

MINUTES

For the meeting of the TSH Consumer Advisory Group
 7th August, 2019 Level 4 Multipurpose Function Room.





| ITEM | DESCRIPTION | CARRIAGE |
|----------|--|-------------|
| 1 | Attendance: | |
| | Staff / Consumer Reps Karina Stamef (KS) Community Engagement and Fundraising Manager (Minute Taker) Justine Harris (JH) Acting General Manager Jan Heiler (JH) Director of Nursing and Midwifery Peter Lewis (PL) Consumer Representative (Chair) Debbie Wood (DW) Consumer Representative Jenny Church (JC) Consumer Representative Jim Hankins (JH) Consumer Representative Sharon Bennett (SB) Consumer Representative Sonia Markoff (SM) Consumer Representative Gillian McDonnell (GM) Consumer Representative Virginia Hughes (VH) Consumer Representative Apologies: Stephanie Kelly (SK) Consumer Representative Yu Dai (YD) Diversity Health Coordinator Shirley Smith (SS) Consumer Representative Katerina Volas (KV) Director of Corporate Services Patrice Thomas (PT) Acting Patient Safety Manager Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager Valerie Jovanovic (VJ) General Manager Malcolm Ricker (MR) Consumer Representative Marian Foulcher (MF) Consumer Representative Guests: Elham Almasi CNC, Aged Care and Rehabilitation Farouk Hariri SES, Aged Care and Rehabilitation | |
| 2 | Guests Welcomed | Peter Lewis |
| 3 | Approval of July minutes – Approved Items Arising – Please refer to Actions List | Peter Lewis |
| 4 | Declaration of conflict of interest – N/A | All |

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| 5 | <p>General Business</p> <ul style="list-style-type: none"> Stephanie Kelly has decided to cease her CAG responsibilities due to work commitments, and included a message to the CAG below. <p><i>"I thank you and the team for your time and kindness over the past 18 months. I have thoroughly enjoyed being part of this wonderful group."</i></p> | All |
| | 5.1 – Report from the Chair - N/A | Peter Lewis |
| 6 | Management Reports | |
| | <p>6.1 GM Report</p> <ul style="list-style-type: none"> Continued high activity across the hospital – this has been consistent since last winter. Hospital has been given approval to open more beds. A contractor has been engaged for the Medical Imaging works. There will be 2 CT scanners in operation at TSH after that. Meeting held today with the Health Infrastructure team re: the Re-development process. TSH equipment list will be sent to the district | Justine Harris |
| | <p>6.2 Nursing and Midwifery</p> <ul style="list-style-type: none"> Hospital is still very active, unable to close the additional surge beds due to the high activity. Lots of overtime at the moment. The hospital doesn't have the resources to put on extra doctors, cleaners, and allied health staff. New TV systems mean there is an opportunity to display information to patients in waiting rooms, bed sides (e.g. midwifery info). A vetting process for the information to be shared is required, and CAG review / input will also be required. Action: KS to invite Rebecca Moore to next meeting to display the Midwifery info. Garrawarra – tour can be provided for the CAG members if requested. | Jan Heiler |
| | 6.3 Overview of Patient Feedback – N/A | Valmai Ciccarello |
| | 6.4 Corporate Services – N/A | Katarina Volas |
| | 6.5 Clinical Practice Improvement Unit (CPIU) – N/A | Patrice Thomas / Compliance Manager |

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| 7 | <p>Presentations / Discussions:</p> <ul style="list-style-type: none"> ● Falls Portal – Elham Almasi, CNC – Aged Care and Rehabilitation <ul style="list-style-type: none"> ○ Falls are one of the major safety risks for TSH patients. ○ The Falls Portal is dedicated to clinicians, and only accessible via the TSH Intranet. ○ Launched in April and an education plan has started for staff. The next step will be to evaluate the effectiveness of the portal in terms of staff knowledge. ● CAC STG & TSH Mental Health Service – Gillian McDonnell, Consumer Representative. <ul style="list-style-type: none"> ○ S-Survey is a consumer survey re: mental health services, accessible via iPads in TSH waiting room. ○ The CAG are looking to mimic the TSH set up for STG, to make it more comfortable for patients e.g. gentle lighting, coloured wall paint, landscape photography, soft furnishings etc. ○ CAC are continually trying to reach consumers, especially Aboriginal and Torres Strait Islanders. ○ PL suggested to GM that the CAC should expand its mandate to include carers of MH patients. ○ Similar to the Consumer Walkaround, the CAC visits different MH facilities within the district to interview patients, then liaise with staff about the feedback. ○ Mental Health Forum – Fri Sept 27th, 1-5pm at STG Research & Education Centre, 6 South Street Kogarah (<i>refer to attached flyer</i>). | |
| 8 | Document Reviews (<i>if applicable</i>) – N/A | |
| 9 | Standing Items | |
| | 9.1 Standards / Accreditation – N/A | <i>As required</i> |
| | 9.2 TSH Food and Nutrition <ul style="list-style-type: none"> ● N/A Meeting cancelled. | Jenny Church |
| | 9.3 Clinical Council <ul style="list-style-type: none"> ● N/A Meeting cancelled. ● KS to advise sub-committees to provide sufficient notice if meetings are to be cancelled (i.e. COB the day before). | Jenny Church |

