



# MINUTES

For the meeting of the TSH Consumer Advisory Group  
 6<sup>th</sup> November, 2019 Level 4 Board Room.


ITEM	DESCRIPTION	CARRIAGE
<b>1</b>	<b>Attendance:</b>	
	<b>Staff / Consumer Reps:</b> Karina Stamef (KS) Community Engagement and Fundraising Manager (Secretariat) Katerina Volas (KV) Director of Corporate Services Malcolm Ricker (MR) Consumer Representative Peter Lewis (PL) Consumer Representative (Chair) Debbie Wood (DW) Consumer Representative Jenny Church (JC) Consumer Representative Gillian McDonnell (GM) Consumer Representative Sharon Bennett (SB) Consumer Representative Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager  Jim Hankins (JH) Consumer Representative Josie Julian Quality, Risk and Patient Safety Manager  <b>Apologies:</b> Valerie Jovanovic (VJ) General Manager Virginia Hughes (VH) Consumer Representative Shirley Smith (SS) Consumer Representative Marian Foulcher (MF) Consumer Representative Jan Heiler (JH) Director of Nursing and Midwifery Patrice Thomas (PT) Acting Patient Safety Manager  <b>Guests:</b> Simone Payn A/Midwifery and Nursing Manager Karleen Dumbrell OT Advisor & Dept. Head	
<b>2</b>	<b>Guests Welcomed</b>	Peter Lewis
<b>3</b>	<b>Approval of Oct minutes – Approved</b> <b>Items Arising – Please refer to Actions List</b>	Peter Lewis
<b>4</b>	<b>Declaration of conflict of interest – N/A</b>	All
<b>5</b>	<b>General Business</b>	All
	<b>5.1 – Report from the Chair</b> <ul style="list-style-type: none"> <li>MR has recommended a potential new CAG Consumer Rep., PL will have an initial meet and greet with her.</li> </ul>	Peter Lewis


6	<b>Management Reports</b>	
	<b>6.1 GM Report</b> <ul style="list-style-type: none"> <li>N/A – <i>Apologies</i></li> </ul>	Valerie Jovanovic
	<b>6.2 Nursing and Midwifery</b> <ul style="list-style-type: none"> <li>N/A – <i>Apologies.</i></li> <li>Nov-2019 Patient Flow and Demand Report provided, per attached.</li> </ul>  <p>201911 TSH Patient Flow and Demand K</p>	Jan Heiler
	<b>6.3 Overview of Patient Feedback</b> <ul style="list-style-type: none"> <li>VC noted a slight reduction of complaints in Oct (20). Aug and Sept were higher than normal (Aug – 28, Sept – 27).</li> <li>ED receives still receives the most complaints (5 – Oct), Barkala – 3 complaints, and the rest were throughout the hospital.</li> <li>Complaints received about the environment in the chemo room i.e. cramped, lack of privacy. VC and VJ to inspect the chemo room next week before providing a formal response.</li> <li><u>Common issues:</u> <ul style="list-style-type: none"> <li>Communication / attitude is a common issue that comes up each month.</li> <li>Treatment – Patients perception of treatment, lost property (hearing aids, dentures etc).</li> </ul> </li> <li>Consumer Reps. noted from personal experience, the need to be assertive with some medical staff in order to have their questions sufficiently answered. JJ advised there is a working party for ‘Nursing and Communication’ and will be looking to engage a Consumer Rep. in future.</li> <li>Compliment received from the daughter of an ovarian cancer patient. Said her mother was treated with the utmost care by all staff.</li> </ul>	Valmai Ciccarello <i>(Quarterly update and attendance)</i>





	<p><b>6.4 Corporate Services</b></p> <ul style="list-style-type: none"> <li>• Christmas Closure – cleaning staff encouraged to take leave as some areas of the hospital will be closed.</li> <li>• Silver tables have been placed in the yard near Main Entrance for all to use. Usage of the tables will be monitored, and the tables may be pinned to the ground in future.</li> <li>• Security – 3 security cameras recently upgraded.</li> <li>• WHS Committee Meeting is held at same time as Environmental Sustainability Meeting, also has similar actions and themes.</li> <li>• Staff Rewards &amp; Recognition night held on 1<sup>st</sup> Nov, 3 Corp Services staff were awarded on the evening.</li> </ul>	Katarina Volas
7	<p><b>Document Reviews: N/A</b></p> <p><b>Simone Payn, A/Midwifery and Nursing Manager</b></p> <ol style="list-style-type: none"> <li>1) <b>Epidurals in Labour</b> – Information sheet handed out to women at 36 weeks, as a warning there may be a delay in getting an epidural. The CAG consumer reps provided feedback to Simone, some found it to be a ‘scary’ document that could use with some softer language. Additional feedback provided was that it was also a lot of information to digest, and that it may be better received in brochure format.</li> <li>2) <b>New Directions Brochure</b> – brochure about midwifery care information provided to Aboriginal and Torres Strait Islander women. Feedback provided to Simone, and CAG review and approval provided.</li> </ol>	

