

**SUTHERLAND HOSPITAL CONSUMER ADVISORY GROUP**  
**MINUTES of MEETING - REPORT FOR FOLLOWING MEETING**  
**(UNDER QUORUM)**

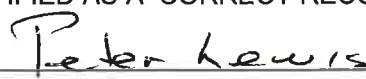
**3 PM Wednesday 5 JULY 2017**  
**TSH Executive Meeting Room, Level 4**

<b>Item 1</b>	<b>MEETING OPENING – Welcome</b>	
1.1	<b>Apologies:</b>	
	Bernadette Woods (BW)	Consumer Representative
	Jan Heiler (JH)	Director of Nursing and Midwifery
	Yui Dai (YD)	Diversity Health Co-ordinator ( NA Wednesdays -Will send reports)
	Jenny Church (JC)	Consumer Representative
	Jan Heiler (JH)	Director of Nursing
	Colleen Loder (CL)	Consumer Representative
	Shirley Smith (SS)	Consumer Representative
1.2	<b>Present:</b>	
	Peter Lewis (PL)	Consumer Representative (Chair)
	Karen Becker (KB)	General Manager (Partial attendance)
	Jim Hankins (JH)	Consumer Representative
	Colin Dent (CD)	Community Engagement and Fundraising Manager (Secretariat)
	Karen Crawley (KC)	Guest
	Max Tuffano (MT)	Manager Corporate Services
	Joanne Newbury (JN)	Acting Director of Nursing and Midwifery
	Marion Wulf (MW) (Foulcher)	Guest
	Heather Doolan (HD)	Acting Patient Safety, Risk and Quality Manager
	Joanne Flannery (JF)	Consumer Feedback and Medico-Legal Manager
	Anton Mayne (AM)	Guest – prospective rep
	Lisa Symonds (LS)	Sutherland Infection Control Nurse
	Robyn Hamblyn (RH)	Executive Officer
	Debbie Wood (DW)	Guest - prospective representative
	Virginia Hughes (VH)	Consumer Representative
<b>Item 2</b>	<b>GM Update (KB Brought fwd due to meetings)</b>	
2.1	<p>KB – Winter causing higher presentations            Bed available at max            Winter strategy            Unfunded (merged beds) being utilised            Extra Allied health staff in place            Redevelopment – 15 November scheduled for handover (ED phase III)            Budget negotiations taking place as activity based funding            Waiting to see full budgets available- KPIs around unit            Transfer of care (working 30 mins) at 90% in last 12mths            Cat 1,2,3 for surgery working appropriately            New Radiology contract has begun            Child and Family moving away July 1(District)            Big changes due to NDIS- Colleen Dumbrell to invite for impact/roll-out update            Gerry Marr -Strong focus on patient safety – falls program has improved with 29% reduction in last 6 months</p>	

		<p>Gerry Marr now working with District Exec Team to engage for broader continuum of care, community services integration</p> <p>Pr Gonski (Southcare) asked to present in UK on model of care</p> <p>Chair asked KB for agreement to move Charter quorum from 8 to 5 and agreed</p>
<b>Item 3</b>	<b>Chair Report (PL)</b>	
<b>3.1</b>		<ul style="list-style-type: none"> <li>• PL discussed Patient Symposium – Throw to VH for report</li> <li>• PL and CD met with Susan Busuttill to discuss Consumer DCCC involvement of CAG</li> <li>• DCCC working group requested – see Actions</li> </ul>
<b>Item 4</b>	<b>VH Reports</b>	
<b>4.1</b>		<p>PL reported on Patient Symposium and SESLHD Improvement &amp; Innovation Awards</p> <p>Directed Reps to website details on Awards</p> <p>KB suggested CAG to get involved with awards</p>
<b>Item 5</b>	<b>Lisa Symonds - Presents on Infection Control</b>	
<b>5.1</b>		<p>Seeking support for:</p> <ul style="list-style-type: none"> <li>• LS outlined the work of Infection Control Infection control Committee – P&amp;P/KPIs Gastro outbreaks</li> </ul>
<b>5.2</b>		<p>Seeking support for:</p> <ul style="list-style-type: none"> <li>• Hand Hygiene Committee – eg Card system being introduced as rewards concept</li> <li>• Seeking individual attendance</li> </ul>
		<p>VH suggested committees come to CAG and present rather than sub committees</p> <p>JH inquired on how many committees and times available.</p> <p>DW congratulations to the hospital and people in her area of work</p> <p>Discussion</p> <p>HD suggests combination of presentations QUARTERLY with due notice</p>
<b>Item 6</b>	<b>Heather Doolan presents on National Stds</b>	
<b>6.1</b>		<ul style="list-style-type: none"> <li>• 10 x National Stds</li> <li>• Doc looks at information strategies</li> <li>• NSQHS standards – CAG reps need not necessarily read full standard</li> <li>• Document tabled for comment – Representatives will review offline</li> <li>• Explanation of Tabled document: Partnering with Consumers Standards 2 (Consumer partnership in service planning)</li> <li>• Deadline - NOV start</li> <li>• ART tools to be presented</li> <li>• BW to return for next meeting and progress</li> <li>•</li> </ul>

