

**Minutes**

	Description
1	<p><b>Present</b></p> <ul style="list-style-type: none"> <li>• Christina Cook, Consumer Representative</li> <li>• Sandra Grove, Clinical Quality Manager</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>• 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>• Sonia Giaouris, Consumer Representative</li> <li>• Samantha Gifford, Aboriginal Hospital Liaison Officer</li> <li>• Angela Karooz, General Manager</li> <li>• Elizabeth Martin, Consumer Representative</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> </ul>
2	<p><b>Approval of Minutes</b></p>
	<p><b>2.1</b> Minutes dated 26 July 2022 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>• <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> <li>• <b>Update CAG Agenda to reflect new title – SGH Medicine and Cancer Services Patient Safety and Clinical Quality Committee</b> Completed</li> <li>• <b>Statistics request on maternity unit and the top five inpatient areas across the hospital</b> The Committee was advised that there are 26 beds on 1 South Maternity and they are all open. There are eight birth rooms and two assessment rooms in the Birth Unit. We also have a 4-bed Pregnancy Assessment Unit running out of the Birth Unit (outpatient clinic). The top five inpatient wards across the hospital by total discharges: <ul style="list-style-type: none"> <li>- 4 West Renal Dialysis</li> <li>- Emergency Department Short Stay Unit</li> <li>- 1 South Maternity</li> </ul> </li> </ul>


	<ul style="list-style-type: none"> <li>- Day Surgery Unit</li> <li>- 1 East Paediatrics</li> </ul> <p>The top five excluding same day admissions:</p> <ul style="list-style-type: none"> <li>- 1 South Maternity</li> <li>- Emergency Department Short Stay Unit</li> <li>- 1 East Paediatrics</li> <li>- 5 South Surgical</li> <li>- 4 South Medical</li> </ul> <ul style="list-style-type: none"> <li>• <b>Update on the outdoor garden project</b> The Committee viewed a design presentation which outlined the playground and picnic shelters. The nursing update (Item 7.11) advised that the garden project with Rotary of Hurstville will commence on 5 September 2022 and will take approximately three months to complete.</li> <li>• <b>Send Ai-Ling Hayes information/application on CCAC.</b> Completed</li> <li>• <b>Consumer Walkarounds</b> Malcolm Ricker, Chair, TSH CAG's has advised that the SGH CAG Chair and Co-Chair may like to attend their October CAG meeting to participate in the consumer walkarounds.</li> <li>• <b>Feedback details for the hospital – Forward to Christina Cook</b> Links were included in the July CAG minutes. Completed</li> <li>• <b>Add Microsoft Teams link to monthly agenda paperwork</b> Completed</li> </ul>
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 A/Chair – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• 17 document pages were reviewed since the last Committee meeting. <i>Below point was not raised in the meeting, but added for documentation.</i></li> <li>• EOI's circulated to consumers in the last month have included: <ul style="list-style-type: none"> <li>- SESLHD Patient Experience Working Group</li> <li>- NSW Health App in partnership with patients, families and carers</li> </ul> </li> </ul>
6	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
7	<p><b>Standing Items</b></p> <p><b>7.1 SGH Medicine and Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Susan Hanrahan advised that they have held their first combined meeting. There is a large attendance at this meeting. Susan advised that she will wait for the minutes and provide an update at the next CAG meeting.</li> </ul> <p><b>7.2 SGH Infection Prevention and Control Committee – Helen Scarr</b></p> <ul style="list-style-type: none"> <li>• Meeting held on 3 August 2022.</li> <li>• Further discussions regarding Clinical Business Rule Literature Review Guideline to allow therapy dogs to the Intensive Care Unit (ICU). Discussions would need to be held with the District to approve this initiative. Committee will continue to discuss this item at future meetings.</li> </ul>

