

St George Hospital Consumer Advisory Group

Tuesday 24 July 2018 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present:</p> <ul style="list-style-type: none"> • Peter Brown, Consumer Representative • Jan Denniss, Consumer Representative • Margaret Foreman, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative • Paul Holdsworth, Consumer Representative • Advija Huseinspahic, Consumer Representative • Michael Jordan, Consumer Representative • Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer • Gregory Lill, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Vicki Manning, SGH Director of Nursing • Elizabeth Martin, Consumer Representative • Lorena Matthews, Nurse Manager, Women's and Children's Health • Leisa Rathborne, SGH General Manager • Nick Skleparis, Director, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none"> • Nil <p>In Attendance:</p> <ul style="list-style-type: none"> • Kim Wrightson, SGH Community Relations Officer (Secretariat)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 26 June 2018 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none"> • 11.4 Remicate Infusion Treatment in Ambulatory Care – Investigate reason for scheduling change. Vicki Manning advised that this was a one off change and that the normal schedule should now be in place. • 10.1 Suggested changes for Kensington St & Belgrave St intersection. Obtain advice with Project Director on how to proceed with this proposal. Awaiting on response from the Council. Action: Nick Skleparis to provide feedback once he has heard back from the Council. • 11.1 Invite representative from Primary Health Network to present on "Consumer Engagement for My Health Record" at the July 2018 CAG meeting. Yvonne Cheong, Primary Health Network presented (Item 4.1)

- 7.9 SGH Cancer Services Patient Safety & Clinical Quality Committee. Request minutes to be sent to Susan Hanrahan in a different format. Kim Wrightson advised that she emailed the Chair regarding this request. Susan Hanrahan advised that she is receiving the minutes.
- 7.14 Committee's thoughts on clinical handovers and what principles could be included.
Our consumers discussed this issue with previous hospital patients. They advised the following:
 - The bedside handover occurred. Doctors and nurses were at the bedside, but no one spoke to the patient. This patient also had to be readmitted. This patient made the following suggestions:
 - Would like to speak to the Doctor and ask about the procedure that was performed
 - Will there be any changes that they needed to be aware of
 - Have their medications changed? What the changes and the reasons for the changes.
 - How long will it take to resume normal activities
 - Staff were at the bedside but they didn't speak to the patient
 - The patient advised that she would have liked them to explain the medications to her
 - Additional Suggestions:
 - Ask patient if they have any questions or comments
 - Ask patient if they have any final questions
 - Where appropriate, handovers should be conducted, in part, in the presence of the patient (eg at the bedside) and the patient has consented or if it is clinically appropriate with a family member and/or carer
- 7.15 Visitor noticeboards – Consumers to bring suggestions on what information you would like to see displayed for our visitors/patients. The following suggestions were made:
 - Patient Opinion website/details
 - Visiting hours
 - Flu information
 - Hand hygiene – use hand rubs when entering and leaving the hospital
 - ERAS – Early Release After Surgery
 - Good news stories/new projects eg Pet Therapy – Aged Care Precinct
 - Interesting facts/statistics eg Births, ED presentations
 - New areas within the Hospital eg Microbiome Research Centre
 Consumers advised that they would not like to see graphs or lots of data.
- 11.1 Centralised Nurse-Led Vascular Access Service Steering Committee. Place Committee on CAG agenda.
Completed
- 11.3 Concerns that new/updated brochures are not being submitted to the CAG for review. Update hospital staff regarding the process for brochure creation and review.
General Manager's Unit has sent an email and the updated business rule to all staff advising the brochure review process.

4	<p>Presentation</p>
	<p>4.1 Consumer Engagement for My Health Record – Yvonne Cheong</p> <ul style="list-style-type: none"> • Yvonne Cheong, Engagement Program Lead, Primary Health Network presented Consumer Engagement for My Health Record. • Presentation included: <ul style="list-style-type: none"> - What information goes into My Health Record and who can access it? - What are the benefits of having a My Health Record? - How secure is it and how can I keep my information confidential? - Is having a My Health Record compulsory? - My Health Record Community Awareness and Opt-Out • What is My Health Record <ul style="list-style-type: none"> - An electronic summary of an individual's health information that can be shared securely online between the individual and registered healthcare providers involved in their care to support improved decision making and continuity of care. • What information goes into My Health Record? <p>Clinical documents:</p> <ul style="list-style-type: none"> - Event summaries from Doctors - Discharge summaries from Hospitals - Prescription and dispense records for medications - Pathology & diagnostic reports such as blood tests, x-rays and scans <p>Medicare:</p> <ul style="list-style-type: none"> - Medicare claims - PBS Information - Immunisation records - Organ donor decisions <p>Individual/representative:</p> <ul style="list-style-type: none"> - Personal health summary/notes - Advance care plans - Emergency contacts • Opt Out Channels <ul style="list-style-type: none"> - Visit www.myhealthrecord.gov.au and navigate to the external Opt-Out Portal - Contacting the My Health Record system Contact Centre - Completing a form and returning it by mail to the System Operator • Committee raised the following questions: <ul style="list-style-type: none"> - The challenge is for consumers navigating through the system. Primary Health Network (PHN) has organised face to face engagement at Hospitals and senior groups; has iPads to assist people. PHN feedbacks to the Government regarding any issues. - It has been reported that people are having difficulty with the 1800 number. It was anticipated that there would be a large volume accessing the 1800 number. GP's and Pharmacists have been educated prior to the information being circulated to the community to assist with questions. - How do you know someone is accessing your My Health Record? You can put in place pin numbers and will receive an SMS notification.

