed that these works will be completed by the end of the year. Jan Denniss advised that she has recently seen staff riding scooters to work. It is assumed that the scooters will be taken to their office area as they can be folded up.</li> <li>• Quotes have been received for the refurbishment of the Aboriginal Family room which will be located on the 4<sup>th</sup> Floor, Tower Ward Block. Art work will be discussed and sourced with the local Aboriginal community.</li> <li>• Works on the Research and Education building are progressing.</li> <li>• Currently investigating painting of the Hospital front entrance (Gray street entrance). These works will be from the Emergency Department around to the Cancer Care Centre.</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>• Volunteer report was circulated with the agenda and tabled at the meeting. Rod Lynch reminded the Committee if they have any questions regarding the report to advise the Secretariat so they can arrange for the Volunteer Manager to attend the following CAG meeting to discuss.</li> </ul>
8	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>• Nil</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 Political Forum at Hurstville – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• During a recent political forum at Hurstville it was stated the Liberal Government's cut of \$5.46m from SGH would disadvantage patients. It was discussed that Emergency and elective surgery wait time had 'blown out and during the last three years median wait times at SGH for the most urgent category 1 surgeries increased from 12 to 13 days which is now two days above the national median of 11 days. Leisa Rathborne advised that we never get less budget than the previous year. There have been many strategies put in place to address waiting times for ED and Surgery. There is a great demand on surgeries compared to theatres. Three theatres have opened due to the Acute Services Building redevelopment. It was reported that there were no overdue patients for surgery in June 2018. There is currently an increase of 30 patients, mainly for Urology due to staff changes. Our new Staff Specialist for Urology will commence in November 2018.</li> </ul> <p><b>10.2 Pathology refurbishment – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss advised that the setup of the Pathology waiting area has changed. Staff are unable to observe visitors in the waiting room area due to a large wall that has been erected. Jan suggested that a glass section could be added. Leisa Rathborne advised that this service is run by the NSW Pathology and that they have initiated the changes, however we will raise your concerns with them.</li> </ul> <p><b>Action:</b> Raise consumer concerns regarding the wall petition in the Pathology waiting area – Leisa Rathborne/Nick Skleparis</p> <p><b>10.3 Closing remarks – Di Norris and George Osman</b></p> <ul style="list-style-type: none"> <li>• Di Norris and George Osman, Assessors thanked the Committee for inviting them to the CAG meeting and that it is informative on how much input the consumers have in our Hospital. They advised that there will be new standards and that consumers play a major part. George advised that consumer, patient and carers input play a valued role, especially in clinical handovers.</li> </ul>
11	<p><b>Confidential Items</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>

13	<b>Meeting Closed</b> Date of next meeting – Tuesday 27 November 2018 at 9.00am, Boardroom, 4 <sup>th</sup> Floor James Laws House, St George Hospital
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**CERTIFIED A CORRECT RECORD**

Name ..... RODNEY E. LYUCA.

Signature ..... 

Date ..... 27-11-18