	<ul style="list-style-type: none"> <li>• Draft policy and procedures relating to Healthcare Acquired infections (HAI's) requiring incident management and Gastroenteritis Outbreak Management Plan was discussed and formalised.</li> <li>• There were no concerns raised from the national standards report.</li> <li>• Monkeypox is of national concern with numbers increasing. There is a public health plan around the control of this virus. Monkeypox (MPXV) is a viral infection that causes a rash. It is spread by skin-to-skin contact with someone who has monkeypox.</li> <li>• St George Hospital (SGH) Vaccination Hub is offering COVID-19 vaccinations, boosters, and flu shots. People aged 30 to 49 can also receive an additional COVID-19 booster. For further information and booking details, go to <a href="https://www.nsw.gov.au/covid-19/vaccination/get-vaccinated">https://www.nsw.gov.au/covid-19/vaccination/get-vaccinated</a></li> </ul>
	<p><b>7.3 SGH Patient Safety and Quality Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Pharmacy – discharge and potential risk – referred to Safe Use of Medicines (SUM) Committee to develop risk stratification. Test pilot within surgical division, potentially 3 South. Test appropriate prescription procedures.</li> <li>• Clinical Deterioration Between the Flags. Health Round Table to examine data regarding patients that code blue resulting in death. Review the correlations between COVID and multiple comorbidities and issue a report.</li> </ul>
	<p><b>7.4 SGH Falls Prevention and Management Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Elizabeth Martin was an apology at the CAG meeting. Report submitted and circulated with the Agenda paperwork.</li> <li>• SGH Falls Prevention and Management Committee meeting was held 9 August 2022.</li> <li>• Presentation: QI Project at Sutherland Hospital “Reducing Harm from Falls” Focus: Why, although falls have been decreasing, is the falls harm rate increasing Approach: Data driven, clinical lead Scope of project: 4 Wards Length of Project: June to October 2022 Multidisciplinary Working Group meets bi-weekly Key issues for consideration e.g. supervision, single rooms, COVID, ward layout, patient confusion/delirium, anticoagulation, signage, high risk observation rooms, etc</li> <li>• Falls data for July – 108 falls (1 x Harm Score 1; 3 x Harm Score 2's), 5.71 per 1000 OBD.</li> <li>• Benefits and risks of non-slip sock use in hospital. Safety Literature Research Articles received from the NSW Government Clinical Excellence Commission indicate that there is limited evidence to support the use of these as a falls prevention tool. The wearing of non-slip socks may increase the risk of infection due to bacterial transfer; cause pressure injuries; and become slippery when the sole is wearing out.</li> </ul>
	<p><b>7.5 SGH Safe Use of Medicines (SUM) Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• SGH Director Medical Services (DMS) requested to resolve safety risks on Inotrope lines, to be discussed at the August SUM meeting and escalated to DMS and Patient Safety Clinical Quality Committee (PSCQ) for resolution.</li> </ul>

	<p><b>7.6 SGH Food and Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Susan Hanrahan advised that she will wait for a copy of the minutes and report at the next CAG meeting.</li> </ul>
	<p><b>7.7 SGH Access Improvement Committee – Greg Lill/Christina Cook</b></p> <ul style="list-style-type: none"> <li>• Next meeting to be held on 28 August 2022.</li> </ul>
	<p><b>7.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>• Elizabeth Martin was an apology at the CAG meeting. Report submitted and circulated with paperwork.</li> <li>• Meeting held 8 August 2022.</li> <li>• Presentation: Draft Virtual Hospital tour The virtual tour will be combined with face-to-face hospital tours (these are currently promoted through community groups, TAFE and high schools). Additional information suggested for inclusion in the tour format: <ul style="list-style-type: none"> <li>- Short videos for some parts of the tour e.g. ED and Admissions Office</li> <li>- Information about the Chaplaincy Service</li> </ul> The tour will be presented to the CAGs of St George and Sutherland Hospitals for their input and feedback.</li> <li>• Presentation: No Show Data As part of developing the 3-year Diversity Health Implantation Plan for 2022-2024, the diversity team reviewed the performance data for inpatients and outpatients, comparing English with non-English speaking patients. It was identified that there were significantly high percentages of CALD patients not presenting for appointments, particularly, the Diabetes Education and Antenatal outpatient clinics. Possible reasons for the “no show” could be related to cost, language barriers, and fear of catching COVID, etc. The Diversity Health team will provide training to staff in the Outpatient Department on the benefits of using the previously promoted “translated appointment tool”.</li> <li>• Monthly Multicultural Health Forum (SESLHD Multicultural Health Service) is a 1-hour online meeting for those working in community organisations with multicultural communities in SESLHD, including NGOs, local government, and SESLHD staff in relevant portfolios. The meetings provide an opportunity for questions about COVID, influenza and the exploration of other topics. The next meeting on 16 August 2022 will discuss “vaping”.</li> </ul>
	<p><b>7.9 Clinical Council Report – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• The Clinical Council received the SGH Disability Committee Progress report. Greg Lill advised that there were discussions for a CAG community representative to assist with the development of several new projects. Sandra Grove advised there have been discussions regarding a consumer representative for this Committee, however they are seeking a consumer with lived or community experience who can assist with the development of our strategies. CAG was advised that St George has recently been selected as a national pilot site for an education program about inclusive Healthcare, to be delivered by Get Skilled Access – an NGO owned, operated and managed by people with a disability and real life experience of disability. The program has been written by</li> </ul>

