

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none"> Allan Ajami, Redevelopment Project Manager Christina Cook, Consumer Representative Sonia Giaouris, Consumer Representative Sandra Grove, Clinical Quality Manager Susan Hanrahan, Consumer Representative Advija Huseinspahic, Consumer Representative Angela Karooz, General Manager Gregory Lill, Consumer Representative Rod Lynch, Consumer Representative (Chair) Elizabeth Martin, Consumer Representative Lorena Matthews, Divisional Director, Women's and Children's Health Ella Stathis, Communications and Engagement Coordinator Lauren Sturgess, Director of Nursing and Midwifery Services <p>Apologies</p> <ul style="list-style-type: none"> Samantha Gifford, Aboriginal Hospital Liaison Officer Helen Scarr, Consumer Representative <p>In Attendance</p> <ul style="list-style-type: none"> Charlotte Bryant, Nurse Unit Manager, ACU/OPD/HiTH/CTAC (Presenter) Suzanne Ibbotson, Community Relations Manager Ashleigh O'Rourke, Clinical Nurse Consultant, CTAC (Presenter) Kim Wrightson, Community Relations Officer (Secretariat)
	<p>Welcome – Rod Lynch</p> <ul style="list-style-type: none"> Special welcome to our two new consumer representatives, Christina Cook and Sonia Giaouris. The Secretariat and Chair are available at any time to assist with any queries. Welcome to Charlotte Bryant and Ashleigh O'Rourke who will be presenting COVID-19 Telehealth Assessment Centre (CTAC). The Committee was advised that the agenda has been modified but not intended to restrict the involvement of all.
2	<p>Presentation</p> <p>2.1 COVID-19 Telehealth Assessment Centre (CTAC) – Charlotte Bryant and Ashleigh O'Rourke</p> <ul style="list-style-type: none"> In response to an increasing number of patients with COVID-19, St George Hospital CTAC was established to minimise potential morbidity from COVID-19 in community dwelling patients. COVID-19 CTAC management aims to: <ul style="list-style-type: none"> Provide a standardised patient assessment and management algorithm for community dwelling patients with COVID-19, consistent with NSW Health Agency for Clinical Innovation "Caring for adults with COVID-19 in the community"

	<ul style="list-style-type: none"> - Detect early deterioration of patients with COVID-19 and facilitate transfer for inpatient care - Decrease unexpected patient presentations to the St George Hospital Emergency Department - Reduce the burden of COVID-19 illness at St George Hospital - Support patients during their isolation at home - Release patients from isolation when deemed to be no longer infectious (as per national public health guidelines) • Remote Monitoring Service (RMS) <ul style="list-style-type: none"> - Provided patients with a pulse oximeter to assist with monitoring - The device is used to provide a reading of both the oxygen levels in the blood and heart rate - Patients were asked to use the device twice a day - In addition to patients calling us for any concerns they had, we asked them to call the CTAC Mobile if their oxygen saturation was reading 94% or lower or heart rate reading was 100 or more. In the times the CTAC Mobile was not in operation, the patients were advised to call an ambulance and notify them of their COVID-19 status • Lorena Matthews thanked the CTAC team for the support offered to our pregnant women.
3	Approval of Minutes
	3.1 Minutes dated 22 March 2022 were confirmed as a true and accurate record.
4	Items Arising from Action Plan
	<p>Committee to be updated regarding the business plan and hospital restructure – Angela Karooz</p> <p>The Committee was advised that the business plan and organisational restructure is being finalised.</p> <p>Divisional Directors have been appointed:</p> <ul style="list-style-type: none"> - Mr Andrew Bridgeman, Surgery - Ms Christine Day, Medicine and Cancer Services - Ms Hayley Smithwick, Critical Care and Medical Imaging - Ms Lorena Matthews, Women’s and Children’s Services - Ms Helen Logounov, Aged and Extended Care <p>EOI’s are sought from current SGH Senior Medical staff (Staff Specialists, Visiting Medical Officers or Clinical Academics) within the Division of Surgery, for the role of Medical Director – Division of Surgery and the Division of Medicine and Cancer, for the role of Medical Director – Division of Medicine and Cancer.</p>
	<p>Angela Karooz expressed an interest to expand her report and asked for suggestions for additional agenda items. Forward any suggested items/headings to the CAG Secretariat – All consumer representatives</p> <p>No suggestions were received.</p>

	<p>Is the hospital taking a pro-active action in relation to the apparent large number of undiagnosed diabetes in the community and for that matter, other health issues highlighted by non-attendance owing to the COVID-19 pandemic? – Angela Karooz</p> <p>The Committee was advised that there is a focus on diabetes in our general health population. We are working towards early intervention and primary health pathways.</p>
5	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
6	<p>General Business</p>
	<p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • There has been no documentation for review since our last meeting. • Congratulations was offered to Angela Karooz for her permanent appointment as General Manager, St George Hospital. • Rod Lynch advised that he circulated the invitation to join the Consumer Co-Design Advisory Committee to the attention of a local advocacy group. • Greg Lill has accepted an invitation to join the Board Strategic Community Partnership Committee, if required.
7	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
8	<p>Standing Items</p>
	<p>8.1 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Report for the Clinical Council meeting held on 26 April 2022 was circulated with the agenda paperwork. • The General Manager reported on PPE recycling. • Presentation at Clinical Council on “Safety Attitudes Questionnaire”. During discussions following the presentation it was raised that the questionnaire may confirm some safety issues which have been known for some time. Angela Karooz advised that Readiness Assessment has highlighted that we are good at data analysis and understanding of issues. We now need to put action plans in place. However, we have had a number of competing priorities such as COVID-19 and the impact on our Emergency Department, Intensive Care Unit and CTAC. Operations will always take priority. We continue to do great work around falls prevention. We are also looking at patient deterioration in Aged Care. Lauren Sturgess advised that she appreciates the concern around risk and safety, especially in our Aged Care Precinct. We acknowledge the risks and have a lot of systems in place to manage these risks.
	<p>8.2 General Manager Report – Angela Karooz</p> <ul style="list-style-type: none"> • St George Hospital Intensive Care Unit Accreditation St George Hospital Intensive Care Team have been successful regaining accreditation of training with the College of Intensive Care Medicine. The college’s Accreditation Committee commended and congratulated staff on the efforts and approach to create an exceptional training program for our trainees. The team work, increased teaching opportunities, introduction of the Intensive Care Grand Rounds and other initiatives have been

	<p>transformational, and we proudly applaud the collective Intensive Care Team.</p> <ul style="list-style-type: none"> • Wellbeing Initiatives Tina Saleeb has been named as the St George Hospital Wellbeing Ambassador. This is an exciting opportunity for organisational change. The Chief Executive support has been provided to backfill Tina’s substantive position one day per week for twelve months. • Readiness Assessment SGH undertook an Accreditation Readiness Assessment visit prior to Easter. Action plans and strategies are being completed based on the feedback in preparation for the formal accreditation in June 2022. • Health Services Union (HSU) – Industrial Action The HSU has advised of more strikes and a campaign against the NSW government before next year’s state election. Paramedics, cleaners, security guards and radiographers took up to four-hour stoppages across the state’s metro and regional hospitals in support of a 5.5% pay increase to make up the real wage cuts. • Hurstville COVID Testing Clinic The Hurstville Community Health Centre COVID-19 Testing Service has closed after almost two years supporting the area’s diverse communities. The clinic was set up in April 2020 in response to the need to quickly scale up public testing capacity and was SESLHD’s first community-based COVID-19 testing facility. The clinic was especially important for the culturally and linguistically diverse communities in the St George area.
	<p>8.3 Nursing Update – Lauren Sturgess</p> <ul style="list-style-type: none"> • Lauren Sturgess advised that their main focus is on workforce shortages. We are experiencing a higher than normal vacancy rate, partly due to post COVID burnout. We are also experiencing higher sick leave notifications. Strategies are in place. • We continue to work with the Rotary of Hurstville regarding the upgrade of the outside grassed area (between James Laws House and the Tower Ward Block). The Grants have been formalised and we are securing the contractors. It is estimated that works will be approximately 3-4 months with commencement around July 2022. • Clinical areas are focused on the upcoming accreditation. • Industrial action – we are working with the Nurses Association to minimise disruption to patient care. Elizabeth Martin asked how we have managed to cover shifts during the recent industrial actions. The Committee was advised that we cover shifts through the hospital’s casual pool, nursing agencies or offer additional shifts to part-time staff. As advised at our previous meeting, we have created a promotional video which will assist with recruitment internationally. • International Day of the Midwife – 5 May 2022 International Nurses Day – 12 May 2022 We will be holding an event to celebrate our nursing staff which will include awards and activities.

	<p>8.4 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • The April report did not raise any concerns with the Patient Safety Improvement Team. • Report for March 2022: <ul style="list-style-type: none"> - No Harm Score 1's reported - 3 x Harm Score 2's • Safety Attitudes Questionnaire (SAQ) Staff have been asked to complete the SAQ as it is an important tool for measuring safety culture and provides staff in all roles (clinical and non-clinical) with an opportunity to anonymously share their values, attitudes, perceptions and beliefs around the safety culture of their ward/unit or department. The aim of the survey is to improve quality care for patients and patient safety. The survey focusses on six key components: <ul style="list-style-type: none"> - The safety of where you work - Your work conditons - Your perceptions of management - Your stress recognition - Your teamwork culture - Your job satisfaction • We have completed Part 2 Readiness Assessment. Feedback will identify gaps and areas that we need to focus on. Accreditation from Monday 6 June to Friday 10 June 2022.
	<p>8.5 Stage 3 Redevelopment Update – Ella Stathis</p> <ul style="list-style-type: none"> • The artist impression of the new Ambulatory Care Building is now available to view. On 29 March 2022 the designs were officially released by Health Minister Brad Hazzard and Member for Oatley Mark Coure. https://www.seslhd.health.nsw.gov.au/st-george-hospital/st-george-hospital-stage-3-redevelopment • The Committee was advised that a Consumer Co-design Advisory Committee (CCAC) is being created. This Committee will work directly with the Redevelopment Team to provide a consumer and carer feedback on the new Ambulatory Care Building. It will discuss detailed designs such as how spaces will look, colours etc. • The Redevelopment Team is looking to recruit 12 individuals to attend monthly meetings. Thank you to Susan Hanrahan and Helen Scarr who have expressed an interest in joining. To register your interest call the Redevelopment Team on 0418 205 992 or via email SESLHD-StGeorgeHospital-Stage3@health.nsw.gov.au • Investigating two or three pop-up information stands around the community.
9	Reports for Noting
	<ul style="list-style-type: none"> • Reports submitted with agenda paperwork: <ul style="list-style-type: none"> - Safe Use of Medicines meeting – 31.03.22 - Patient Safety and Quality Committee meeting – 05.04.22 - SGH Infection Prevention and Control Committee – 06.04.22
10	New Business
	Nil

11	Business Without Notice
	<p>11.1 Inpatient Tablet Distribution – Rod Lynch</p> <ul style="list-style-type: none"> • A community member whose professional is dental therapy, wondered what the practice at SGH was regarding hand hygiene and the distribution of medication to inpatients. The community member observed cross infections in other hospitals. Tablets were being distributed to patients in small medication cups; patients would pour water and pick out the tablets individually without washing or sanitising their hands. • Advija Huseinspahic advised that from a patient perspective, the hand hygiene practice at SGH was very good.
	<p>11.2 Future direction for SGH CAG’s – Angela Karooz</p> <ul style="list-style-type: none"> • Angela Karooz advised that she would like to see a strong collaborative partnership with the consumers of the SGH CAG. Within this space we have the opportunity to create initiatives. There are great programs across the state that transform the patient experience that we could consider. Consumers are encouraged to bring ideas to the table. Greg Lill asked if examples could be shared. • Lauren Sturgess advised that there could be opportunities for consumers to work with patients. Sandra Grove advised that we have real-time patient surveys. Sutherland Hospital have introduced consumer walk-arounds. Unfortunately due to visitor restrictions, these have been put on hold.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil.
13	<p>Meeting Closed Meeting closed at 10.13am. Next Meeting Tuesday 24 May 2022</p>
<p>CERTIFIED A CORRECT RECORD</p> <p>Name</p> <p>Signature</p> <p>Date</p>	