<b>Item 7</b>	<b>JH not available for presentation</b>	
		Samples of thanks (Tabled) CAG reps requested for patient feed batch overview reports VH discussion of Facebook compliments and suggestions on innovative programs for social media. CD to get info from Maxine Brennan
<b>Item 8</b>	<b>CD inquiry – CAG evaluation</b>	CAG performance evaluation end of year
<b>Item 9</b>	<b>Corporate Services Report – Max Tuffano</b>	Parking
<b>10</b>	<b>APPROVAL OF MINUTES: FEB &amp; JUN(Non-Quorum) Approved</b>	
<b>Item</b>	<b>BUSINESS ARISING</b>	
	<b>Nursing and Midwifery Services Report</b> Not available	
<b>Item</b>	<b>Report from the Chairman</b>	
	<ul style="list-style-type: none"> <li>CD and PL met with Susan Busutil to discuss DCCC (District Consumer and Community Council)</li> </ul>	
<b>Item 7</b>		
<b>Item 8</b>	<b>Feedback from Allocated Committees</b>	
8.1	TSH Food and Nutrition – (Karen)	
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8.2	Emergency Department –	
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8.3	Diversity Health	

JH	1/4ly diversity Framework rollout at Sutherland CALD big issue in St George
8.4	Falls prevention
8.5	TSH Emergency Response Working Group
	Clinical Council
8.6	Care Coordination Committee
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<b>Item 9</b>	Hospital Update – <i>Karen Becker</i>
<b>Item 10</b>	<b>Nursing &amp; Midwifery Services Update –</b>
<b>Item 11</b>	<b>Business paper (Volunteer Report and Diversity Health Report)</b>
<b>Item 12</b>	<b>CPIU Report (incl. Patient &amp; Safety Quality Dashboard)</b>
	Not available
<b>Item 14</b>	<b>NEW BUSINESS</b>
	Sept 5 – Multicultural Week
<b>Item 15</b>	<b>TABLED DOCUMENTS</b>
	<ul style="list-style-type: none"> <li>• Partnering with Consumers Standard 2 overview</li> <li>• Community Partnership Unit update</li> <li>• Patient praise / feedback documents</li> <li>• CMS Project update Report</li> </ul>
<b>Item 16</b>	<b>BUSINESS WITHOUT NOTICE - Nil</b>
	VH to invite Amanda Justice (Population and Planning) re DCCC
	CD to send Committee Terms of Ref out to members
<b>Item 17</b>	<b>CORRESPONDENCE – Nil</b>
	<b>MEETING CLOSE 1630</b>
	<b>Next Meeting</b>
	Wednesday                                  2017 – Executive meeting Room Level 4 at 3.00 pm

	CERTIFIED AS A CORRECT RECORD	
	 <hr/> Name	
	<hr/> Signature	Date <u>6-9-17</u>

Action	Responsible / Requested	Due
Email clarification – notify external users of Outlook invitation to ACCEPT or REJECT invitation	JH to CD	Next meeting invitation
Adjust Charter to Quorum of 5	CD	Charter adjustment for app next meeting
Karleen Dumbrell to invite for impact/roll-out update re NDIS	CD ask to next meeting	August 1
Obtain copy of doc from Patient Symposium from VH	CD to distribute	
CAG to get involved with Innovation Awards	VH to provide more information	
Convey interest in IC committee to LS	CD	
CAG reps read and respond	BW / HD	
Investigate ¼ yr Sub Comm pres at CAG	CD	
Overview on patient feedback monthly	JF	Next meeting
Innovative FB and social media programs for patient feedback	CD to get info from Maxine Brennan on clarity of FB and social media connections for better feed of consumer comments	
Exec staff to induct new Comm members	Anton, Debbie, CD, PL Hospital induction	
DCCC Working group – Invite Susan B to attend to promote Working group	CD	
Flow chart of DCCC	VH to send	
Receive report monthly from YD	CD	
Inquire KB to reactivate sign committee	CD	

