

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Allan Ajami, Redevelopment Project Manager • Sandra Grove, Clinical Quality Manager • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • 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 • 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 • Angela Karooz, A/General Manager <p>In Attendance</p> <ul style="list-style-type: none"> • Kath Helling, Patient Experience Manager (Presenter) • Suzanne Ibbotson, Community Relations Manager • Kim Wrightson, Community Relations Officer (Secretariat)
	<p>Welcome – Rod Lynch</p> <ul style="list-style-type: none"> • 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 Patient Experience – Kath Helling</p> <ul style="list-style-type: none"> • Kath Helling, Patient Experience Manager presented “A Patient’s Perspective: Case Studies”. This presentation has been created to engage and educate new hospital employees during their orientation process. <p>What is The Patient Perspective?</p> <ul style="list-style-type: none"> - It can be defined as the patient’s experience of their illness/disease and the impact this has on them and their caregivers/loved ones. - Their perspective is influenced by their values, needs, concerns and previous experiences with the health care system. <p>Why is The Patient Experience important?</p> <ul style="list-style-type: none"> - Positive experience will result in positive outcome for our patients. - Better health outcomes. - Increased engagement with health service. - Shorter length of stay. - Decreased rate of healthcare acquired infections. - Increased adherence to treatment regimes. - Fewer deaths. - Lower readmission rates.

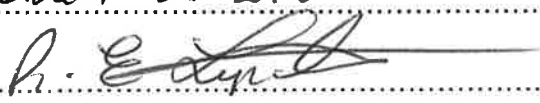
	<ul style="list-style-type: none"> • Committee members raised the following: <ul style="list-style-type: none"> - A patient involved in their perceived treatment is an important aspect of their medical care. - On a recent admission, the consumer advised that the staff listened to their comments and concerns around the discharge plan. - It is important that we recognise demographics. • Lorena Matthews advised that this gap was identified during our recent Readiness Assessment.
3	Approval of Minutes
	3.1 Minutes dated 22 February 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 <i>Raised on 22/02/2022 – Agenda Item 3</i> Report deferred as Angela Karooz was unable to attend the Consumer Advisory Group (CAG) meeting.</p>
	<p>Off-line meeting to be organised to discuss CAG meetings returning face-to-face. Invitations to be circulated to Rod Lynch, Greg Lill, Sandra Grove and Kim Wrightson – Angela Karooz/Margaret Kalatzis <i>Raised on 22/02/2023 – Agenda Item 10.1</i> Completed</p>
5	Declaration of Conflict of Interest
	<ul style="list-style-type: none"> • Nil
6	General Business
	<p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • One page of documentation has been reviewed since our last meeting. • The approval process for our two new consumers has been delayed. It is anticipated that they will commence at our April CAG meeting. • Greg Lill and Rod Lynch participated in a Readiness Assessment teleconference on 2 March 2022. • Amendment to the Consumer Participation manual recently circulated. <ul style="list-style-type: none"> - Invitation to participate on additional committees/projects (page 8) “To support the transition process for consumers joining a new committee, the CAG Secretariat will schedule a meeting with the Chair or delegate to discuss the committee's purpose and function. This is to ensure that consumers feel suitably prepared before commencing their role on the committee.” • Expression of Interests (EOI) have been circulated to consumers. Thank you to Elizabeth and Helen for volunteering to attend the following St George Hospital (SGH) Committees: <ul style="list-style-type: none"> - SGH Falls Prevention Committee – Elizabeth Martin - SGH Infection Prevention and Control Committee – Helen Scarr Please consider the recently circulated requests for engagement in hospital and District committees and note the capacity to attend virtually.

7	<p>Governance Items</p> <ul style="list-style-type: none"> • Angela Karooz has requested Committee Charters/Terms of Reference be circulated with agenda paperwork. It is the responsibility of the Chair to ensure all members adhere to the Charter, delegations and meeting decisions. Request to familiarise yourself with the Charter, especially with the upcoming Accreditation. • Angela Karooz has advised the Chair that she will continue to be personally involved in the CAG and not delegate the responsibility to another Lead.
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 18 February 2022 was circulated with the agenda paperwork. • On behalf of the CAG we extend an appreciation to Angela Karooz for acknowledging Jan Denniss, consumer representative in her recent report to the Clinical Council. They were advised that Jan was a long-standing member and volunteer at SGH for over 20 years, commencing her tenure on the SGH CAG in 2007. • Rod Lynch raised at the Clinical Council meeting that there has been no feedback on recycling of used PPE at SGH. Angela Karooz to investigate and provide feedback at the next Clinical Council meeting.
	<p>8.2 General Manager Report – Angela Karooz</p> <ul style="list-style-type: none"> • Angela Karooz was unable to attend the CAG meeting. Report was circulated with the agenda paperwork. Excerpt of report below: • South Eastern Sydney Local Health District (SESLHD) Strategy 2022-2025 The Strategic Framework for Exceptional Care, Healthier Lives, the SESLHD Strategic Plan 2022-2025, was launched at the Annual Public Meeting in December 2021. Consultation with SGH staff, consumers and partners will continue this year to develop the actions and measures underpinning the Strategic Priorities, and the final strategy will be launched in June 2022. • NSW Nurses – industrial action Members of the NSW Nurses and Midwives Association (NSWNMA) participated in a strike action on Tuesday 15 February 2022. The nurses' stated agenda was nurse to patient ratios and pay rates. • RIS-PACS – go live The new RIS PACS (Radiology Information System – Picture Archive and Communication System) is being implemented across the District during March and April 2022. SESLHD will be the seventh Local Health District (LHD) to roll-out the system. The RIS PACS project plans to deliver an integrated solution including a secure web-based clinical viewer, improved electronic medical record integration, an archive solution, and all with infrastructure/system redundancy. • General Manager, St George Hospital Recruitment processes are progressing and a panel of SGH staff have been convened for the pre interview panel to support the Chief Executive.

	<ul style="list-style-type: none"> • Wellbeing Initiatives EOI circulated by SESLHD for Wellbeing Ambassadors. This is an exciting opportunity for staff members from any discipline or department with a passion for wellbeing. Ten positions are available. Funding is provided to backfill the staff member's substantive position to free up capacity for one day per week for twelve months. • Readiness Assessment SGH undertook an online Accreditation Readiness Assessment in the first week of March. This will be followed by an onsite assessment in late March. Action plans and strategies are being completed based on the feedback to prepare for the formal Accreditation. • Southern Sector Surgery Project SGH Leaders participated in the first meeting of the Southern Sector Surgery Project aiming to define the future model for surgery delivery in SESLHD southern sector through greater separation of emergency and elective surgery, in the context of theatre redevelopments at the St George and Sutherland Hospitals.
	<p>8.3 Nursing Update – Lauren Sturgess</p> <ul style="list-style-type: none"> • Lauren Sturgess echoed the comments made about Jan Denniss and acknowledged her enormous contribution to hospital signage. Jan's attention to detail and commitment is very commendable. • We are in the process of creating a recruitment video. Shooting commences 23 March 2022. This will be a promotional video to assist with recruitment internationally. The resignation rate has increased during the pandemic due to stress, strain and burn-out. • Recent strike by the Nurses Association. Prolonged strike (up to 24 hours) is scheduled for the end of this month. This will be challenging for hospitals. • Our major focus is around workforce wellbeing. • We are in the final stages of funding commitments for the upgrade to the grassed area between James laws House and the Tower Ward Block. Upgrade will be sponsored by Hurstville Rotary and a Grant application. • We have seen an increase in activity due to the new Covid variant.
	<p>8.4 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • January report has seen a spike in falls. We acknowledge there were still restrictions around visitation during this period. We anticipate the trend will start to fall with the return of visitors to support their family members. • Clinical Safety and Improvement Team (CSI) are working with Professor Ritin Fernandez, Centre for Research in Nursing and Health on a research proposal investigating the reasons for falls. • There have been no hospital acquired pressure injuries for the past five months. • Report for January 2022: <ul style="list-style-type: none"> - 1 x Harm Score 1 as a result of a fall - 8 x Harm Score 2's – five resulting from falls - 1 x HAI - Compliments received – 65 - Complaints received – 9 (less than average)

