

# St George Hospital Consumer Advisory Group

Tuesday 23 March 2021 at 9.00am

Boardroom, 4<sup>th</sup> Floor, 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>• Paul Darcy, General Manager SGH</li><li>• Jan Denniss, Consumer Representative</li><li>• Samantha Gifford, Aboriginal Hospital Liaison Officer</li><li>• Susan Hanrahan, Consumer Representative</li><li>• Gregory Lill, Consumer Representative</li><li>• Rod Lynch, Consumer Representative (Chair)</li><li>• Lorena Matthews, Nurse Manager, Women's and Children's Health</li><li>• Brett Moxon, Corporate Services Representative</li><li>• Helen Scarr, Consumer Representative</li><li>• Lauren Sturgess, A/Director of Nursing &amp; Midwifery Services</li></ul> <p><b>Apologies</b></p> <ul style="list-style-type: none"><li>• Sandra Grove, Clinical Quality Manager</li><li>• Advija Huseinspahic, Consumer Representative</li><li>• Michael Jordan, Consumer Representatives</li><li>• Elizabeth Martin, Consumer Representative</li><li>• Nick Skleparis, Director, Corporate Services</li></ul> <p><b>In Attendance</b></p> <ul style="list-style-type: none"><li>• Kim Wrightson, SGH Community Relations Manager (Secretariat)</li><li>• Trish Wills, Presenter – District Review of Consumer Partnership</li><li>• Claire O'Connor, Presenter – District Review of Consumer Partnership</li></ul>
2	<p><b>Presentation</b></p> <p><b>2.1 District review of Consumer Partnership – Trish Wills and Claire O'Connor</b></p> <ul style="list-style-type: none"><li>• A review was commissioned by the Chief Executive in 2020.</li><li>• Partnerships at three levels:<ul style="list-style-type: none"><li>- At the level of the individual, partnerships are between clinicians and the patients where care is delivered</li><li>- At the service, department or program level partnerships are between the organisation and the delivery of care</li><li>- At the health service level, relating to the involvement of consumers in governance, planning, co-design and policy</li></ul></li><li>• Survey results<ul style="list-style-type: none"><li>- 70% of respondents agreed that consumers are makers and shapers of health services and policies</li><li>- 60% of respondents utilise patient comments and narratives to drive action and improvement through CAG's, focus groups and tabling comments</li><li>- CAG's, working groups and governance committees were reported as the most common engagement strategy</li></ul></li></ul>

	<ul style="list-style-type: none"> <li>• Next steps <ul style="list-style-type: none"> <li>- Bi-annual consumer forum</li> <li>- Consultation of draft framework with CAC Chairs</li> <li>- Develop governance and streamline of tools</li> <li>- MoH developing guidelines for paid remuneration of consumers</li> <li>- Development of measurements for success</li> </ul> </li> <li>• Consumers had the opportunity to ask questions. Rod Lynch sought clarification on how they interpreted the word 'partnership'. Rod advised the word partnership means that all are involved in the risks, benefits and profits and this shouldn't be an issue the consumers are involved in. Trish Wills advised that the 'partnership' is the definition used from the National Standards.</li> </ul> <p><b>Action: Circulate presentation to CAG Committee - Secretariat</b></p>
3	<b>Approval of Minutes</b>
	<p><b>3.1</b> Minutes dated 23 February 2021 were confirmed as a true and accurate record.</p>
4	<p><b>Items Arising from Action Plan</b></p> <p><b>7.10 Audit – high risk medicines. Question raised on why was this audit conducted and what are the risks? Raise at the SGH Safe use of Medications Committee</b> Recent changes to labelling requirements by TGA prompted an audit. Discussions at the SUM Committee meeting identified that it is only used and stored in very controlled settings and labelling was not required. No incidents for drugs.</p> <p><b>7.3 Distribute the St George &amp; Sutherland Hospitals Diversity Health Committee report</b> Completed.</p> <p><b>7.4 SGH Safe Use of Medications Committee – minutes indicate that incidents and issues that were raised were not addressed in the meeting. Confirmation sort that this was a transcript error within these minutes</b> In context, the request to colour code medications is not possible in a state-wide system. Feedback given on ability to 'sort' medications. Await further actions from Heidi Boss or JMO representative.</p> <p><b>8.5 SGH/TSH Diversity and Aboriginal Health Annual Report. Statistics on health literacy skills for ages 15-74 show inadequate results. Is there any plan for education or the public?</b> Samantha Gifford provided an update after the CAG meeting. The statistics on health literacy were based on the 2006 census data – so almost 60% of Australian adults aged 17yr – 74yrs old have a low level of health literacy. As a health professional in our role we need to ensure Patients/clients understand the information we provide so we encourage staff to use the teach-back method.</p>
5	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>