	<p>people with a disability and we are developing a team to work with the roll out of this education over the next 12 months.</p> <p>Sandra Grove advised that Sutherland Hospital have a similar committee called Vulnerable Population Group. In addition to patients with disabilities, this committee includes homelessness and group homes.</p> <p>Ai-Ling Hayes advised that some disabilities can be more obvious and others are not, such as hearing and sight.</p>
	<p><b>7.10 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 Clinical Services Planning The Ministry of Health (MoH) issued a draft District Clinical Services Plan template for consultation with a final version expected in early August. SESLHD has already commenced consultation on our District Clinical Services Plan.</li> <li>• Budget Finalisation SGH Budget for FY 22/23 is in the process of finalisation.</li> <li>• COVID/Influenza There are encouraging signs things are possibly starting to get better. New case notifications continue to decrease.</li> <li>• Workforce Divisions most under plan is Surgery, followed by Critical Care. This is in line with reduced surgical levels in July and closed beds in ICU. Sick leave is higher than average resulting in an increase in overtime for nursing and across the organisation.</li> <li>• General Manager Mental Health The recruitment process for the General Manager Mental Health has been finalised and Ms Sharon Carey has been successfully recruited to the role.</li> <li>• Retirement – Associate Professor Robert Farnsworth A/Professor Farnsworth, former member of SESLHD Board and eminent urologist, retired after 62 years. A/Professor Farnsworth was awarded an Order of Australia Medical (OAM) in 2003 for his contribution to Medicine, in particular paediatric urology. He was also awarded a member of the Order of Australia (AM) in the 2022 Australia Day Awards. He made an outstanding contribution to SESLHD, in particular for the way he has trained so many doctors in the speciality.</li> <li>• SGH Pet and Paw Event As part of the SGH wellbeing initiatives, staff were invited to show off their fur babies at the inaugural Pet and Paw Day on Friday 22 July 2022.</li> </ul>
	<p><b>7.11 Nursing Update – Lauren Sturgess</b></p> <ul style="list-style-type: none"> <li>• Lauren Sturgess was an apology. Suzanne Ibbotson discussed the update provided.</li> <li>• Lauren Sturgess advised that she was unable to attend the CAG as she was on a virtual seminar from the UK on a wellbeing project for staff called Schwartz rounds which we are looking at introducing. It involves debriefing and dealing with difficult situations.</li> <li>• Garden project with Rotary of Hurstville (outside James Laws House) will commence on 5 September 2022. It will take approximately three months to complete.</li> </ul>