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| | 9.4 Emergency Department – N/A meeting cancelled. | Peter Lewis |
| | 9.5 Falls Prevention <ul style="list-style-type: none"> • Increased falls in Rehab and decrease in falls with harm noted. • Audit commenced last month, 90% of staff complied. | Sonia Markoff |
| | 9.6 Person Centered Care – N/A | Debbie Wood |
| | 9.7 Pressure Injury Prevention and Management <ul style="list-style-type: none"> • There has been better engagement with SM. SM will present more next month. • SM to invite the Chair of the Pressure Injury Prevention and Management Meeting to an upcoming CAG. | Sonia Markoff |
| | 9.8 Patient Flow and Demand Management – No update received. Will be circulated once received. | Gregory Cramery <i>(Written Update)</i> |
| | 9.9 TSH Emergency Response Working Group <ul style="list-style-type: none"> • Feedback provided on improved hospital signage, increase in flu presentations, fire and asbestos issues at Garrawarra, and a recent no notice exercise. | Sharon Bennett |
| | 9.10 Children’s Acute Review Service Committee <ul style="list-style-type: none"> • Stephanie Kelly has ceased her CAG responsibilities. • KS will contact the Chair of the meeting to get a TOR in order to seek a replacement consumer rep. SM has put her hand up if she meets the TOR. | Stephanie Kelly |
| | 9.11 Patient Safety and Clinical Quality <ul style="list-style-type: none"> • N/A | Malcolm Ricker |
| | 9.12 Volunteer Report <ul style="list-style-type: none"> • Volunteer appreciation event held on 16/07 for the Kiosk, Let’s Get Healthy, Book Shop, Gift Shop and Highfield Committee volunteers – they recently contributed in purchasing over \$260k worth of hospital equipment. The hospital wards / departments involved displayed the purchased equipment and thanked the volunteers. • KS will trial sending consumer payment Coles vouchers by email going forward. CAG reps to advise if any issues experienced with the vouchers (as previously noted by Colin Dent). | Karina Stamef |
| | 9.13 Consumer Walk Around <ul style="list-style-type: none"> • Gillian and Jim available for next month if required. | Patrice Thomas / Malcolm Ricker |
| 10 | Reports for Noting | |

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|------|---|-------------------------|
| | 10.1 Diversity Reports Pending (Quarterly) – N/A | Jim Hankins |
| | 10.2 Diversity – Written update from Yu Dai attached below.  Diversity Health Report - Consumer / | Yu Dai (Written Update) |
| | 10.3 DCCC Representatives Update – N/A | Sonia Markoff |
| | 10.4 Infection Control Committee – Written update and KPIs from Joshua Philp attached.   Infection Control TSH KPI June 2019 - Report for CAG 5-8-19.doc | Sonia Markoff |
| 9 | Correspondence – N/A | Peter Lewis |
| 10 | Governance Items – N/A | Peter Lewis |
| 11 | Any other Business – N/A | Chair |
| 12 | Document Reviews <ul style="list-style-type: none"> • N/A | N/A |
| 13 | Business Without Notice <ul style="list-style-type: none"> • N/A | |
| 14 | Confidential Items – N/A | |
| 15 | Meeting Closed | |
| | Date of next meeting: Date: Wed 4 th Sept 2019 Time: 3pm Venue: Exec. Meeting Room | |
| | 13.2 Review of new patient information material | Consumers |
| | 13.3 Payment voucher collection – N/A | To Sign |
| | 13.3 Review final copies of patient information material | Consumers |
| | CERTIFIED AS A CORRECT RECORD <hr/> Name <u>Peter Lewis</u>  <hr/> Signature Date <u>4-9-19</u> | |

TSH Consumer Advisory Group

| Minutes Ref /Date | Agenda Item | Action | Responsibility | Progress |
|--------------------------|--------------------|--|-----------------------|--|
| 01-05-A1 | 11 | KS to contact IT to retrieve PIN for CAG conference details. | KS | 2019/08/09 – KS will include skype conference details in meeting invite going forward. Action closed. 2019/05/20 – Requested new conference number, ticket in progress with IT. |
| 1.11.17 | 3.3 | PL to look into sourcing a Training Manual for CAG Committee | PL | 2019/04/03 – Ongoing 2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity |