

MINUTES

TSH Consumer Advisory Group

5th Aug 2020


Level 4 Executive Meeting Room / Skype

ITEM	DESCRIPTION	CARRIAGE
1	Attendance: Staff / Consumer Reps: Vicki Weeden (VW) General Manager Karina Stamef (KS) Community Engagement and Fundraising Manager (Secretariat) Katerina Volas (KV) Director of Corporate Services Peter Lewis (PL) Consumer Representative (Chair) Malcolm Ricker (MR) Consumer Representative (Co-Chair) Patrice Thomas (PT) Acting Patient Safety Manager, CPIU Marian Foulcher (MF) Consumer Representative Godfrey Ross (GR) Consumer Representative Josie Julian (JJ) Quality, Risk and Patient Safety Manager Debbie Wood (DW) Consumer Representative Jan Heiler (JH) Director of Nursing and Midwifery Apologies: Jenny Church (JC) Consumer Representative Jim Hankins (JH) Consumer Representative Virginia Hughes (VH) Consumer Representative Shirley Smith (SS) Consumer Representative Sonia Markoff (SM) Consumer Representative Gillian McDonnell (GM) Consumer Representative Sharon Bennett (SB) Consumer Representative Guests: Joshua Philp CNC, Infection Prevention and Control Georgie Winsor CNC, Community Continence / Urology Service, Southcare Wendy Mullooly CNC, Cardiac Rehabilitation Quarterly Attendees: Valmai Ciccarello (VC) Consumer Feedback and Medico-Legal Manager	
2	Guests Welcomed	Chair / Co-Chair
3	Approval of July minutes – Approved Items Arising – <i>Please refer to Actions List</i>	Chair / Co-Chair
4	Declaration/s of Conflict of Interest <ul style="list-style-type: none">N/A	All
5	General Business	All
	5.1 – Report from the Chair <ul style="list-style-type: none"><i>Meeting Chaired by Malcolm Ricker</i>	Chair / Co-Chair

ITEM	DESCRIPTION	CARRIAGE
6	Management Reports	
	<p>6.1 – General Manager Report</p> <ul style="list-style-type: none"> • It's been a busy couple of months. June – TSH ran the 'Red for Research' campaign to support St George & Sutherland Medical Research Foundation (SSMRF) and they reached their target. • In July, Cancer Services took part in the Dry July campaign, and also reached their fundraising target. • Covid Update – The whole Hospital is working very hard to ensure we meet the requirements of our staff, patients and community. Making sure that our screening processes are maintained, and there is good contact tracing in progress. • There have been further conversations about the Southcare Building with the Chief Executive and Director of Operations. Currently monitoring the situation and what it looks like going forward, no definite outcome at this stage but it is certainly on the agenda. • TSH Exec and Senior Leadership Team re-structure is out for consultation and feedback. Currently available for all to review and provide feedback by 20/08. KS will submit to CAG to review. 	Vicki Weeden

