

<b>Minutes</b>	
	Description
<b>1</b>	<p><b>Present</b></p> <ul style="list-style-type: none"> <li>• Christina Cook, Consumer Representative</li> <li>• Sonia Giaouris, Consumer Representative</li> <li>• Samantha Gifford, Aboriginal Hospital Liaison Officer</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Ai-Ling Hayes, Consumer Representative</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Gregory Lill, Consumer Representative (A/Chair)</li> <li>• Elizabeth Martin, Consumer Representative</li> <li>• Helen Scarr, Consumer Representative</li> <li>• Ella Stathis, Communications and Engagement Coordinator</li> </ul> <p><b>Apologies</b></p> <ul style="list-style-type: none"> <li>• Allan Ajami, Redevelopment Project Manager</li> <li>• Sandra Grove, Clinical Quality Manager</li> <li>• Angela Karooz, General Manager</li> <li>• Lorena Matthews, Divisional Director, Women’s and Children’s Health</li> <li>• Lauren Sturgess, Director of Nursing and Midwifery Services</li> </ul> <p><b>In Attendance</b></p> <ul style="list-style-type: none"> <li>• Suzanne Ibbotson, Community Relations Manager</li> <li>• Kim Wrightson, Community Relations Officer (Secretariat)</li> <li>• Alana Cooper, A/Nurse Manager, Patient Access and Demand</li> </ul>
<b>2</b>	<p><b>Presentation</b></p> <p><b>2.1 St George Hospital Demand Escalation Framework – Alana Cooper</b></p> <ul style="list-style-type: none"> <li>• Alana Cooper, A/Nurse Manager, Patient Access and Demand presented the Demand and Escalation Plan.</li> <li>• The patients are our main focus and we must ensure they have access to the right care, at the right time, and in the right place, with minimum waiting times. Patient safety is always the priority.</li> <li>• Organisational Governance and clear escalation pathways is the key component to achieve optimal patient flow. It ensures that everyone within the organisation is aware of expectations and accountable to deliver safe, timely and high quality care that is dedicated and focussed on delivering the best possible patient outcomes and experience.</li> <li>• Smooth patient flow is a set of processes, rather than a specific destination.</li> <li>• Patient flow is everyone’s responsibility. Addressing patient flow is not within the control of one single department or discipline, the solution requires coordinated work of the whole of hospital.</li> <li>• Elizabeth Martin enquired if discharge times had an impact. The Committee was advised that ideally discharge is by 10am. However this could be difficult and impacted by doctor’s schedule, patient transport etc.</li> </ul>