<p><b>8</b></p>	<p><b>Presentations / Discussions:</b></p> <p><b>Vulnerable Patients - Quality Improvement Project</b> - Karleen Dumbrell, OT Advisor &amp; Dept. Head.</p> <ul style="list-style-type: none"> <li>• Karleen currently working on a quality improvement project, working alongside the Vulnerable Person’s Working Group. Karleen also in the process of setting up a new business rule for vulnerable persons – improving care once a person is deemed vulnerable, and looking at the way the hospital documents escalations (e.g. written in to EMR).</li> <li>• Karleen is seeking a consumer’s voice – someone with experience as / or with a vulnerable person. Is unsure at this stage on how the consumer rep may be involved (as there is no set meeting time). Will provide some further information to KS to circulate to the CAG.</li> </ul> <div style="text-align: center;">  <p>Vulnerable Patients - Quality Improve</p> </div>	
<p><b>9</b></p>	<p><b>Standing Items</b></p>	
	<p><b>9.1 Standards / Accreditation</b></p> <ul style="list-style-type: none"> <li>• JJ working towards achieving accreditation (Apr-2021) with management, NUMs, some DRs and staff. 8 standards involved, gap analysis almost complete. There are still a few gaps, but plenty of time to work through them. No real issues at this stage.</li> <li>• JJ seeking a Consumer Rep. to assist on how we involve consumers in our practices. Meeting to take place on 3<sup>rd</sup> Friday of each month 2-3pm. Information will be re-circulated, any EOI to reach out to KS.</li> </ul>	<p>Josie Julian <i>As required</i></p>

	<p><b>9.2 TSH Food and Nutrition</b></p> <p><i>Meeting notes provided by JC below,</i></p> <ul style="list-style-type: none"> <li>• My Food choices graph displayed average 70% correct.</li> <li>• Patients on special diets will be given lunch and dinner meals at lunch time 2 meals.</li> <li>• My food choices display card only given sometimes not all of the time, trying to get it displayed on the patients TV.</li> <li>• Safe food handling presentation displayed on power point, outlining contaminates.</li> <li>• Straws still not decided, looking for alternatives.</li> <li>• Water being provided to patients may go back to being supplied in Jugs as a cost issue.</li> <li>• Protected meals and patient malnutrition globally is 63% and TSH is at 39%.</li> <li>• Next Meeting 2020</li> </ul>	Jenny Church
	<p><b>9.3 Clinical Council</b></p> <p><i>Meeting notes provided by JC below</i></p> <ul style="list-style-type: none"> <li>• CEO Toby presentation of budget for district and TSH 14.2 ML over, radius already funded to 1.8 ML, 211 ML total budget, revenue 44.9 ML for 18/19 and 51.5 ML for 19/20.</li> <li>• Orientation handbook being distributed.</li> <li>• Executive on call added to the daily duty roster.</li> <li>• Operation Theatres project to have a meeting.</li> <li>• Medical imaging works about 4 weeks behind.</li> <li>• Safety programs to be initiated in 2020.</li> <li>• Advance care document will be scanned into EMR on admissions.</li> </ul>	Jenny Church
	<p><b>9.4 Emergency Department</b></p> <ul style="list-style-type: none"> <li>• N/A – <i>Meeting cancelled.</i></li> </ul>	Peter Lewis / Gillian McDonnell
	<p><b>9.5 Falls Prevention</b></p> <ul style="list-style-type: none"> <li>• SM noted staff meeting attendance has improved.</li> <li>• Looking at strategies for falls prevention before a patient enters the hospital.</li> <li>• JJ presented on comprehensive care standard – looking at practical steps and information for families. Will be seeking consumer feedback in a couple of months' time.</li> </ul>	Sonia Markoff