	<ul style="list-style-type: none"> <li>• Big focus continues around workforce wellbeing, current high rates of burnout, fatigue and attrition across the workforce. Lots of strategies including R U OK? day working group, and COVID staff appreciation wall launch at the end of this month.</li> <li>• Nursing and Midwifery recruitment is a major focus with higher than usual vacancies. Looking at overseas recruitment options, although these can take 12 months for the staff to arrive.</li> <li>• Industrial action with the NSW Nurses and Midwives Association (NSWNMA) regarding reasonable workloads and staff ratios remains ongoing.</li> </ul>
	<p><b>7.12 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• Incidents are trending down.</li> <li>• Falls numbers are trending up. Injuries sustained from falls are low, receiving two for the month of June 2022.</li> <li>• There has been a spike in the number of pressure injuries. Three reported for the month of June 2022. The spike has been identified because we have not received any pressure injuries for quite a while.</li> <li>• Discussions are being held around hospital socks and pressure injuries (as raised in Item 7.4).</li> <li>• Health Acquired Infections (HAI's) are trending down.</li> <li>• June report <ul style="list-style-type: none"> <li>1 x Harm Score 1 (unexpected death in care)</li> <li>7 x Harm Score 2's (patients who sustain injury within our care)</li> </ul> </li> <li>• In relation to quality improvement there has not been much happening due to staff leave etc.</li> <li>• Sandra was asked how you identify a pressure sore. <ul style="list-style-type: none"> <li>Stage 1 pressure injuries are characterised by superficial reddening of the skin that when pressed does not turn white. If the cause of the injury is not relieved, these will progress and form proper ulcers. If we assess that a patient is at risk, we have devices that will assist us.</li> </ul> </li> </ul>
	<p><b>7.13 Stage 3 Redevelopment Update – Ella Stathis</b></p> <p>August report:</p> <ul style="list-style-type: none"> <li>• Schematic design renders have been officially released as of Monday 22 August 2022, with images available for the public to view.</li> <li>• Community information pop-up stalls will be taking place at Kogarah Town Centre on 25 August and 1 September 2022.</li> <li>• State Significant Development Application (SSDA) has been submitted to Department of Planning and Environment (DPIE) and the designs will be put on public exhibition in the next few weeks for one month.</li> <li>• Perioperative Theatres Stage 1 are fully completed and operational.</li> <li>• Priority works (Chapel Street Clinic, CSS refurbishment) are looking to go live mid-September. Ella was asked what service would be going into the Chapel Street Clinic. The committee was advised that initial discussions were that this would be the COVID clinic however this may now be an outpatient facility.</li> <li>• The Committee was advised that with the additional funding received, there will now be three floors of underground parking as part of the Stage 3 redevelopment.</li> </ul>

	<ul style="list-style-type: none"> <li>After the CAG meeting, Ella Stathis advised that the Prince William Wing will remain until the Stage 3 Redevelopment is completed. Initially, the Committee was advised that the Prince William Wing will be demolished prior to works commencing. Discussions were then raised regarding signage to assist visitors locate the temporary outpatient areas. Kim Wrightson advised that a previous consumer was passionate about wayfinding. One suggestion she raised was that when advising visitors of their appointment time, they would be given directions that included pictures. For example, the card would commence with a picture(s) of the hospital entrances. Then, additional pictures would identify the pathway to their location. Ella advised that she will bring this suggestion to the Redevelopment team.</li> </ul>
8	<b>Reports for Noting</b> <ul style="list-style-type: none"> <li><b>Volunteer Report – Susan Borg</b> August 2022 was circulated with the Agenda paperwork.</li> <li><b>District Steering Committee for Falls Injury Prevention in Health Facilities – Greg Lill</b></li> <li>Meeting held on 22 July 2022. Seven Harm Score 2's across the District. The findings identified issues relating to communication, sensor mats, high observation facilities, call button usage, translation issues.</li> </ul>
9	<b>New Business</b> Nil
10	<b>Business Without Notice</b> <p><b>10.1 Community Partnership Alliance (CPA) meeting – Greg Lill</b></p> <ul style="list-style-type: none"> <li>Greg Lill advised that he attended the CPA meeting on 4 August 2022. EOI actioned for two focus groups: <ul style="list-style-type: none"> <li>Aboriginal Workforce Development, Recruitment and Retention</li> <li>Young people experiencing comorbidities in Mental Health</li> </ul> Nominations are being sought to expand catchment of data.</li> <li>Presentation on Closing the Gap: Sutherland and St George Hospital Aboriginal Health Implementation Plan 2021-2023, outlined by Vivianne Ajaka, Diversity and Aboriginal Health Manager.</li> </ul>
11	<b>Confidential Items</b> <ul style="list-style-type: none"> <li>Nil.</li> </ul>
12	<b>Meeting Closed</b> Meeting closed at 10.24am <b>Next Meeting</b> Tuesday 27 September 2022
<p><b>CERTIFIED A CORRECT RECORD</b></p> <p>Name ..... </p> <p>Signature .....</p> <p>Date ..... 25/10/22</p>	