	<ul style="list-style-type: none"> <li>• Greg Lill raised “Waiting for What” (W4W) which has been discussed at other Committee meetings he attends. W4W is a functionality within the Patient Flow Portal designed to assist clinicians and other hospital staff to identify and manage unreasonable delays throughout the patient’s journey. It can assist with identifying problem solving roadblocks. For example, a patient’s hospital stay is delayed due to waiting for an x-ray/MRI etc. The NUM can then fast track the request.</li> <li>• Christina Cook asked if there is communication regarding what level wards are at. Alana Cooper advised that the Patient Flow Portal identifies this information including hot spots. Text messages can be sent at time of escalation to the Executives, Ministry of Health and District, to advise what is happening in our Emergency Department (ED).</li> <li>• Patient flow includes detailed data tracking. Through reviewing historical data we can anticipate what time we may receive the most number of ambulances on a particular day.</li> </ul>
3	<b>Approval of Minutes</b>
	3.1 Minutes dated 28 June 2022 were confirmed as a true and accurate record.
4	<b>Items Arising from Action Plan</b>
	<ul style="list-style-type: none"> <li>• <b>SGH Medicine and Cancer Services Patient Safety and Clinical Quality (PSCQ) Committee – follow up meeting dates</b> Christine Day, Divisional Director, Medicine and Cancer Services advised that they are in the final stages of merging the Medicine and Cancer PSCQ meetings. The newly formed Committee will hopefully commence July 2022. Susan Hanrahan has advised that they have been in contact with her to resume her role as consumer representative on this newly formed Committee and will update her with the meeting dates when finalised.</li> <li>• <b>SGH Clinical Council Committee – circulate EOI/TOR to consumer representatives</b> Advised that the Chair, SGH Clinical Council is currently reviewing membership and Committee’s TOR. <b>Action:</b> CAG Secretariat to follow up.</li> </ul>
5	<b>Declaration of Conflict of Interest</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
6	<b>General Business</b>
	<b>6.1 Report from the A/Chair – Greg Lill</b> <ul style="list-style-type: none"> <li>• 1 document was reviewed since the last Committee meeting.</li> <li>• Realignment of hospital services effective 18 July 2022.</li> </ul>
7	<b>Governance Items</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
8	<b>Standing Items</b>
	<b>8.1 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan</b> <ul style="list-style-type: none"> <li>• As per Item 4. Newly formed Committee being finalised. <b>Action:</b> Update CAG standing items to reflect the new title – CAG Secretariat.</li> </ul>
	<b>8.2 SGH Infection Prevention and Control Committee – Helen Scarr</b> <ul style="list-style-type: none"> <li>• Helen advised that the last meeting was cancelled.</li> </ul>

	<p><b>8.3 SGH Patient Safety and Quality Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Committee met on 5 July 2022.</li> <li>• Clinical Group presentation: Pharmacy and discharge and potential risk – to be referred to SUM with a risk stratification and a targeted cohort to be defined to test within the surgical division. 3 South suggested as trial site. Report due in August 2022.</li> </ul>
	<p><b>8.4 SGH Falls Prevention and Management Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Meeting not held. Next meeting August 2022.</li> </ul>
	<p><b>8.5 SGH Safe Use of Medicines (SUM) Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Response from Director of Medical Services highlighting the safety risks of ports on inotrope lines. Need resolution.</li> </ul>
	<p><b>8.6 SGH Food and Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Committee meets quarterly. Next meeting in August 2022.</li> </ul>
	<p><b>8.7 SGH Access Improvement Committee – Greg Lill/Christina Cook</b></p> <ul style="list-style-type: none"> <li>• Greg Lill advised that he was unable to attend.</li> <li>• Christina Cook advised that discussions related to clearing of beds. We are working with services such as: <ul style="list-style-type: none"> <li>- Calvary: retirement home/respice care – four beds available.</li> <li>- Kirrawee Family Medical Practice (KFMP) will be offering an extension of service with dedicated hours to provide medical review and support to children aged up to 16 years of age with acute respiratory/COVID like symptoms. The child does not need to be a current patient of the practice. The service commenced on 9 July 2022 and will run for eight weeks with the possibility of extension. Same day appointments can be booked online. <a href="https://www.hotdoc.com.au/medical-centres/kirrawee-NSW-2232/kirrawee-family-medical-practice/doctors/kids-clinic">https://www.hotdoc.com.au/medical-centres/kirrawee-NSW-2232/kirrawee-family-medical-practice/doctors/kids-clinic</a></li> </ul> </li> </ul> <p>This service will alleviate long waiting times in ED.</p>
	<p><b>8.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Next meeting to be held in August 2022.</li> </ul>
	<p><b>8.9 Clinical Council Report – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Committee met on 15 July 2022.</li> <li>• Presentations <ul style="list-style-type: none"> <li>- Clinical emergency response in ED</li> <li>- Aged and Integrated Care</li> </ul> </li> <li>• Stage 3 Redevelopment updates provided (refer to Item 8.13).</li> <li>• Greg advised that the Council recognised Rod Lynch and commended his dedication to the Hospital.</li> </ul>
	<p><b>8.10 General Manager Report – Angela Karooz</b></p> <ul style="list-style-type: none"> <li>• Angela Karooz was an apology. Suzanne Ibbotson discussed the update provided.</li> <li>• District Aboriginal Employment Strategy The results of the Minderoo Foundation benchmark report, and more broader actions, were shared with the leadership across the District at the Leadership Forum on 7 June 2022. An indigenous recruitment and attraction strategy will be developed, this will include setting indigenous employment targets and identifying indigenous candidates early in the recruitment process. There is also</li> </ul>