- Disability Inclusion Committee:
 - One of the case studies discussed in Kath Helling's presentation was regarding a patient with an intellectual disability admitted via the Emergency Department. Sandra advised that we seeing an increase in the number of complaints received from people who have family members with disabilities. We are establishing the Disability Inclusion Committee. This committee will investigate how we can improve on the services we provide to people with disabilities. We will create Disability Champions. The Committee will also invite consumer representatives to join.
 - Rod Lynch asked if we have interacted with disability services outside our organisation. Sandra advised that we receive patient journey feedback through our day Surgery Unit. We have also engaged the District Disability Service.
 - Elizabeth Martin asked if the cultural and linguistic diverse community forward compliments or complaints to the organisation. The committee was advised that this gap has been identified and that we do not receive a lot of compliments and complaints. At the September 2021 CAG meeting we discussed a quality improvement project "We are here to care for your families". Part of this project was the creation of compassionate cards which were translated into five different languages.
- Advija Huseinspahic discussed an issue that occurred during visitor restrictions. A gentleman attended the Emergency Department (ED) in a confused state, did not speak English and was unable to have family support with him. He was unable to relay to staff that he was in pain or needed a glass of water as there was a delay in providing an interpreter. Sandra Grove advised that Diversity Health have created an app called "CALD Assist".
- CALD Assist is an app that helps clinicians overcome language barriers with patients who have limited English proficiency, when an interpreter is not available. Trial of CALD Assist will commence in eight weeks, including Short Stay in ED. The app features include:
 - More than 200 commonly used phrases in low risk/basic care areas, professionally interpreted into ten languages, plus English.
 - Language groupings into seven health areas; COVID-19; dietetics; occupational therapy; physiotherapy; podiatry; speech therapy and nursing.
 - Translated phrases supported by images, video and audio records.
 The app can be downloaded on smart phones and iPads for free from the Apple App store and Google Play store. At this stage the app is not supported on Workstation on Wheels (WOW). For more information and resources available at <https://www.mhcs.health.nsw.gov.au/about-us/campaigns-and-projects/current-campaigns/cald-assist>
- The committee was advised that all feedback does need to be in the form of a complaint or compliment. All feedback is welcome. Feedback can be directed to E: SESLHD-STG-ConsumerFeedback@health.nsw.gov.au

	<p>8.5 Stage 3 Redevelopment Update – Ella Stathis</p> <ul style="list-style-type: none"> 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. An invitation has been circulated to the consumers of the CAG. Applications close mid-April. To register your interest call the Redevelopment Team on 0418 205 992 or via email SESLHD-StGeorgeHospital-Stage3@health.nsw.gov.au For more information visit the website https://www.seslhd.health.nsw.gov.au/st-george-hospital/st-george-hospital-stage-3-redevelopment The Committee was advised that either Ella or Allan Ajami will attend the monthly CAG meetings to provide a redevelopment update.
9	Reports for Noting
	<p>9.1 Volunteer Report – Susan Borg</p> <ul style="list-style-type: none"> Next report will be provided in May 2022.
10	New Business
	Nil
11	Business Without Notice
	<p>11.1 Discharge Process – Rod Lynch</p> <ul style="list-style-type: none"> Rod Lynch raised an issue regarding a discharge process for an elderly patient and asked if this was indicative of what happens on a regular basis? Rod was asked if he could provide the family with the consumer feedback details so we can review this discharge process. E: SESLHD-STG-ConsumerFeedback@health.nsw.gov.au
	<p>11.2 General Manager’s Report – Rod Lynch</p> <ul style="list-style-type: none"> Rod Lynch advised that Angela Karooz expressed an interest to expand her report and asked for suggestions for additional agenda items. Action: Forward any items/headings that you would like covered in the GM’s report to Kim Wrightson, Secretariat – All consumer representatives
	<p>11.3 Diabetes in the Community – Rod Lynch</p> <ul style="list-style-type: none"> Rod Lynch asked if the hospital was 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. Action: Item deferred as Angela Karooz was not in attendance. Defer to the April CAG meeting – Angela Karooz

	<p>11.4 Accreditation – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch reminded the Committee that Accreditation will be held in June 2022 and asked that the consumers familiarise themselves with our Charter which outlines the purpose, functions and responsibilities for the CAG. • Sandra Grove advised that Accreditation is scheduled for 6 to 10 June 2022. She will be working in consultation with the assessors to create the timetable. • Greg Lill advised that both he and Rod Lynch were invited to a Readiness Assessment meeting with the consultant. Discussions were held on our engagement; what our reporting process is; and what questions could be asked during the Accreditation process. • Rod Lynch reminded the Committee that at the end of each year we complete a committee evaluation survey. If there is any item/issue that you are unsure of, it can be raised at the CAG meeting or discussed with the Chair/Secretariat.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil.
13	<p>Meeting Closed Meeting closed at 10.11am. Next Meeting Tuesday 26 April 2022</p>
<p>CERTIFIED A CORRECT RECORD</p> <p>Name <u>RODNEY E. LYNCH</u></p> <p>Signature </p> <p>Date <u>26-4-22</u></p>	