

St George Hospital Consumer Advisory Group

Tuesday 26 June 2018 at 9.00am

Boardroom, Level 4, James Laws House

St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

| | Description |
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| 1 | <p>Present:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Jan Denniss, Consumer Representative• Margaret Foreman, Consumer Representative• 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• Leisa Rathborne, SGH General Manager• Nick Skleparis, Director, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none">• Sandra Grove, Clinical Quality Manager, SGH• Lorena Matthews, Nurse Manager, Women's and Children's Health <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 22 May 2018 were confirmed as a true and accurate record. |
| 3 | <p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• 10.1 Raise issues of serviette size with the SGH Food and Nutrition Committee. Action: Deferred until the next SGH Food and Nutrition Committee meeting – Susan Hanrahan.• 11.4 Remicate Infusion Treatment in Ambulatory Care – Investigate reason for scheduling change. Action: Vicki Manning to follow up.• 10.1 Suggested changes for Kensington St & Belgrave St intersection. Obtain advice with Project Director on how to proceed with this proposal. Committee advised that the Council has been contacted and we are awaiting a response as they have referred the request onto the Roads and Traffic Authority. Action: Nick Skleparis to provide feedback once he has heard back from the Council. |

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| | <ul style="list-style-type: none"> • 4.1 “Patient Opinion”. Consumer representation on the Working Party. Both Susan Hanrahan and Greg Lill have confirmed their attendance on this Working Party. • 11.1 Investigate what information is handed over by St George Hospital for the eHealth Records System. Presentation held at the June 2018 CAG meeting (see below). Action: Invite representative from Primary Health Network to present on “Consumer Engagement for My Health Record” at the July 2018 CAG meeting – Kim Wrightson |
| 4 | <p>Presentation</p> |
| | <p>4.1 My Health Record – Joanne Goyen</p> <ul style="list-style-type: none"> • Joanne Goyen, Change Lead, HealtheNet presented information on My Health Record. • Presentation included: <ul style="list-style-type: none"> - HealtheNet and My Health Record systems - What hospital documents are sent back to a patient’s My Health Record? - Excluding hospital documents from being sent to a patient’s My Health Record • What is HealtheNet? <ul style="list-style-type: none"> - HealtheNet is a statewide clinical information system that enables the sharing of electronic medical information across the Local Health District (LHD) boundaries - Integrates with the National My Health Record System - Sends Discharge Summaries to GPs electronically via secure messaging • What is My Health Record? <ul style="list-style-type: none"> - Secure national system established to contain a summary of patient health information - Stores information from public and private health organisations as well as patient entered information - Accessible by the patient and their care teams - Personally controlled • The Committee was advised that NSW Health is leading the way with this system. • There had been a change to the system from “opt in” to “opt out” by the end of 2018. • Some types of reports have been determined that they are ‘too sensitive’ and will not be sent to a patient’s My Health Record. • Committee raised the issue regarding a private patient in a public hospital and questioned if the information would be uploaded/shared. After the meeting, Joanne Goyen advised that patients who are being attended to within a public hospital with private insurance, are still deemed as public encounters within the HealtheNet system. Patients discharged from within a NSW Health hospital (regardless of how they are billed) will have their discharge summaries sent to their My Health Record, providing it can be sent electronically via HealtheNet. |