6	<b>General Business</b>
	<p><b>6.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• No documents have been reviewed since our last meeting.</li> <li>• In Greg Lill's absence, Rod Lynch will be joining Jan Denniss to review the information/format for the patient TV's which will be held after the CAG meeting.</li> <li>• EOI's have been circulated – please consider volunteering for engagement in those Committees.</li> </ul>
7	<b>Governance Items</b>
	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Paul Darcy advised that our external Consultant commenced today to perform a gap analysis. The report will advise how we are tracking towards accreditation. The Readiness Assessment will commence in October 2021.</li> </ul>
8	<b>Standing Items</b>
	<p><b>8.1 SGH Access to Care Report – Vacant</b></p> <ul style="list-style-type: none"> <li>• EOI to be circulated for a consumer to join this Committee.</li> </ul>
	<p><b>8.2 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Susan advised that due to the size of the committee, she continues to join via teleconference. Susan finds it difficult to take notes via teleconference as often staff pop in and out of the conversations/meeting. To provide feedback to CAGs, she waits until she receives the minutes. Unfortunately due to the meeting dates, CAG's is receiving an update a month later. The CAG committee agreed that often it is difficult to participate or to follow meetings via teleconference. Paul Darcy and Lauren Sturgess agreed and will suggest that meetings make capacity for a consumer to attend in person.</li> </ul> <p><b>Action: Advise Committees it is recommended the consumer representative attend meetings in person – Lauren Sturgess</b></p>
	<p><b>8.3 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.</li> </ul>
	<p><b>8.4 SGH Safe Use of Medications (SUM) Committee – Greg Lill</b></p> <ul style="list-style-type: none"> <li>• Greg Lill provided the following update from the SUM meeting on 25 February 2021.</li> <li>• IV paracetamol discolouration Response from manufacturer confirms that 'slightly yellowish' colouring of IV paracetamol is a known issue and this occasionally occurs due to oxidation, however the product is still safe to administer. This is considered somewhat impractical guidance as prevailing advice for pharmaceutical products is that if it doesn't look how it usually does (particularly with respect to the colouring of IV solutions) then it should not be administered. Wards/unit staff are encouraged to return bags that they feel are particularly discoloured to the Pharmacy Department for replacement. There is potential for increased wastage, however the possibility of collecting and counting discoloured bags for exchange or credit should be</li> </ul>