ITEM	DESCRIPTION	CARRIAGE
	<p data-bbox="368 248 718 282">6.2 – Nursing and Midwifery</p> <p data-bbox="368 300 1165 367"><i>Jan Heiler invited Joshua Philp to provide an update on the current Covid-19 situation, and answer any questions.</i></p> <ul data-bbox="419 389 1203 2145" style="list-style-type: none"> <li data-bbox="419 389 1203 524">• Covid-19 is continuing as all are aware. As at 10-08-2020 there are 18 confirmed covid cases in the Shire – with only 2 of those with non-linked sources (1 currently under investigation). <li data-bbox="419 546 1203 725">• We have moved to ‘Amber’ status across NSW which means every health care worker within 1.5m of a patient has to wear a mask, and visitors that enter the facility have to wear a mask (unless under the age of 12 or have issues with wearing a mask). <li data-bbox="419 748 1203 882">• Currently reviewing those practices, and reviewing ‘Red’ status (triggered by clinical review, no. of Covid cases, and community transmission) – not at that level yet but getting prepared if need be. <li data-bbox="419 904 1203 1016">• Now is the time that we need to be vigilant and stay isolated if we are sick, get tested if we need to, and maintain 1.5m physical distancing. <li data-bbox="419 1039 1203 1218">• NSW are ahead of the game, introduced certain precautions sooner in comparison to VIC. Wearing masks in healthcare facilities, closed the border with VIC, and tightened up some of the regulations. Hoping to continue on the downward trend, not predicting to spike. <li data-bbox="419 1240 1203 1308">• Testing rates, 99.62% negative results. Most of the cases in the Shire have been able to be traced to a known source. <li data-bbox="419 1330 1203 1599">• MR asked about what happens if someone tests positive to Covid-19. JP advised that it depends on how sick they are, if they’re stable, they’ll go straight to Warada, unless there’s a medical condition where they’ll be directed to their home wards and treated with the expertise of the relevant nursing staff, and kept in an isolated room. If it’s an emergency, they’ll be assessed and the most appropriate care will be determined. <li data-bbox="419 1621 1203 1756">• No Hospital transmission of Covid thus far, to staff or to other patients. We’ve had the highest no. of presentations for Covid, but no transmissions so our PPE, hand hygiene and cleaning are all working well. <li data-bbox="419 1778 1203 1957">• JH and VW congratulated JP and the Infection, Prevention and Control Team for doing a phenomenal job to support the organization in training, managing our equipment and resources (which has been a nightmare on some occasions). The IPC team and the whole organization has been great. <li data-bbox="419 1980 1203 2145">• JH advised that the organization has done a lot of training, which we’ve received funding for – 80 nurses put through the Intensive Care, high dependency unit. Staff also trained in respiratory, emergency and community – JH can provide a report on that in the coming months. 	<p data-bbox="1225 1167 1455 1234">Jan Heiler / Joshua Philp</p>

ITEM	DESCRIPTION	CARRIAGE
	6.3 – Overview of Patient Feedback <ul style="list-style-type: none"> N/A 	Valmai Ciccarello
	6.4 – Corporate Services <ul style="list-style-type: none"> Within our Security Team we've had 2 pieces of software upgrades approved recently. 'Handy Data' – online system where all activity notes are documents, and 'Pay Comm' – office software for swipe cards. We've received, constructed and put in to rotation 60 new beds – huge effort from the team. Also, 1 new bed mover, hover mat, and 20 new wheelchairs delivered (10 of which are in rotation). We've hired an elevated work platform, to be used over a series of days for various things (eg. garden maintenance, lights, additional signage, cleaning of security cameras etc). Cleaning – 3 new deprox machines delivered. Takes half the time to clean the space. Deprox machine training provided to Cleaning Services (very timely during Covid). All the Small Things Campaign – feedback received about TSH signage and wayfinding. Looking at external wayfinding and signage first, e.g. signage for the best carpark for certain areas of the Hospital. KS to engage 3 consumer representatives for their input / feedback. PL advised some initial feedback to identify level 2 upon entering the Hospital from the Main Entrance. 	Katerina Volas
7	Document Reviews: <ul style="list-style-type: none"> SHARCS Telehealth Program Evaluation – Wendy Mullooly, CNC, Cardiac Rehabilitation Southcare Children's Continence Service Brochure – Georgie Winsor, CNC – Community Continence / Urology Service, Southcare Oncology Day Clinic (ODC) Brochure – <i>Seeking approval only, following the CAG feedback provided.</i> Amy Bloomfield, NUM, Oncology. <ul style="list-style-type: none"> The CAG provided approval, KS will notify AB and provide the CAG stamp to be placed on the brochure. 	
8	Presentations / Discussions: <ul style="list-style-type: none"> N/A 	
9	Standing Items	