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| | <ul style="list-style-type: none"> • A question was raised on what happens if a GP is not computerised. The Committee was advised that a lot of work is happening to ensure GP systems are compatible and showing them how to upload the information. • My Health Record is personally controlled. |
| 5 | Declaration of Conflict of Interest <ul style="list-style-type: none"> • Nil |
| 6 | General Business |
| | 6.1 Report from the Chair – Rod Lynch <ul style="list-style-type: none"> • Since the May 2018 meeting, there have been no documents for review. • Greg Lill has been accepted to join the DCCC with Peter Brown. • Susan Hanrahan and Greg Lill have both been accepted to join the Patient Opinion Working Party. • Michael Jordan has been accepted to join the Centralised Nurse-Led Vascular Access Service Steering Group. • Thank you to all consumers who expressed an interest in joining these Committees. • The revised SGH CAG pamphlet has been delivered for display at the Information desk, Hurstville Westfield. |
| 7 | Standing Items |
| | 7.1 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • Meeting on 28 June 2018. • A community member advised Rod Lynch that signage to Breastscreen was excellent. Jan Denniss advised that she is often directing visitors to this area. |
| | 7.2 SGH Infection Prevention & Control Committee – Jan Denniss <ul style="list-style-type: none"> • Infection Control details has been updated on the hospital's website. • Viewed the hand hygiene report for the end of March 2018. Overall good compliance. |
| | 7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> - Meetings are held every 3 months. |
| | 7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth <ul style="list-style-type: none"> • SGH Radiology Department provides 132 different procedures. A Nurse Navigator has been employed by the Radiology Department. Part of her role is to monitor appointments. • Pharmacy procedures were discussed. • Review of admissions pack. |
| | 7.5 SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> • Working on evidence for National Standards 10. • Standard has changed in clarifying a fall. Vicki Manning advised that near misses for falls are reported and are indicated on statistics. |
| | 7.6 SGH Access to Care Committee – Paul Holdsworth <ul style="list-style-type: none"> • Nurse Navigator (additional Nurse Unit Manager) has been implemented in the Emergency Department to assist with patient flow and discharge of patients. |

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| | <ul style="list-style-type: none"> • Vicki Manning advised that we have received very good results since its inception. • Peter Brown advised that “Navigators” has been raised at the DCCC and that it is interesting they have been introduced at a Hospital level. • Paul Holdsworth advised that the agenda and associated paperwork for this Committee was 28 pages and praised the Committee on their actions. |
| | <p>7.7 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • Meeting was cancelled. |
| | <p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Meetings are held every 3 months. |
| | <p>7.9 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan advised that she was unable to attend the last meeting. Copy of the minutes are emailed to her but she is unable to access them on her system. <p>Action: Request Committee to send minutes to Susan in a different format – Kim Wrightson</p> |
| | <p>7.10 District Community & Consumer Council (DCCC) – Peter Brown and Greg Lill</p> <ul style="list-style-type: none"> • Peter Brown advised that they are looking at how the CAG committees relate to the Hospitals. Secretariat of the DCCC will be asking what programs at the hospital level are relevant to the DCCC. • DCCC establishing a policy. • Peter Brown advised that he is involved in My Health Record with the DCCC. |
| | <p>7.11 SGH/TSH Diversity Health Committee – Advija Huseinspahic</p> <ul style="list-style-type: none"> • First meeting held on 12 June 2018. Very informative. • Items discussed were: <ul style="list-style-type: none"> - Interfaith Forum – to be held every two years - Dona Sakr, SGH Multicultural Health Worker informed the Committee on the adult migrant program. These groups are informed about how to access the health systems - National Carers Week – SGH will be holding their 3rd annual forum on 16 October 2018 - Multicultural Health Service looking at vulnerable populations - Learning and involvement opportunities – Impact of racism - Importance of using HealthCare Interpreter Service. Issues around new migrants. Identifying areas that are not covered under this service and looking at a future plan. • Peter Brown advised that these are being discussed at the DCCC. |
| | <p>7.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpts of the unconfirmed May 2018 meeting have been circulated to CAG members for information. • Meeting held on 15 June 2018. The following active items were discussed: <ul style="list-style-type: none"> - eMR2 – Going live at SGH on 21 August 2018. Discussions around site security |