	<p>explored. This product is currently on the procurement contract however this issue should be fed back to Healthshare for consideration regarding future contract decisions for this item. Action from the SUM meeting: Provide feedback to Healthshare regarding inconsistency in appearance of currently contracted IV paracetamol product, with flow-on effects being increased wastage and inefficiencies.</p>
<b>8.5</b>	<p><b>SGH Falls Prevention Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• EOI to be circulated for a consumer to join this Committee.</li> </ul>
<b>8.6</b>	<p><b>SGH Food and Nutrition Report – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Committee did not meet.</li> </ul>
<b>8.7</b>	<p><b>SGH Infection Prevention &amp; Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• CEC is working on reviewing and updating documents including 'Infection prevention and Control for Home visits' and 'Management of COVID-19 in Healthcare Settings'. They are also developing a video that will assist in educating healthcare providers on how to use multi dose vial for COVID-19 vaccines.</li> <li>• Infection Prevention &amp; Control will now only report Healthcare Acquired MROs and will not report on community data.</li> <li>• Survey on antibiotics consumption, with consumption rates remaining low at 26%. Inappropriate antimicrobial prescribing has declined to 4%. Optimal prescribing is at 55% which is above the national benchmark.</li> <li>• Environmental monitoring in Cancer Care has been completed with no growth obtained.</li> </ul>
<b>8.8</b>	<p><b>National Standards 2 Partnering with Consumers Working Party – Vacant</b></p> <ul style="list-style-type: none"> <li>• EOI has been circulated.</li> </ul>
<b>8.9</b>	<p><b>SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Meeting cancelled. Next meeting scheduled for 25 March 2021.</li> </ul>
<b>8.10</b>	<p><b>REACH Working Party – Greg Lill and Helen Scarr</b></p> <ul style="list-style-type: none"> <li>• Greg Lill advised that the work has concluded with the REACH Working Party.</li> </ul> <p><b>Action: Remove REACH Working Party from the CAG Agenda - Secretariat</b></p>
<b>8.11</b>	<p><b>SGH Patient Safety and Quality Meeting – Vacant</b></p> <ul style="list-style-type: none"> <li>• EOI to be circulated</li> </ul>
<b>8.12</b>	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• February report circulated.</li> <li>• Topics discussed: <ul style="list-style-type: none"> <li>- Membership Group in Focus – Clinical Information</li> <li>- Clinical Council Evaluation Survey and terms of Reference Review</li> <li>- Clinical Skills Centre</li> <li>- Updates from the General Manager, JMO and Finance &amp; Performance</li> </ul> </li> <li>• An issue raised from the JMO Update regarding a review of an individual issue – upgrading to an electronic report. To address environment issues as discussed and also to improve service/process efficiencies, Rod asked if this is identified as a short coming and should SGH be reviewing all systems.</li> </ul>

	<p>The committee was advised that this refers to pathology reports. As part of quality improvement it is our intention to minimise steps. However our pathology service – SEALS is a separate entity from NSW Health and it is complicated to integrate with our systems.</p>
	<p><b>8.13 General Manager Report – Paul Darcy</b></p> <ul style="list-style-type: none"> <li>• SESLHD Strategy Planning 2022-2025 Consumers and Partners Forum will be held on 27 April 2021. Rod Lynch as SGH CAG Chair and Greg Lill as the SGH DCCC representative have been invited to attend.</li> <li>• Senior Leadership Business Planning forum has been held. Discussions held on where we would like to go over the next year. Three key areas to focus on are People, Place, and Patients. Document to be circulated for the next CAG meeting.</li> <li>• Closing the Gap ceremony held 19 March 2021 which also launched the Aboriginal Health Implementation Plan (AHIP). We heard from Elders. Gap analysis and key actions to focus on were raised/discussed. Greg Lill advised that he is involved with the indigenous community in the Botany area and asked are their communities in our catchment area. Sam Gifford advised that we have large communities in the Sutherland and Kogarah areas.</li> </ul> <p><b>Action: Samantha Gifford to present AHIP at the May CAG meeting.</b></p>
	<p><b>7.14 Nursing Update – Lauren Sturgess</b></p> <ul style="list-style-type: none"> <li>• Approximately 60 new graduates commenced in late February/early March. 20-30 will commence in mid-April.</li> <li>• Focus on workforce wellbeing initiatives. EOI to be circulated across all disciplines to join the Workforce Wellbeing Committee.</li> <li>• Contractor onsite this week to review the space for our Garden Project which will be located on the current grassed area outside James Laws House. Jan Denniss advised that there isn't much space for staff to have their lunch and this upgrade would be more than welcome.</li> </ul>
	<p><b>8.15 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• Sandra was an apology at the CAG meeting.</li> </ul>
	<p><b>8.16 Corporate Services Update – Brett Moxon</b></p> <ul style="list-style-type: none"> <li>• Refurbishment on the Vaccination Hub is completed. The Hub has opened and is going well.</li> <li>• Lift replacement works continue. It is anticipated that the Gray Street carpark lift will be completed mid-April. A golf buggy is available to assist staff/visitors to their car. Lift 9, Kensington Street and Lift 30, Radiology are getting ready to be handed over.</li> <li>• Telcos continue work on the ASB rooftop. Telstra completed. Optus to commence in April 2021. This is a delicate operation due to its location and association to the helipad.</li> <li>• Jan Denniss advised that she assists many visitors on wayfinding to the Pathology Department and enquired about the lift to Pathology that is currently closed. Brett advised that it was closed as it is an entry point to the Hospital. Hospital entry has been limited to the Gray Street, Belgrave Street and Kensington Street entrances due to the screening desks.</li> <li>• Jan Denniss advised that she recently assisted a visitor who had a notification from the Royal Hospital for women to drop into the Integrated</li> </ul>

