

MINUTES

For the meeting of the TSH Consumer Advisory Group
5th February 2020
Level 4 Executive Meeting Room


ITEM	DESCRIPTION	CARRIAGE
1	<p>Attendance:</p> <p>Staff / Consumer Reps: 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) Jenny Church (JC) Consumer Representative Patrice Thomas (PT) Acting Patient Safety Manager Marian Foulcher (MF) Consumer Representative Debbie Wood (DW) Consumer Representative Valerie Jovanovic (VJ) General Manager Jan Heiler (JH) Director of Nursing and Midwifery Gillian McDonnell (GM) Consumer Representative Sonia Markoff (SM) Consumer Representative</p> <p>Apologies: Virginia Hughes (VH) Consumer Representative Shirley Smith (SS) Consumer Representative Sharon Bennett (SB) Consumer Representative Jim Hankins (JH) Consumer Representative Josie Julian (JJ) Quality, Risk and Patient Safety Manager</p> <p>Guests: Jeannette Jarick Nurse Practitioner – TSH Southcare GFS Josh Philp Clinical Nurse Consultant, Infection Prevention and Control</p> <p>Quarterly Attendees: Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager</p>	
2	Guests Welcomed	Peter Lewis
3	<p>Approval of Dec minutes – Approved</p> <p>Items Arising – Please refer to Actions List</p>	Peter Lewis
4	<p>Declaration/s of Conflict of Interest</p> <ul style="list-style-type: none"> Sonia M advised that she's been offered a paid position with the Digital Health Agency as a Consumer Advisor for My Health Records. Noted by CAG, Peter L advised SM to call this out again in future if she and / or the CAG is involved with any My Health Records matters. 	All
5	General Business	All

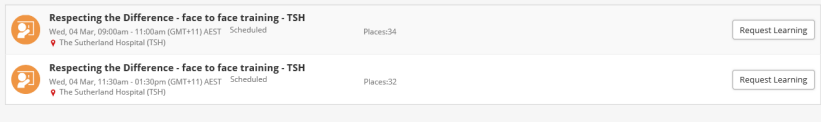



ITEM	DESCRIPTION	CARRIAGE
	5.1 – Report from the Chair <ul style="list-style-type: none"> 2 prospective Consumer Representatives, referred by Samantha Gifford, Aboriginal Hospital Liaison Officer. PL will initiate contact and interviews. 	Peter Lewis
6	Management Reports	
	6.1 – GM Report <ul style="list-style-type: none"> Valerie J is finishing up at TSH this Friday 7th Feb. VJ is taking up a new role as Executive Director – People, Culture and Capability at the Children and Adolescent Health Service in Perth, Western Australia. Vanessa Madunic, General Manager, Royal Hospital for Women will act in the role of General Manager, Sutherland Hospital and Garrawarra Centre alongside her substantive role while the recruitment process occurs. PL thanked Valerie for her contributions to TSH, and involvement and support of the Consumer Advisory Group, and wished her all the best on behalf of the CAG. Current GM priorities – managing the coronavirus (2019-nCoV). <i>Refer to latest update from Josh Philp, Infection Control (per item 6.15).</i> New initiative from the District Strategy Meeting - ‘<i>All The Small Things Campaign</i>’. Throughout February SESLHD staff are encouraged to advise what changes can be made to make their work life a little smoother (via URL below). https://www.seslhd.health.nsw.gov.au/all-small-things Planning for winter – providing access to care is a key focus. Elective surgery – Last winter TSH needed to cancel some patients, so it is a TSH priority to balance that. Surge beds aren’t sustainable and have had an impact on staff and workload. TSH is making use of data collected over the past 2-3 years and looking at trends, then approaching the district accordingly. 8 extra beds were opened prior to Christmas (General Medical Unit), so that is a start. 	Valerie Jovanovic
	6.15 – Coronavirus Update (2019-nCoV) <ul style="list-style-type: none"> Josh P advised there are 13 confirmed cases in Australia, 21,000 confirmed cases worldwide, and 380 confirmed deaths (as at 5th Feb 2020). Border Protection and Control have ceased all travel from mainland China. There is a current incubation period of 14 days. Information is constantly changing / updating. 	Joshua Philp