ITEM	DESCRIPTION	CARRIAGE
	9.1 Standards / Accreditation <ul style="list-style-type: none"> Standards/ Accreditation update <ul style="list-style-type: none"> All working parties engaged and currently working through assigned actions on gaps. TSH Current Risk (ERMS) Update <ul style="list-style-type: none"> <i>No change since last month.</i> Feedback from Consumer Engagement Surveys: <p>New survey 'clinical handover and patient engagement'. Quarterly audit, 121 audits were completed across the facility, overall compliance of the audit was 86%. All wards (except 3) achieved the 85%+ compliance. Areas we need to work on:</p> <ul style="list-style-type: none"> Is the patient that identifies as Aboriginal or Torres Strait Islander offered a support person? (78% compliance). At commencement of clinical handover, is the PT / family / carer introduced to staff? And are they invited to take part in the handover? (82% compliance). Falls risks communicated (80% compliance) 	Josie Julian (As required)
	9.2 TSH Food and Nutrition <ul style="list-style-type: none"> N/A – Apologies 	Jenny Church
	9.3 Clinical Council <ul style="list-style-type: none"> N/A – Apologies 	Jenny Church
	9.4 Falls Prevention <ul style="list-style-type: none"> N/A – Apologies 	Sonia Markoff
	9.5 Person Centered Care <ul style="list-style-type: none"> Some training happening at TSH with university projects. Discussed what they're doing to cope during Covid, main focus is looking after staff and patients. 	Debbie Wood
	9.6 Pressure Injury Prevention and Management <ul style="list-style-type: none"> N/A – Apologies 	Sonia Markoff
	9.7 Patient Flow and Demand Management <ul style="list-style-type: none"> <i>Update embedded below.</i>  <p>202008 TSH Patient Flow and Demand K</p>	Gregory Cramery (Written Update)

ITEM	DESCRIPTION	CARRIAGE
	9.8 TSH Emergency Response Working Group <ul style="list-style-type: none"> N/A – <i>Apologies</i> 	Sharon Bennett
	9.9 Patient Safety and Clinical Quality <i>PT reported the PSCQ update for this meeting.</i> <ul style="list-style-type: none"> Incident rates (SAC1 and SAC2) have significantly improved over the last 6 months. <ul style="list-style-type: none"> SAC 1 - Under facility average with 3 this year, 10 in 2019, and 8 in 2018. SAC 2 – 7 this year, 35 in 2019, and 63 in 2018. Predominant improvement in pressure injuries and falls. HACs – significant improvement in most areas (pressure injuries, falls, medication complications, gastro, neonatal trauma etc.). 1 area that we are over is malnutrition, small numbers – working party starting, and key members have been identified, focusing on ICU and patients that have had gastrointestinal surgery. On the radar for our main focus this year. 	Malcolm Ricker / Patrice Thomas
	9.10 Community Engagement <ul style="list-style-type: none"> At this stage volunteers and most stall holders not likely to be invited back to the Hospital given the covid risks. KS will continue to keep the CAG update as this changes. 	Karina Stamef
	9.11 Consumer Walk Around <ul style="list-style-type: none"> KS and PT completed a risk assessment on whether the consumer walkarounds could resume. Unfortunately the risks are too great with covid at the moment, this will be reassessed in September. At the Quality and Safety Board meeting, PT advised one of the highlights that was discussed was the great feedback about the Consumer Walkaround – this will be going in to the report. 	Patrice Thomas / Malcolm Ricker
	9.12 End of Life Care Committee (EOLCC) <ul style="list-style-type: none"> PL planning to invite the Chair of the EOLCC to the next meeting to brief the CAG. JJ advised that a facility audit was recently completed on end of life, and will report the results at the next meeting. 	Sonia Markoff / Peter Lewis
	9.14 Sustainability Meeting <ul style="list-style-type: none"> N/A 	Peter Lewis
10	Reports for Noting	
	10.1 Diversity Reports Pending (Quarterly) <ul style="list-style-type: none"> N/A – <i>Apologies</i> 	Jim Hankins
	10.2 Diversity	Yu Dai (<i>Written</i>

