

Minutes


	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Sandra Grove, Clinical Quality Manager • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • Angela Karooz, A/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 • Helen Scarr, Consumer Representative <p>Apologies</p> <ul style="list-style-type: none"> • Samantha Gifford, Aboriginal Hospital Liaison Officer • Lauren Sturgess, Director of Nursing and Midwifery Services <p>In Attendance</p> <ul style="list-style-type: none"> • Kate Christopher, Clinical Governance and Risk Manager • Suzanne Ibbotson, Community Relations Manager • Ashleigh O'Rourke, Future NUM/MUM Program • Kim Wrightson, Community Relations Officer (Secretariat)
	<p>Welcome – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch thanked all for attending the meeting via Microsoft Teams. • Special welcome to Angela Karooz, A/General Manager who commenced in the position on 14 February 2022. Ange provided a brief description of her working history: <ul style="list-style-type: none"> - Worked for both South Eastern Sydney Local Health District (SESLHD) and the former South Eastern Sydney and Illawarra Area Health Service since 2004 in various senior roles. - Registered Nurse by background and spent early nursing career working in clinical roles across Shellharbour, Sutherland and St Vincent's Hospitals, specialising in emergency and trauma. - Appointed General Manager, Mental Health in September 2018. • The Committee was advised that the agenda has been modified but not intended to restrict the involvement of all.
2	<p>Approval of Minutes</p> <p>2.1 Minutes dated 23 November 2021 were confirmed as a true and accurate record.</p>
3	<p>Items Arising from Action Plan</p> <p>2022 Business Plan and hospital restructure to be presented at the next CAG meeting – Paul Darcy <i>Raised on 22/06/2021 – Agenda Item 8.12</i></p> <p>Angela Karooz provided an update on the District Strategic Plan 2022-2025. Our aim is to work in partnership to improve health and wellbeing outcomes and transform experiences, especially coming out of Covid.</p>

	<ul style="list-style-type: none"> - Partnering for healthier communities Adopt a whole of system approach to promote health, improve equity and empower communities. - Providing person-centred care Provide safe, integrated, accessible and evidence-based care that places people at its heart. - Supporting teams to thrive Promote a culture where people flourish and wellbeing is a priority. - Shaping the future We will lead innovative, digitally enabled healthcare informed by pioneering research. <p>These areas are supported by the following:</p> <ul style="list-style-type: none"> - Connected people – Engagement, collaboration and co-design meet the diverse needs of our people. - Technology – Innovative technologies shape the future of health and social care. - Data and insights – Data and insights support decision-making and unlock value. - Places – Facilities design for the future enhance consumer and staff experiences, and improve outcomes of care. <p>Action: Further updates regarding the business plan and restructure to be held at the CAG March meeting – Angela Karooz.</p>
	<p>Quality Safety Board – Forward any suggestions regarding information to be displayed <i>Raised on 23/11/2021 – Agenda Item 8.4</i> Refer to Item 7.4 for update.</p>
	<p>Enhanced Texture Modified Food – Forward questions raised at the November CAG meeting to Marilou Agustin, Manager, Delivery Experience <i>Raised on 23/11/2021 – Agenda Item 10.1</i></p> <p>Is the food artificially coloured? With regards to colour, we have made some recipe modifications that improve the colour and used food ingredients such as fresh product, spices, added new products like beetroot and cabbage that are colourful by nature. Further example is that we went from using frozen carrots to fresh carrots that helped brighten the orange colour of the finished pureed carrot product. We also looked at how we process these products to ensure we are heating and processing more efficiently to help with visual appeal and flavour profiles.</p> <p>You refer to patients and residents. Who are the residents? Residents is a term we use for people in aged care/multi-purpose service sites. In most cases, the people that stay here consider the site their home.</p> <p>Do you require consumers to trial the food? We will have patients undertaking the trial as part of the pilot. We are happy for any consumer who would like to be involved. We are at the St George site in the Food Services Department during the three week pilot.</p>
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil

5	General Business
	5.1 Report from the Chair – Rod Lynch <ul style="list-style-type: none"> • 10 pages of documentation have been reviewed since our last meeting. • A letter of congratulations/appreciation has been forwarded to Paul Darcy regarding his resignation and new role. • Michael Jordan, consumer representative has resigned from our CAG owing to personal issues. Letter of appreciation has been forwarded to Michael. • Consumer representative interviews were held on 10 February 2022. Recruitment is in progress for both Sonia Giaouris and Christina Cook to commence in March 2022. This will increase our CAG membership to eight consumer representatives. Recruitment efforts will continue. If you know of anyone who is interested in joining, please contact the CAG Secretariat. • Consumers are asked to consider recently circulated EOI's for engagement in hospital committees. • CAG meeting dates for 2022 have been circulated to consumers.
6	Governance Items
	<ul style="list-style-type: none"> • Nil.
7	Standing Items
	7.1 Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> • Report for the Clinical Council meeting held on 18 February 2022 has been circulated with the agenda paperwork. • RIS-PACS Project – new radiology software system. Issue raised that the surgical department have been unable to use VPN (virtual private network) to access patient records whilst off-site. Angela Karooz responded that it is critical all our key clinicians are able to interface with services. Senior leadership involved in a state-wide initiative solution.
	7.2 General Manager Report – Angela Karooz <ul style="list-style-type: none"> • State: <ul style="list-style-type: none"> - NSW Health Secretary Elizabeth Koff recently resigned. Her departure date is 4 March 2022. Ms Koff, top official in NSW Health helped shape the state's response to the COVID-19 pandemic. • Federal: <ul style="list-style-type: none"> - Federal election predicted in May 2022. • SESLHD Board: <ul style="list-style-type: none"> - Three members have retired from the Board. Dr John Estell, Head of Department, Rehabilitation, St George Hospital has joined the Board. • SESLHD: <ul style="list-style-type: none"> - Leadership teams are regrouping post Covid, with a focus on staff wellbeing. • SGH: <ul style="list-style-type: none"> - Work continues around restructure, redevelopment, staff wellbeing initiatives and end-of-life pathways. We are in the process of our budget build-ups, reviewing our FTE's and services. - Readiness assessment commencing on 4 March 2022.

