

St George Hospital Consumer Advisory Group

Tuesday 22nd June 2021 at 9.00am

Boardroom, 4th Floor, 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">• Paul Darcy - General Manager SGH• Rod Lynch - Consumer Representative (Chair)• Jan Denniss - Consumer Representative• Susan Hanrahan - Consumer Representative• Elizabeth Martin - Consumer Representative• Helen Scarr - Consumer Representative• Lorena Matthews - Nurse Manager, Women's and Children's Health• Sandra Grove - Clinical Quality Manager <p>Apologies</p> <ul style="list-style-type: none">• Lauren Sturgess, A/Director of Nursing & Midwifery Services• Michael Jordan, Consumer Representative• Gregory Lill - Consumer Representative• Samantha Gifford - Aboriginal Hospital Liaison Officer• Nick Skleparis - Corporate Services Representative• Advija Huseinspahic - Consumer Representative• <p>In Attendance</p> <ul style="list-style-type: none">• Cherie Nelson - SGH Community Relations Officer (Secretariat) <p>Welcome to Country & Introduction – Rod Lynch (Chair)</p>
2	<p>Presentation</p> <p>2.1 National Standards Version 2</p> <ul style="list-style-type: none">• Report attached, Paul & Sandra are happy for the CAG's to have access to this report.• Assessment will be in February 2022 and final Accreditation in July 2022.• Sandra would like the Consumers to select items out of the standards of what they'd like to see. Also mentioned was that the Commission is an open public page for anyone to review the National Standards.• Paul added he would encourage all CAG members to take a sense check after seeing the presentation and if we're missing the mark, could tweak it or have any recommendations or feedback to bring to the following and ongoing meetings. <p><i>Action: Circulate presentation to CAG Committee - Secretariat</i></p>
3	<p>Approval of Minutes</p> <p>3.1 Minutes dated 25th May 2021 were confirmed as a true and accurate record.</p>

4	Items Arising from Action Plan
	8.12 Paul advised the 2022 Business Plan has a few more tweaks to be made and should be finalised by July CAG meeting.
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"> • 4 pages of documentation have been reviewed since the last meeting. • EOI circulated for SGF Patient Safety & Clinical Quality Committee. • Michael Jordan has requested extended leave until the end of the year due to personal reasons. • Penny Glezellis – Community Relations Manager has resigned from her position, effective end of June.
7	Governance Items <ul style="list-style-type: none"> • Nil
8	Standing Items
	8.1 SGH Access to Care Committee – Greg Lill - Apology <ul style="list-style-type: none"> • Report Circulated.
	8.2 SGH Cancer Services Patient Safety and Clinical Quality Committee – Susan Hanrahan <ul style="list-style-type: none"> • Unable to attend committee due to work commitments.
	8.3 SGH/TSH Diversity Health Committee – Elizabeth Martin <ul style="list-style-type: none"> • Nothing to report.
	8.4 SGH Safe Use of Medications (SUM) Committee – Greg Lill - Apology <ul style="list-style-type: none"> • Report circulated.
	8.5 SGH Falls Prevention Meeting – Helen Scarr <ul style="list-style-type: none"> • Report circulated, however confusion around acronyms – requesting clarification, Sandra advised to follow up with her any of the acronyms that are difficult to comprehend.
	8.6 SGH Food and Nutrition Report – Susan Hanrahan <ul style="list-style-type: none"> • Nothing to report.
	8.7 SGH Infection Prevention & Control Committee – Jan Denniss <ul style="list-style-type: none"> • Jan asked if it's mandatory to have the Covid Vaccine and the reply is that its strongly encouraged. • Covid Vax Hub is open until 8pm everyday. • Flu Vax is compulsory in hospital environment in Emergency, Aged Care, Oncology and Women's & Children departments.
	8.8 National Standards 2 Partnering with Consumers Working Party – Greg Lill - Apology <ul style="list-style-type: none"> • Report circulated.
	8.9 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • Nothing to add, except The Little Hearts Club is a wonderful initiative for the hospital.
	8.10 SGH Patient Safety & Quality Meeting - TBA <ul style="list-style-type: none"> • Deferred