ITEM	DESCRIPTION	CARRIAGE
	<ul style="list-style-type: none"> N/A – No update provided 	Update)
	10.3 DCCC Representatives Update <ul style="list-style-type: none"> No meeting since June, however there have been a number of workshops / working parties happening in the background. 	Sonia Markoff / Peter Lewis
	10.4 Infection Control Committee <ul style="list-style-type: none"> Update provided from Joshua Philp at today's meeting. 	Joshua Philp / Sonia Markoff
9	Correspondence – N/A	Peter Lewis
10	Governance Items <ul style="list-style-type: none"> Marian F advised by email that this would be her last CAG meeting for the year as she is returning to TAFE. MR thanked MF on behalf of the CAG for her involvement and contributions. MR / PL to prepare a formal letter for MF on behalf of the CAG. KS to organize meeting with PL and MR to discuss recruitment process for new CAG Consumer Representatives. Consumer Representative Training – KS to advise CAG members of the available online training, and get details of whom has completed it so far. 	Chair / Community Engagement Manager
11	Any other Business <ul style="list-style-type: none"> Debbie requested an update about the MRI for TSH. PT advised that VW will be working with KS and the local community to raise funds for the MRI. PT requested for VW to provide a full update at next meeting. 	Chair / Co-Chair
13	Business Without Notice <ul style="list-style-type: none"> N/A 	
14	Confidential Items – N/A	
15	Meeting Closed	Chair / Co-Chair
	<u>Date of next meeting:</u> Date: Wed 2 nd Sept 2020 Time: 3pm Venue: Executive Meeting Room (<i>unless advised otherwise</i>)	
	13.2 Review of new patient information material	Consumers
	13.3 Payment voucher collection – N/A	Sign / email confirmation

	13.3 Review final copies of patient information material	Consumers
	<p>CERTIFIED AS A CORRECT RECORD</p> <p>_____</p> <p>Name</p> <p>_____</p> <p>Signature _____ Date _____</p>	

Action Items:

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	<p>2020/08/07 – KS and PL to discuss prior to next meeting.</p> <p>2019/04/03 – Ongoing</p> <p>2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity</p>
5.8.20-01	10	MR / PL to prepare a formal letter to thank MF for her involvement with the CAG.	MR / PL	10/08/2020 – KS sent PL & MR Marian's address details.
5.8.20-02	10	Online Training for Consumer Representatives	KS	10/08/2020 – KS asked the Community Partnerships team (Sydney Boucher) to confirm details about enrolment for the online course etc, then will advise CAG on how to do so.
5.8.20-03	10	KS to discuss recruitment process with PL, MR at next CAG agenda meeting (as per the district's recruitment process).	KS	
5.8.20-04	10	TSH signage and wayfinding - KS to engage 3 consumer representatives for their input / feedback.	KS	

TSH Consumer Advisory Group



Name	Position	Feb	Mar	Jul	Aug	Sep	Oct	Nov	Dec
Debbie Wood (DW)	Consumer Representative	✓	Apol	✓	✓				
Gillian McDonnell (GM)	Consumer Representative	✓	✓	✓	Apol				
Godfrey Ross (GR)	Consumer Representative	N/A	N/A	✓	✓				
Jan Heiler (JH)	Director of Nursing and Midwifery	✓	Apol	Apol	✓				
Jenny Church (JC)	Consumer Representative	✓	✓	Apol	Apol				
Jim Hankins (JH)	Consumer Representative	Apol	✓	Apol	Apol				
Karina Stamef (KS)	Community Engagement & Fundraising Manager	✓	✓	✓	✓				
Katerina Volas (KV)	Director of Corporate Services	✓	✓	✓	✓				
Malcolm Ricker (MR)	Consumer Representative	✓	✓	✓	✓				
Marian Foulcher (MF)	Consumer Representative	✓	✓	✓	✓				
Patrice Thomas (PT)	Acting Patient Safety Manager	✓	✓	✓	✓				
Peter Lewis (PL)	Consumer Representative (Chair)	✓	✓	✓	✓				
Sharon Bennett (SB)	Consumer Representative	Apol	Apol	✓	Apol				
Shirley Smith (SS)	Consumer Representative	Apol	Apol	Apol	X				
Sonia Markoff (SM)	Consumer Representative	✓	✓	Apol	Apol				
Vicki Weeden (VW)	General Manager	N/A	N/A	✓	✓				
Valmai Ciccarello (VC) (quarterly attendance)	Consumer Feedback and Medico-Legal Manager	N/A	✓	Apol	N/A				
Virginia Hughes (VH)	Consumer Representative	Apol	Apol	Apol	X				
Name	Written Updates Provided	Feb	Mar	Jul	Aug	Sep	Oct	Nov	Dec
Joshua Philp / Lisa Symonds	Clinical Nurse Consultant, Infection Control & Prevention	✓	✓	✓	✓				
Yu Dai	Diversity Health Coordinator	x	✓	x	x				
Gregory Cramery	Nurse Manager Demand Management/WOHP	✓	x	✓	✓				