	<p><b>9.6 Person Centered Care</b></p> <p><i>Meeting notes provided by DW below</i></p> <ul style="list-style-type: none"> <li>• Presentation from ED explaining the way patients are processed-talked about Triage, Fast Track and Short Stay and that the Dept. is certainly being challenged with increased presentations. ED Staff try to look out for each other, as they are subject to some abuse from patients and families.</li> <li>• PeeP Prizes for projects and Innovations in all wards will take place 7<sup>th</sup> Nov at 11am. DW asked to present the People's Award. 7-8 TSH Innovation projects going to State Awards.</li> </ul>	Debbie Wood
	<p><b>9.7 Pressure Injury Prevention and Management</b></p> <ul style="list-style-type: none"> <li>• N/A</li> </ul>	Sonia Markoff
	<p><b>9.8 Patient Flow and Demand Management</b></p> <ul style="list-style-type: none"> <li>• <i>KPIs included below:</i></li> </ul>  <p>201911 TSH Patient Flow and Demand K</p>	Gregory Cramery <i>(Written Update)</i>
	<p><b>9.9 TSH Emergency Response Working Group</b></p> <ul style="list-style-type: none"> <li>• N/A – <i>Meeting not until Dec 2019</i></li> </ul>	Sharon Bennett
	<p><b>9.10 Patient Safety and Clinical Quality</b></p> <ul style="list-style-type: none"> <li>• The committee received a presentation by the Allied Health Lead on the brief to be submitted to the GM regarding the continuation of the Diversional Therapist trial for another 12 months due to improve care provided to patients with dementia on Killara Acute and Extension.</li> <li>• The committee provided feedback on other inclusions such as PRN medication use and link to relevance to NS 5.</li> <li>• There were no endorsed RCA reports tabled this month. There were no endorsed SAC 2 reports tabled this month.</li> </ul>	Malcolm Ricker

	<p><b>9.11 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>• New Consumer Rep required - <b>Sutherland Hospital Executive Accreditation Working Party</b> (<i>meets 4<sup>th</sup> Thurs of each month</i>). EOIs are still open to all consumer reps.</li> <li>• Consumer Rep. EOIs also invited for <b>TSH Safety Program</b> (<i>meets 4<sup>th</sup> Wed of each month</i>).</li> <li>• Volunteer Appreciation Awards – 14<sup>th</sup> Nov 10:30am – TSH Auditorium</li> <li>• Volunteer Christmas Lunch – 28<sup>th</sup> Nov – 12pm – Sharkies Leagues Club (Please RVSP with KS).</li> </ul>	Karina Stamef
	<p><b>9.12 Consumer Walk Around</b></p> <ul style="list-style-type: none"> <li>• No walk around held today, MR and PT to meet this week to prepare the survey for those who have completed the Consumer Walk Around this year.</li> </ul>	Patrice Thomas / Malcolm Ricker
	<p><b>9.13 End of Life Care Committee (EOLCC)</b></p> <ul style="list-style-type: none"> <li>• SM suggested Consumer Reps. could be involved in EOLCC role play about sensitive topics, how to approach them, and how to better engage with families.</li> </ul>	Sonia Markoff
<b>10</b>	<b>Reports for Noting</b>	
	<p><b>10.1 Diversity Reports Pending (Quarterly)</b></p> <ul style="list-style-type: none"> <li>• <i>N/A – Meeting will be held next week.</i></li> </ul>	Jim Hankins
	<p><b>10.2 Diversity</b></p> <p><i>Diversity Health Report attached below</i></p>  <p>Diversity Health Report - Consumer /</p>	Yu Dai ( <i>Written Update</i> )
	<p><b>10.3 DCCC Representatives Update</b></p> <ul style="list-style-type: none"> <li>• Julie Dixon is leaving TSH</li> <li>• Patient Opinion (online consumer feedback) – 97% response rate.</li> </ul> <p><a href="https://www.patientopinion.org.au/services/hos_sh_229">https://www.patientopinion.org.au/services/hos_sh_229</a></p>	Sonia Markoff / Peter Lewis
	<p><b>10.4 Infection Control Committee – <i>Written update and KPIs from Joshua Philp attached.</i></b></p> <p><i>N/A – Sonia to send through meeting notes.</i></p>	Joshua Philp / Sonia Markoff

	 Infection Control TSH KPI October 201  Report for CAG 4-11-19.doc	
9	<b>Correspondence – N/A</b>	Peter Lewis
10	<b>Governance Items – N/A</b>	Peter Lewis
11	<b>Any other Business</b> <ul style="list-style-type: none"> <li>MR attended Clinical Safety &amp; Clinical Quality Board meeting. The meeting includes members of Board and GMs, to ensure the district is compliant with topics of importance.</li> </ul>	Chair
13	<b>Business Without Notice</b> <ul style="list-style-type: none"> <li>N/A</li> </ul>	
14	<b>Confidential Items – N/A</b>	
15	<b>Meeting Closed</b>	
	Date of next meeting: Date: Wed 4 <sup>th</sup> Dec 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  Name _____  Signature _____ Date 4-12-19	



Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
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