	<p>8.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report circulated. • The SESLHD Radiology Review was an outstanding presentation and addressed critical issues.
	<p>8.12 General Manager Report – Paul Darcy</p> <ul style="list-style-type: none"> • Business Plan & Restructure will be held over until next meeting as all feedback is being compiled and once changes are made it will be shared. • Winter is upon us, Monday 21/6 saw 301 presentations to the ED & 99 admissions with the greatest increase in category 2 and 3 acuity recently. Ambulance presentations aren't up, however walk-ins and activity are significantly increasing. • Sutherland & Prince of Wales are also seeing an increase in activity. • The increases make it hard to plan in an always fluid environment. • The teams are doing an amazing job, aiming to discharge where appropriate and turn beds over for admission. • HITH is helping, however there is still room for improvement and it will be an ongoing focus particularly for the redevelopment. • Vax Hub is seeing an increase in activity and operates very efficiently. This district run service is staffed by employees from SESLHD not just SGH. • Redevelopment is at the stage for Project User Groups, Allan will look for volunteer involvement for services in July. The master plan has been reviewed and moving into Scope prioritisation and this means looking into what goes in and how much space will be required for each service. Also under review is what makes sense to keep in the ASB and anything that does stay behind what needs to be refurbished. The Critical Care Plan & IDD have been heavily reviewed by involving colleagues at TSH. • Jan asked – What departments will be affected initially and Paul responded with Radiology, it's the biggest due to its location and position of the new build. • Established where the new build will go and it will be linked in with the ASB, the Fire Station will remain where it is. • Rod asked – Projecting ahead to Stage 5? Paul replied with, when Stage 3 is planned it will be working towards Stage 5 in mind whenever that may be. <p><i>Action: 2022 Business Plan to be discussed at next CAG Meeting & Restructure to be presented and explained at next CAG Meeting if finalised.</i></p>
	<p>8.13 Nursing Update – Lauren Sturgess – Apology</p> <ul style="list-style-type: none"> • Lorena mentioned that first concept design has been drafted for the Wellbeing Garden. Draft shared with the CAG's and well received. Meeting with Lauren & Zoran to review the 1st draft to take place next week. • Lauren has put together a Wellbeing Committee of around 20 people and project lead is Jack Roach (District). • Paul added that there is a strong focus on staff wellbeing and protecting the last of the green area on the hospital grounds.

	<p>8.14 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Nothing too significant to report. • The SESLHD Healthcare Awards recently closed. St George submitted three team awards, and two individual awards. The District are still searching for a suitable Patient Safety First submission so Sandra has contacted the ED to see if they would like to submit any of the great work they are doing. • MAPS – Management and Planning Systems – more data and evidence was needed, 184 updates in the system from May which is a great result. • Clinical Governance Manager – Kate Christopher is keen to meet the CAG’s and to be invited to the next meeting. • Kate will also assist Paul in National Standards 1. <p>Action: Add Kate to the Attendance list for the next CAG Meeting in July.</p>
	<p>8.15 Corporate Services Update – Nick Skleparis - Apology</p> <ul style="list-style-type: none"> • Deferred
9	Reports for Noting
	<p>9.1 Volunteer Report – Susan Borg</p> <ul style="list-style-type: none"> • Deferred
	<p>9.2 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Report to be circulated. • Jan made comment of the notable difference of Jamie Hallan no longer working here.
	<p>9.3 SESLHD Infection Prevention & Control Committee - Jan Denniss</p> <ul style="list-style-type: none"> • Report circulated
10	New Business
	<ul style="list-style-type: none"> •
	<p>10.1 Welcome Video – Paul Darcy</p> <ul style="list-style-type: none"> • Welcome Video – Well received by CAG that were present in the meeting. Approval to run the video on the ASB TV and in the Entrance of the main foyer. • Sandra commented that there will be general hospital instructions available in multiple languages.
11	<ul style="list-style-type: none"> • Business Without Notice
	<p>11.1 Maternity Unit – Rod Lynch</p> <ul style="list-style-type: none"> • Rod asked – Why are the media reporting on a high percentage of medically unnecessary induced births & C-section? What is the status at SGH in this regard and if the statement applies, what action is taken to rectify the situation? <p>Lorena responded with the National percentage is 35% and SGH sits around 29-34% within the standards and that we don’t do social C-sections, ours are always reviewed and must be valid requests. The VBAC clinic gives patients the opportunity to see an Obstetrician to give them all options for a vaginal birth after C-section where possible.</p>
	<p>11.2 Midwife and nursing shortage – Rod Lynch</p> <ul style="list-style-type: none"> • Rod asked – Why are recent TV advertisements stating that there is a shortage of Midwives & Nurses? Sandra responded saying it is often a Union campaign driving mandatory nursing ratios. Paul & Lorena acknowledged that at SGH there is no shortage of staff except the usual ebbs and flows due to sick, annual and long service leave.

	<p>11.3 Doctors Hours – Rod Lynch</p> <ul style="list-style-type: none"> Rod asked – What action is being taken around Doctors, in particular junior ones working long hours often without payment? Has SGH any vulnerability on the issue in particular after the class action in Victoria? <p>Paul responded stating that there is a JMO Committee which has been around the past 2-3 years which focuses on this. As a hospital though we review the overtime rates and put on extra positions to bring down the overtime, there is also a low activity hour which is where the JMO's are not to be paged or called on unless it's under extreme circumstances. The recent HETI they received accommodation on that. It's also acknowledged that we need to look out for the Senior Medical Staff as well and it's positive that the Senior Staff are now communicating and more transparent on workload and where they feel overworked. It's about us being cognisant, open and active to listening about it, which again takes us back to the focus on staff wellbeing and how important that is. In the new development there will be better breakout areas, more retail space and options for staff to take better quality breaks while at work.</p>
12	<p>Confidential Items</p> <ul style="list-style-type: none"> Nil
13	<p>Meeting Closed Meeting closed at 10.25am</p> <p>Next Meeting Tuesday 27th July 2021 at 9am</p> <ul style="list-style-type: none"> Boardroom, James Laws House
<p>CERTIFIED A CORRECT RECORD</p> <p>Name <u>Rodney E. LYNCH</u></p> <p>Signature </p> <p>Date <u>28-9-21</u></p>	