	<ul style="list-style-type: none"> - Works continue around the Stage 3 Redevelopment. Currently working through the schematic design. - Nursing – Dedicated recruitment process has occurred due to the significant nursing vacancies within ICU.
	<p>7.3 Nursing Update – Lorena Matthews</p> <ul style="list-style-type: none"> • Major focus around staff wellbeing initiatives. First organisational committee meeting for 2022 was held last week. Work continues around the wellbeing ideas raised in 2021. Strategies to be put in place.
	<p>7.4 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • At our last meeting it was reported that there was a spike in falls, these are now coming back down. • February report reflects incidents in November and December 2021 – 1 Harm Score 1 and 19 Harm Score 2's over the two month period. • Compliments received: <ul style="list-style-type: none"> - November - 133 - December - 98 • Complaints received: <ul style="list-style-type: none"> - November - 12 - December - 10 <p>Majority of the complaints received related to visitor restrictions. These are now easing.</p> • Readiness assessment will be held over the next two weeks. Two consultants will be attending. Virtual meetings will be held on 2, 3, 4 March and on-site meetings to assess clinical areas are scheduled for 10 and 11 March. They will be identifying gaps in preparation for accreditation scheduled for 6 to 10 June 2022. • Thank you to the consumers who recently reviewed the information for the quality boards (TV screens) located near Zouki and the Atrium, ASB. We have also included "Become a consumer representative" advertisement as part of the loop. A few technical issues have delayed the display. Infographic on the internet will replicate the quality board information.
8	Reports for Noting
	<ul style="list-style-type: none"> • Due to the change in meeting format, the following consumer reports were circulated with the agenda paperwork: <ul style="list-style-type: none"> - Volunteer and Chaplaincy Services Update – February 2022 - SGH/TSH Diversity Health Committee – 14 February 2022
9	New Business
	<p>9.1 2022 SGH CAG Chair and Co-Chair positions – Angela Karooz</p> <ul style="list-style-type: none"> • EOI for the positions of Chair and Co-Chair were circulated to our consumers in January 2022. • Angela advised the Committee that EOI's were received from Rod Lynch for Chair and Greg Lill for Co-Chair positions. • As per the CAG Charter (4.3): With the approval of Hospital Executive, if only one application is received for each position, the applicants will be placed into the positions. • The Committee as a whole, supported the decision of Rod Lynch as Chair and Greg Lill as Co-Chair for 2022.

	<p>9.2 SGH CAG Performance Evaluation Report 2021 – Sandra Grove</p> <ul style="list-style-type: none"> • The results of the CAG Performance Evaluation report 2021 was circulated with the agenda paperwork. • Sandra discussed the outcome of each question. Overall the results were very positive. Comments/suggestions made revolved around attracting new CAG members and returning to face-to-face meetings. • Rod Lynch advised that we are always open for improvement. If you have any suggestions, please do not hesitate to contact the Chair or Secretariat.
10	<p>Business Without Notice</p>
	<p>10.1 CAG meetings – Angela Karooz</p> <ul style="list-style-type: none"> • The Committee was asked if they would like to return to face-to-face meetings. As restrictions ease, we could look at a blended model such as face-to-face meetings and a Microsoft Teams link. • It would be nice to return to face-to-face meetings to discuss our goals, plans and what we would like to achieve. Angela advised that she is keen to foster a stronger partnership with our consumers. <p>Action: Angela Karooz will organise an off-line meeting to discuss returning to a face-to-face CAG meeting for March. Invitation to be circulated by Margaret Kalatzis, Executive Assistant to Rod Lynch, Greg Lill, Sandra Grove and Kim Wrightson.</p>
	<p>10.2 Diabetes in the Community – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch asked if the hospital was taking 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 took the matter on notice.
	<p>10.3 Jan Denniss, Consumer Representative</p> <ul style="list-style-type: none"> • It is with deep sadness that the Committee was advised the passing of Jan Denniss, long-standing member of the SGH community. <p>Jan was wholly committed to the Hospital and the various committees she was involved in throughout her tenure on the SGH CAG. She was also an avid hospital volunteer for over two decades and enjoyed working with the staff in our medical library.</p> <p>In 2016, Jan was selected as a finalist in the NSW Health Awards, Volunteer of the Year category in recognition of her outstanding contribution and dedication to SGH and efforts to improve patient outcomes.</p> <p>Jan joined the SGH CAG in 2007 and quickly became a strong advocate for patients. She was instrumental in many projects across the organisation, including signage, hydrotherapy services, emergency department accessibility and redevelopment initiatives.</p> <p>Jan was deeply entrenched in our SGH community, and developed strong relationships with staff across the Hospital and within our CAG.</p> <p>We would like to express our sincere gratitude for the generosity Jan offered to our staff and the organisation for more than 20 years. She will be sorely missed by all.</p>

11	Confidential Items <ul style="list-style-type: none"> • Nil.
12	Meeting Closed Meeting closed at 9.57am. Next Meeting Tuesday 22 March 2022
<p>CERTIFIED A CORRECT RECORD</p> <p>Name RODNEY E. LYNCH</p> <p>Signature </p> <p>Date 22 - 3 - 22</p>	