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	<p>6.2 – Nursing and Midwifery</p> <ul style="list-style-type: none"> • Busy Christmas / New Year period, surge beds were open, not unusual for that time. • TSH and Illawarra have partnered up to fill in for staff caught up in the recent bushfires. • 4-5 nurses being sent to Sydney airport each day to assist with 2019-nCoV screening, approx. 2000 passengers per day. This is overtime for staff and not done during their usual work hours. The challenge is that information is constantly changing. • P2 masks are now out of stock across the state. The Hospital is maintaining a good supply of masks and hand sanitizer, and those are placed at the entrances to clinical areas (ED, ICU, Oncology). • Best preventative methods are to wash hands and cover mouth when coughing. • Patient Flow and Demand Report provided, embedded below. <div data-bbox="544 1014 595 1072" data-label="Image"> </div> <p>4508_001.pdf</p> <ul style="list-style-type: none"> • 10am discharge time – TSH still trying to achieve an improvement in this area. • New grads start next week – 1st cohort in Feb, 2nd cohort in March, 3rd cohort in August. 	Jan Heiler
	<p>6.3 – Overview of Patient Feedback</p> <ul style="list-style-type: none"> • N/A - <i>Quarterly update and attendance (Mar, Jul & Nov 2020).</i> 	Valmai Ciccarello

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	6.4 – Corporate Services <ul style="list-style-type: none"> The recent severe storm brought about news leaks in the hospital. Maintenance worked closely with RSF to secure and clean fallen branches. KV currently exploring insurance options (what can and can't be claimed). Linen audit recently conducted, looking at hospital linen levels. No linen audits have been done previously, so there is a lot of 'linen hoarding' happening throughout the hospital. The report will be generated within 2 weeks and staff will be advised of the correct process to ensure their department has sufficient linen levels. New Security Audit Improvement Tool (SAIT) – KV in process of ensuring all security processes are correct for security cameras, storage of camera footage etc. Environmental Sustainability Chair sent a template to managers to request any existing sustainability initiatives or new ideas. All initiatives will be compiled, and any duplicate initiatives may be made hospital wide. 	Katarina Volas
7	Document Reviews: <ol style="list-style-type: none"> 1) Southcare Geriatric Flying Squad Brochure - Jeannette Jarick, Nurse Practitioner TSH Southcare Geriatric Flying Squad (GFS) <ul style="list-style-type: none"> CAG Consumer Reps. advised Jeannette J the brochure was well laid out, logical and well written. Brochure endorsed by the TSH Consumer Advisory Group. KS provided Jeannette J with the CAG approval logo. 2) My Health Questions Pocket Card – Jim Hankins <ul style="list-style-type: none"> JH needs to clarify a few things before this can be formally reviewed by CAG (i.e. document owner, who will the cards be provided to etc.). 	
8	Presentations / Discussions: <ul style="list-style-type: none"> N/A – nil 	
9	Standing Items	
	9.1 Standards / Accreditation <ul style="list-style-type: none"> N/A 	Josie Julian (As required)
	9.2 TSH Food and Nutrition <ul style="list-style-type: none"> N/A – Next meeting to take place on 26/02. 	Jenny Church

ITEM	DESCRIPTION	CARRIAGE
	9.3 Clinical Council <i>Meeting notes provided by JC below:</i> <ul style="list-style-type: none"> Length of stay at Rehab is now the shortest in the state. Ophthalmology unit may have a regular Clinic at TSH. MRI – The facility has identified a potential location. CT Machine has arrived and hand over to the facility is due this week. Business case in progress as currently no staffing to run 2 machines. The CAG are concerned regarding two recent RCAs which highlighted delays contributing to poor patient outcomes, and for the matter to be escalated to Patient Safety in relation the staffing of the two CTs. Malcolm R will raise this at the next Patient Safety meeting. Endocrinology will be a shared service between St George and Sutherland Hospital. Operation Theatre team will come under a management team to plan works. Aspire Program (PWC Trial) will end in Feb 2020. Budget overruns \$14m, works costs are the main reason. Windows 10 update – all machines will be updated, and those that can't be will be replaced. Co-Chair Benjamin Kwan will step down after this meeting, with a replacement for endorsement by Council – Dr Philip Conroy, starting 13/02/2020. 	Jenny Church
	9.4 Emergency Department <ul style="list-style-type: none"> N/A 	Peter Lewis / Gillian McDonnell
	9.5 Falls Prevention <ul style="list-style-type: none"> No change in falls rate, some improvement. High risk observation room has been relocated, looking at a consistent approach. 	Sonia Markoff
	9.6 Person Centered Care <ul style="list-style-type: none"> N/A 	Debbie Wood
	9.7 Pressure Injury Prevention and Management <ul style="list-style-type: none"> PT advised there is an ongoing issue with eMR and delayed identification. There is now a risk assessment and skin inspection. No stage 3 or 4 pressure injuries, increase in stage 1 pressure injuries. Strategies are now being put in place earlier 	Sonia Markoff