	<ul style="list-style-type: none"> - Can the Police etc access your records? They need a Court Order to access your My Health Record. - Is the future plan to link in dental and allied health services? Yes. It is assumed that the system will continue to grow. - Can Doctors in the same Clinic access your My Health Record? Yes, as it will be the Clinic access. - As a parent, can you access your child's record? You can access your child's My Health Record. However, at 14 years of age they can have their own My Health Record. - Can My Health Record be accessed if you come into the Hospital as an emergency? In these cases, there is a "break glass system" allowing Emergency Departments to access your records. This access is still monitored. - Will discharge summaries continue to be sent the same way? As we won't know if the patient has opted out of My Health Record or if there is a pin code, the Hospital will continue to send discharge summaries directly to the GP with the aim of sending it within 24 hours of discharge. • Advija Huseinspahic advised that it is extremely easy to Opt Out of My Health Record. • CALD groups are in favour and see the benefits of My Health Record. • My Health Record gives medical professionals the opportunity to liaise with each other regarding your care. • Peter Brown advised that 20,000 people have already opted out of My Health Record. It is predicted that 1.8% of Australians will choose to Opt Out.
	<p>4.2 National Standards Overview – Sandra Grove</p> <ul style="list-style-type: none"> • National Safety and Quality Health Service Standards apply across Australia for Government and non-Government agencies/areas. They were developed in 2011/2012. • Currently there are ten standards. Version 2 will go to eight standards. Two standards will not be deleted, they will be merged. <p>Standard 1 – Governance for Safety and Quality in Health Service Organisations</p> <ul style="list-style-type: none"> - This looks at who we report to, quality and safety indicators and incidents. It is about our relationships with our Committees. <p>Standard 2 – Partnering with Consumers</p> <ul style="list-style-type: none"> - This refers to consumers in our governance and in our care. Ensuring that consumers are part of their own care. <p>Standard 3 – Preventing and Controlling Healthcare Associated Infections</p> <ul style="list-style-type: none"> - This covers sterilising, hand hygiene, care for cannulas and catheters, hospital cleaning and food handling. How we can prevent healthcare associated infections. Make sure we are doing quality activities to reduce infections.

	<p>Standard 4 – Medication Safety</p> <ul style="list-style-type: none"> - Make sure we have good processes in prescribing. It is about medication reconciliation and medical plans. My Health Record will assist with this process. <p>Standard 5 - Patient Identification and Procedure Matching</p> <ul style="list-style-type: none"> - Ensuring the right medication and procedure goes to the right person. <p>Standard 6 – Clinical Handover</p> <ul style="list-style-type: none"> - To make sure it happens at the right time throughout the patient journey. <p>Standard 7 – Blood and Blood Products</p> <ul style="list-style-type: none"> - Giving the right blood to the right person. <p>Standard 8 – Preventing and Managing Pressure Injuries</p> <ul style="list-style-type: none"> - Risk screening patients in Hospital and in the Community. <p>Standard 9 – Recognising and Responding to Clinical Deterioration in Acute Health Care</p> <ul style="list-style-type: none"> - This is regarding observing patients; PACE calls; following advance care directives; end of life care; families being able to escalate issues through the REACH Program. <p>Standard 10 – Preventing Falls and Harm from Falls</p> <ul style="list-style-type: none"> - Similar to Standard 8. Quality improvement activities. • National Standards will be held from Monday 5th to Friday 9th November 2018. It will cover the Facility, Drug & Alcohol, Sexual Health and Child Youth & Family services. Mental Health is not included. • As a surveyor, Leisa Rathborne will present at our August CAG meeting on what a surveyor does. <p>Action: Presentation at August CAG meeting – Leisa Rathborne</p>
5	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
	Due to the informative presentations, consumers were asked to defer their meeting updates to the August 2018 meeting.
6	<p>General Business</p>
	<p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Deferred
7	<p>Standing Items</p>
	<p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred
	<p>7.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred
	<p>7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred
	<p>7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred
	<p>7.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred
	<p>7.6 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred

	<p>7.7 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Deferred
	<p>7.9 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <p>Deferred</p>
	<p>7.10 District Community & Consumer Council (DCCC) – Peter Brown and Greg Lill</p> <ul style="list-style-type: none"> • Deferred
	<p>7.11 SGH/TSH Diversity Health Committee – Advija Huseinspahic</p> <ul style="list-style-type: none"> • Deferred
	<p>7.12 Centralised Nurse-Led Vascular Access Steering Committee – Michael Jordan</p> <ul style="list-style-type: none"> • Deferred
	<p>7.13 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Deferred
	<p>7.14 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Winter period – Extremely busy period. There have been no big safety issues. Extra surgical beds in the ASB have been opened. • SESLHD Improvement and Innovation Awards 2018 – The Improvement and Innovation Award recognises and awards the innovation and excellence in the delivery of health programs and services to the SESLHD community to improve the care we provide to our patients. The next step for the St George Hospital winners is to present at the 2018 NSW Health Awards. St George Hospital won: <ul style="list-style-type: none"> - Board Members Choice Award – Improving the Accuracy and Safety of Intravenous Fluid Prescribing in Junior Medical Officers during the after-hours period - Volunteer of the Year Award – Wayfinding Volunteers - Staff Member of the Year Award – Dr Catherine Clark, Staff Specialist and Director of Training in Radiation Oncology • The Top 50 Public Sector Women NSW List is the first initiative of its kind that directly targets women in the NSW public sector, providing a platform to acknowledge some of the best female leaders working in the State. Three clinicians from St George Hospital were among the Top 50 Public Sector Women in NSW announced at an inaugural event held at NSW Parliament House on 5 July 2018: <ul style="list-style-type: none"> - Associate Professor Amany Zekry, Medicine Clinical Stream Director, SESLHD - Associate Professor Theresa Jacques, Director, Intensive Care Unit, St George Hospital - Dr Jodi Lynch, Head of Oncology, St George and Sutherland Hospitals
	<p>7.15 Nursing Update – Vicki Manning</p> <p>Deferred</p>
	<p>7.16 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Sandra Grove presented the Quality dashboard for May 2018. • We are looking good with no significant changes. Received two A's.

	<ul style="list-style-type: none"> Received C's for surgical site infection and readmission of patients within 30 days. Investigation of the surgical site infection reported in the dashboard found that there was no SSI in May 2018, this is an anomaly in the data. Readmission rates will continue to be monitored and investigated.
	<p>7.17 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> The Parking Working Party has been successful in identifying 90 names on the waiting list to be removed. 107 additional bays in the Gray Street Car Park will be allocated to staff. We will create 160 to 180 additional parking cards. Some cards will be quarantined for certain Hospital positions. We are working with the Metro Parking Group to improve the after hours and weekend parking. Kids at Play Project – We have chosen the preferred builder. This will be for the works on the outdoor play area, indoor play area and parents retreat. We have received funding for an Aboriginal Carers family room. It will be situated in the old JMO area in the TWB. This area does not provide overnight accommodation. The old JMO unit (located next to Pelvic Floor Unit) – Looking at concepts for this area. Investigating a prayer room and chaplaincy service and expanding the Pelvic Floor Unit. Paul Holdsworth discussed the old bathrooms in patient areas. The floors are very slippery. Nick advised that we have refurbished four wards and upgraded the bathrooms.
8	Reports for Noting
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> July 2018 reported circulated.
9	Governance Items
	<ul style="list-style-type: none"> Nil
10	New Business
	<ul style="list-style-type: none"> Nil
11	Business Without Notice
	<p>11.1 Consumer Advisory Group Charter – Rod Lynch</p> <ul style="list-style-type: none"> Rod advised the Committee as there are no further changes/updates to the Charter, it will be sent to Leisa for approval.
	<p>11.2 Hydrotherapy Pool – Jan Denniss</p> <ul style="list-style-type: none"> Jan Denniss advised that classes have been cancelled in the Hydrotherapy Pool due to the lack of staffing. Recruitment process is long and difficult.
	<p>11.3 Staffing levels for Maternity – Rod Lynch</p> <ul style="list-style-type: none"> Rod Lynch reported that an article advises that maternity across NSW is 25% below acceptable staffing levels. Lorena Matthews advised that we are well recruited. Even though there is a high turn around, our gaps are always filled and care is not compromised. Nursing and Midwifery also have the advantage of tapping into nursing agencies if required.
12	Confidential Items
	<ul style="list-style-type: none"> Nil

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Meeting Closed

Date of next meeting – Tuesday 28 August 2018 at 9.00am, Boardroom, 4th Floor
James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature *R. E. Lynch*

Date 28-8-18