	Care Clinic. Due to COVID restrictions, we are unable to assist with drop-ins.
9	<b>Reports for Noting</b>
	<b>9.1 Volunteer Report – Susan Borg</b> <ul style="list-style-type: none"> <li>March 2021 report circulated.</li> </ul>
	<b>9.2 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b> <ul style="list-style-type: none"> <li>Next report due in April 2021.</li> </ul>
	<b>9.3 SESLHD Infection Prevention &amp; Control Committee - Jan Denniss</b> <ul style="list-style-type: none"> <li>February report circulated.</li> </ul>
10	<b>New Business</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>
11	<b>Business Without Notice</b>
	<b>11.1 ACI EOI – Susan Hanrahan</b> <ul style="list-style-type: none"> <li>Susan Hanrahan advised that she has accepted the EOI to join an ACI group regarding Palliative Care. First meeting to be held on Monday 29 March 2021.</li> </ul>
	<b>11.2 Industrial action at Blacktown Hospital – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch raised the issue of the current industrial action at Blacktown Hospital and asked how SGH performs. The committee was advised that although there are no KPI's, we have a robust review system in place if any deaths occur. There are clinical business rules in place for high risk cases.</li> <li>The committee was advised that as an organisation we are concerned about the quality of care at all levels. We do an immediate huddle for any incident deemed significant enough.</li> </ul>
	<b>11.3 Hand Hygiene – Jan Denniss</b> <ul style="list-style-type: none"> <li>Discussions held on the 5<sup>th</sup> moment of hand hygiene. The committee was advised that we are consistent with other hospitals and have changed our messaging to staff.</li> </ul>
	<b>11.4 COVID Vaccinations for the general public – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch asked if the general public can attend SGH for a COVID vaccination. The Committee was advised that at this stage vaccinations for the public will be through the GP's, however advice changes daily.</li> </ul>
	<b>11.5 COVID testing clinic – Jan Denniss</b> <ul style="list-style-type: none"> <li>Jan Denniss advised that there is only one person at the COVID testing clinic on the Princess Highway. Visitors are required to complete their information via paper form. Jan advised that this might be difficult for non-English speaking visitors.</li> </ul> <p><b>Action: Raise these concerns with the Population Health Unit – Paul Darcy</b></p>
11	<b>Confidential Items</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>

12

**Meeting Closed**

Meeting closed at 10.23am.

**Next Meeting**

Tuesday 27 April 2021 at 9am

Boardroom, James Laws House

**CERTIFIED A CORRECT RECORD**

Name

RUDNEY E. LYNCH

Signature



Date

25-5-21