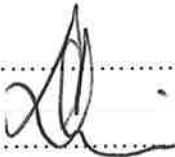
opportunity to set indigenous participation targets in leadership programs and develop partnerships for career exposure for indigenous students. A working party has been convened to develop the strategy under the banner of the Burudi Muru Yagu Aboriginal Health Plan.

- **Palliative Care**  
SESLHD is working collaboratively with St Vincent's Hospital Network to deliver palliative care services. A service transition plan is being developed for community palliative care services.
- **Budget Announcement**  
Included in the State budget were announcements of \$82.5 million to further fit out clinical areas in the Prince of Wales Acute Services Building and \$26 million to provide car parking as part of the Stage 3 project at St George Hospital. SGH Stage 3 Redevelopment is now a \$411 million project.
- **Priority Project Manager**  
Charlotte Davies has been appointed as Priority Projects Manager. The role is embedded in our organisation to deliver key projects from the SGH business plan in partnership with our local divisional executive teams and to initiate other priority organisation projects before handover to local project teams. The role will also provide ongoing advice and guidance to local project teams around the project management, implementation and reporting requirements for key strategic projects.
- **NAIDOC Week**  
SGH held celebrations for NAIDOC Week on Tuesday 5 July 2022. The NAIDOC 2022 theme is Get Up! Stand Up! Show Up! by paying respect to a proud history of resistance and activism by Aboriginal and Torres Strait Islander peoples. Events held included a ceremony, cultural talk and an art workshop.

#### **8.11 Nursing Update – Lauren Sturgess**

- Lauren Sturgess was an apology. Report was not received. Suzanne Ibbotson provided updates on nursing initiatives in the past month.
- **SGH Pet and Paw Event**  
This event was held on Friday 22 July 2022. Staff located in non-clinical buildings such as James Laws House, Research and Education and Bezzina House had the opportunity to bring in their beloved dogs for the day. Staff and visitors were welcome to join in on the barking madness as all dogs were invited to dress up and show off their tricks to a small judging panel. The event was well participated and enjoyed by all.
- Question was raised if Roxy the therapy dog has recommenced visits to the hospital wards. Update: Suzanne Ibbotson and Kim Wrightson have since bumped into Roxy and her owners. They have been back for approximately 4-6 weeks.
- **World Breastfeed Week – 1-7 August 2022**  
The Atrium, ASB has been decorated with donated bras. Approximately 300 bras hung on all levels and up the stairs.
- Ai-Ling Hayes asked how many staff and beds in the maternity unit and what are the top five inpatient areas across the hospital.  
**Action:** CAG Secretariat to investigate request.