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| | <ul style="list-style-type: none"> - Ambulatory Care/Outpatient Department –reduction of associated paperwork - My Health Record – opting out, discharge summaries - Health Roundtable – Executive briefing review • Leisa Rathborne explained that we are moving away from writing notes and heading towards electronic medical records. eMR2 is a way forward, especially with the eligibility issues. |
| | <p>7.13 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • There was a recent announcement that we will receive \$11.5m in the next budget. These funds will go towards Birthing Suite and Operating Theatres update. Birthing Suite to relocate to an area allowing closer proximity to our Operating Theatres for those women who need an emergency cesar. • The Birthing Suite will move into the old Intensive Care Unit area. Leisa advised that we would like consumers involved in the planning. • Winter period – There are more patients being admitted. We are continuing to investigate the reduction of patient waiting times. • Looking at strategies around enhancing Ambulatory Care eg running the service 7 days per week. • Building works on campus are progressing. <ul style="list-style-type: none"> - The Gray Street carpark – the two additional levels will assist in reducing the 7 year waiting list for staff. These works will create an additional 107 spaces. Works to be finished by July/August 2018 - Day Surgery Unit – works continue • Staff are working hard to prepare for accreditation in November 2018. |
| | <p>7.14 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Discussions held on clinical handover. Vicki Manning discussed a presentation by Prince of Wales Hospital where they asked consumers what they would like to hear at their bedside. Handovers are held at the end of shifts. Some areas do handover better than others and involve their patients. • Greg Lill advised that this topic was discussed at the DCCC. They raised the issue of how to improve patient experience; and patient satisfaction data points. • Vicki Manning asked the Committee what their thoughts are on clinical handovers and what principles could be included. <p>Action: Consumers to bring suggestions at the July 2018 CAG meeting.</p> |
| | <p>7.15 Quality and Safety Update – Leisa Rathborne for Sandra Grove</p> <ul style="list-style-type: none"> • Sandra Grove was an apology at the CAG meeting. • Leisa Rathborne advised that as part of National Standards we are looking at what information we could display that would be of interest to our patients and visitors when entering the Hospital eg health information etc. There is information on ward noticeboards which include information such as infection control details. <p>Action: Consumers to bring suggestions on what information would be useful to the July 2018 CAG meeting.</p> <ul style="list-style-type: none"> • Visiting hours to the Hospital have been extended. Visiting hours are now from 10am to 8pm. Concord Hospital is currently trialling 24 hour visiting times. |

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| | <p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • A Working Party has been created to look at the staff waiting list for campus parking. Initial audit identified names that were removed from the list. Metro Parking Group agreed to allow the Hospital to manage the waiting lists. • Metro Parking Group is currently investigating after hour parking for staff. • Metro Parking Group is upgrading their parking equipment and installing a tap by credit card at the exit system. • Zouki have submitted concept drawings for the gift shop to be located in the Gray street foyer. No update on the coffee cart for the ASB. • Handover of back of house services was held on 25 June 2018. • New snap lock noticeboards have been installed on campus. |
| 8 | <p>Reports for Noting</p> |
| | <p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • Next report circulated to Committee in July 2018. |
| 9 | <p>Governance Items</p> <ul style="list-style-type: none"> • Nil |
| 10 | <p>New Business</p> |
| | <p>10.1 Public Reporting – Leisa Rathborne</p> <ul style="list-style-type: none"> • Item discussed in 7.15 Quality and Safety Update. |
| 11 | <p>Business Without Notice</p> |
| | <p>11.1 Centralised Nurse-Led Vascular Access Service Steering Committee – Michael Jordan</p> <ul style="list-style-type: none"> • First meeting held on 22 June 2018. • Discussions held around the terms of reference and the scope of what it will cover. • This is a new service. Funding received for the Project Officer. <p>Action: Place Committee as an agenda item – Kim Wrightson</p> |
| | <p>11.2 Patient Opinion Website – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch raised the issue of a post that might be of a sensitive nature. • The Committee was advised that if a story is highly critical or sensitive, Patient Opinion will immediately notify the health service and withhold publication for five days. The health service is encouraged and assisted to provide an appropriate response that will be published simultaneously with the story. Names will be removed from the post. |
| | <p>11.3 Hospital pamphlets – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth advised that he has been on Committees that are creating, updating or reviewing their patient literature. He expressed concerns that they are not coming to the SGH CAG for review. • After the CAG meeting, Kim Wrightson discussed this issue with Sandra Grove. As the Business Rule has been updated, we will investigate notification to hospital staff regarding the process. <p>Action: Update hospital staff regarding the process for brochure creation and review – Sandra Grove/Kim Wrightson</p> |

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| | <p>11.4 Customer Service – Mandatory training for Hospital staff – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss raised the issue of customer service and could we look at investigating mandatory training for all staff on how to deal with visitors. • Leisa Rathborne advised that in the last 18 months we have rolled out the “Speaking out for Safety” and the “Professional Accountability” programs. A lot of work is going into acceptable and non-acceptable behaviours for our staff. |
| 12 | <p>Confidential Items</p> <ul style="list-style-type: none"> • Nil |
| 13 | <p>Meeting Closed</p> <p>Date of next meeting – Tuesday 24 July 2018 at 9.00am, Boardroom, 4th Floor James Laws House, St George Hospital</p> |

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature R. E Lynch

Date 24-7-18