ITEM	DESCRIPTION	CARRIAGE
	9.8 Patient Flow and Demand Management <ul style="list-style-type: none"> KPIs included below:  4508_001.pdf	Gregory Cramery (Written Update)
	9.9 TSH Emergency Response Working Group Aggressive Incidents Report <ul style="list-style-type: none"> Total 269 occurrences of Aggression, 61 Code Black, 31 Verbal aggression. Total 1,412 aggressive incidents during 2019 Infection Prevention & Control / Staff Health Update <ul style="list-style-type: none"> 5 pertussis incidents. 1 Meningococcal incident, Measles outbreak NZ/ Samoa/ Tonga/ Fiji, Polio outbreak in Philippines. SESLHD Emergency Management Committee Update <ul style="list-style-type: none"> Code YELLOW: ICT commencing to staff Swipe Cards: TSH staff resignations – plans in place – Security disable swipe cards regularly – incident (not at Sutherland) ex-husband got hold of wife’s security card and killed her). Impact of bushfire smoke: all Operating Theatres impacted with airflow across district. 	Sharon Bennett
	9.10 Patient Safety and Clinical Quality <ul style="list-style-type: none"> Diversional Therapy Program – still being pursued, but there is a lack of funding. A brief is being prepared, needs further comprehensive data. No significant changes to RCA rates, improvement in SAC2 events, and medication issues were up for all areas. Complaints were down from Aug to Nov 2019 – including lost property, cleaning and infection control, wait times. MR noted that the Consumer WalkAround has a high profile in the PSQC meeting. 	Malcolm Ricker

ITEM	DESCRIPTION	CARRIAGE
	9.11 Volunteer Report <ul style="list-style-type: none"> Training available for Consumer Representatives ‘Respecting the Difference’ – SESLHD provides online and face to face training to increase our workforce cultural competencies and promote greater understanding for the process and protocols for delivering health services to Aboriginal people. Next sessions are on 4th March, per below. 	Karina Stamef
	9.12 Consumer Walk Around <ul style="list-style-type: none"> Reminder to all CAG members - CWA survey feedback forms forwarded to all participants and CAG members to be completed and sent to SESLHD-TSH-CPIU@health.nsw.gov.au PT ran through TSH Consumer WalkAround 2019 Evaluation results. Overall feedback – 35 of the 56 comments made by CAG members were positive. Full results embedded below.  <p>4523_001.pdf</p> <ul style="list-style-type: none"> PT also ran through the Consumer Representatives survey results – 66% response rate. 	Patrice Thomas / Malcolm Ricker
	9.13 End of Life Care Committee (EOLCC) <ul style="list-style-type: none"> N/A – meeting to take place on 20/02. 	Sonia Markoff
	9.14 Sustainability Meeting <ul style="list-style-type: none"> N/A – meeting to take place later this month. 	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 <ul style="list-style-type: none"> N/A – <i>apologies</i> 	Yu Dai (<i>Written Update</i>)
	10.3 DCCC Representatives Update <ul style="list-style-type: none"> N/A – next meeting to take place in March. 	Sonia Markoff / Peter Lewis
	10.4 Infection Control Committee – <i>Written update and KPIs from Joshua Philp embedded below.</i>  <p>Report for CAG 3-02-20.doc</p>  <p>Infection Control TSH KPI December 20</p>	Joshua Philp / Sonia Markoff

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9	Correspondence – N/A	Peter Lewis
10	Governance Items <ul style="list-style-type: none"> CAG Consumer Representatives are happy for Peter Lewis and Sonia Markoff to be re-nominated as the DCCC consumer representatives. KS notified Sydney Boucher (Community Partnerships Team) by email. Now seeking expressions of interest for CAG 'Chair' and 'Deputy Chair' positions (details circulated by email). EOIs for CAG Chair and Deputy Chair positions to be sent to Karina Stamef before Fri 28th Feb, and will be finalised in the March CAG Meeting (4th Mar). The CAG TOR / Charter to be reviewed by CAG, feedback / updates to be discussed in March CAG meeting. KS sent TOR to CAG by email on 04-02-2020. 	Peter Lewis
11	Any other Business <ul style="list-style-type: none"> Letter to Clinical Council circulated to CAG Consumer Reps seeking final feedback, final copy to be sent to Charlotte Philippa ahead of the CC Meeting on 12-02-20. 	Chair
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 March 2020 Time: 3pm Venue: Exec. Meeting Room (<i>unless advised otherwise</i>)	
	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	

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	2019/04/03 – Ongoing 2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity

TSH Consumer Advisory Group



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