	<ul style="list-style-type: none"> <li>Morning tea was recently held for representatives from the Lions Club of Oatley, Lions Foundation and Oatley Hotel to thank them for their support in 2021. Their generous donation purchased a K2 Guardian system for the Birth Unit and a Carescape monitor for Special Care Nursery.</li> <li>CAG member requested an update of the outdoor garden project (front of James Laws House). <b>Action:</b> Enquire with Lauren Sturgess on update of project – CAG Secretariat. Update: We have been advised that this is due to start mid-August, pending weather conditions.</li> </ul>
	<p><b>8.12 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>Sandra Grove was an apology.</li> </ul>
	<p><b>8.13 Stage 3 Redevelopment Update – Ella Stathis</b></p> <p>July report:</p> <ul style="list-style-type: none"> <li>Perioperative Theatres Stage 1 have been handed over to the hospital.</li> <li>Refurbished Clinical Skills Centre will be handed over and available for staff walk-throughs next month.</li> <li>State Significant Development Application (SSDA) will be submitted to the Department of Planning and Environment (DPIE) this week, with period of public exhibition of Schematic Design to follow (one month).</li> <li>Interviews for CCAC on boarding are commencing this week and members invited to join working groups. <b>Action:</b> Send Ai-Ling Hayes information/application on CCAC – CAG Secretariat.</li> <li>Pop-up stalls for staff and community planned for August 2022.</li> <li>Connecting to Country flyer distributed via Bidjigal Carers' Lounge during NAIDOC week.</li> </ul>
9	<p><b>Reports for Noting</b></p> <p>Nil</p>
10	<p><b>New Business</b></p>
	<p><b>10.1 CAG Chair / Co-Chair – Ange Karooz</b></p> <ul style="list-style-type: none"> <li>EOI for the CAG and Co-Chair positions were circulated several times to the Committee. We received an application from Greg Lill and Christina Cook.</li> <li>2022 – CAG Chair is Greg Lill; Co-Chair is Christina Cook.</li> </ul>
11	<p><b>Business Without Notice</b></p>
	<p><b>11.1 Consumer Walkarounds – Greg Lill</b></p> <ul style="list-style-type: none"> <li>Greg Lill raised the consumer walkarounds that were presented by Patrice Thomas and Malcolm Ricker, TSH at the June CAG meeting. He recognises that they have merit. <b>Action:</b> CAG Secretariat has spoken with Malcolm Ricker who has invited the SGH CAG Chair and Co-Chair to TSH's October CAG meeting to participate in their Consumer walkarounds.</li> </ul>
	<p><b>11.2 Feedback – Christina Cook</b></p> <ul style="list-style-type: none"> <li>Christina Cook advised that a neighbour recently attended Short Stay and found it difficult when another patient was extremely loud using their mobile phone. Christina was asked if she thought her neighbour would be receptive to providing feedback to the hospital.</li> </ul>

	<p>Compliments, complaints and feedback can be directed to the Clinical Safety Improvement Team (CSI)  E: <a href="mailto:SESLHD-STG-ConsumerFeedback@health.nsw.gov.au">SESLHD-STG-ConsumerFeedback@health.nsw.gov.au</a>  or post anonymously on Care Opinion: <a href="https://www.careopinion.org.au/">https://www.careopinion.org.au/</a>  <b>Action:</b> Forward feedback details to Christina Cook – CAG Secretariat</p>
	<p><b>11.3 CAG meetings – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>Elizabeth Martin raised the question about why consumers need to request the Microsoft Teams link to attend the monthly CAG meeting. Why isn't the link always available on the CAG Agenda paperwork allowing consumers the choice of attendance? This query was supported by fellow consumers. The Committee was advised that management is encouraging people to attend meetings face-to-face as we often lose a lot of participation/feedback through virtual meetings. Committee agreed that the Microsoft Teams Link is to be added to CAG paperwork. Consumers are encouraged to advise the Secretariat of their monthly attendance and if it will be face-to-face or virtual. This will assist with obtaining parking vouchers and organising an outside member to "allow" entry to the virtual meeting.  <b>Action:</b> Add Microsoft Teams link to monthly Agenda paperwork – CAG Secretariat.</li> </ul>
12	<p><b>Confidential Items</b></p> <ul style="list-style-type: none"> <li>Nil.</li> </ul>
13	<p><b>Meeting Closed</b>  Meeting closed at 10.31am.  <b>Next Meeting</b>  Tuesday 23 August 2022</p>
<p><b>CERTIFIED A CORRECT RECORD</b></p> <p>Name ..... <i>CAREY P LILL</i> .....</p> <p>Signature .....  .....</p> <p>Date ..... <i>23/08/22</i> .....</p>	