

MINUTES

TSH Consumer Advisory Group


1st July 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 Gillian McDonnell (GM) Consumer Representative Godfrey Ross (GR) Consumer Representative Sharon Bennett (SB) Consumer Representative Josie Julian (JJ) Quality, Risk and Patient Safety Manager Debbie Wood (DW) Consumer Representative Apologies: Jenny Church (JC) Consumer Representative Jim Hankins (JH) Consumer Representative Virginia Hughes (VH) Consumer Representative Shirley Smith (SS) Consumer Representative Jan Heiler (JH) Director of Nursing and Midwifery Sonia Markoff (SM) Consumer Representative Guests: Joshua Philp CNC, Infection Prevention and Control Amy Bloomfield NUM, Oncology Day Clinic Elham Almasi Clinical Nurse Consultant Susan Medlin Senior Consultant/Health Facilities Planner, CBRE Auriol Carruthers Redevelopment Change/Project Manager Elizabeth Kookarkin Communication and Engagement Officer Quarterly Attendees: Valmai Ciccarello (VC) Consumer Feedback and Medico-Legal Manager (<i>apologies</i>)	
2	Guests Welcomed	Peter Lewis
3	Approval of March minutes – Approved Items Arising – <i>Please refer to Actions List</i>	Peter Lewis
4	Declaration/s of Conflict of Interest <ul style="list-style-type: none"> N/A 	All
5	General Business	All

ITEM	DESCRIPTION	CARRIAGE
	5.1 – Report from the Chair <ul style="list-style-type: none"> N/A 	Peter Lewis
6	Management Reports	
	6.1 – General Manager Report <ul style="list-style-type: none"> The site and clinicians have worked very hard over the past 3 months to ensure the Hospital was able to surge up to 20 ICU beds at any time. The Infection, Prevention & Control team has been working tirelessly throughout the pandemic to ensure everything was in place. TSH had the most covid patients across the district, and all patients returned home well. TSH also has the busiest flu clinic in the district, testing an average of 250 people per day. MRI Update – Briefing will go to the Ministry for funding for the MRI shell. We’re also looking at some fundraising options for the MRI, in discussion with the Ministry. <p>MR advised VW that the Consumer Representatives would be happy to advocate for the MRI if need be.</p> <p>At present, TSH patients are referred to STG (or a private facility) if an MRI is required. 3 sessions per day are held for TSH, but priority always is given to STG.</p> <ul style="list-style-type: none"> VW preparing for next year’s budget and what 2021 will look like. Last FY budget overran by \$15 million, which is substantial. Complaints and Compliments – Still averaging around 20 per month. <p>2 new Patient Experience Officers (non-clinical) based in ED to provide face to face support and enhance the experience for patients and their carers. Further details attached below. Leanne Horvat will attend the Sept CAG meeting to provide feedback on the PEOs.</p> <div data-bbox="544 1615 595 1671" data-label="Image"> </div> <p>ed-peo.pdf</p>	Vicki Weeden
	6.2 – Nursing and Midwifery <ul style="list-style-type: none"> N/A – <i>Apologies</i> 	Jan Heiler
	6.3 – Overview of Patient Feedback <ul style="list-style-type: none"> N/A – <i>Apologies, VC will attend August meeting.</i> 	Valmai Ciccarello

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	6.4 – Corporate Services <ul style="list-style-type: none"> International Cleaners Day recently celebrated, free coffees were provided to all cleaning staff and a wall of thanks displayed in the atrium. It flagged that all other support services staff are recognized and appreciated. Security Staff at the Covid-19 Clinic have received positive feedback, and are doing an excellent job interacting with people visiting the clinic. 	Katerina Volas
	6.5 – Infection Control Update <ul style="list-style-type: none"> 2285 flu vaccinations given to staff (excluding volunteers this year due to covid-19). 76% of staff vaccinated (up by 7.8%). The Hospital recently saw its first CLAB (Central Line-associated Bloodstream) infection in 2 years. IPC Team are currently investigating this. The new Deprox. machine is arriving soon, and will provide a 50% reduction in processing times. Currently using a loan machine until it arrives, and every room has been deproxed this year. Deproxing will continue to rollout beyond covid in to the future. Hand hygiene compliance has also increased due to a lot of education recently administered. 	Joshua Philp
7	Document Reviews: <ul style="list-style-type: none"> Oncology Day Clinic Welcome Brochure – Amy Bloomfield NUM, ODC <ul style="list-style-type: none"> <i>Feedback provided to Amy. Amy has requested some assistance with the format of the document, doc to be forwarded to Debbie Wood.</i> Aged Care Assessment Unit (ACAU) Brochure – Elham Almasi, CNC <ul style="list-style-type: none"> <i>Feedback provided to Elham.</i> 	

ITEM	DESCRIPTION	CARRIAGE
8	<p>Presentations / Discussions:</p> <ul style="list-style-type: none"> • The Sutherland Hospital Operating Theatre Upgrade Project – Susan Medlin, Senior Consultant/Health Facilities Planner, CBRE and Auriol Carruthers, Redevelopment Change/Project Manager. • <i>Presentation pack embedded below.</i>  <p>June 2020 TSHOTUP Presentation to CAG</p> <ul style="list-style-type: none"> • \$81.5 million project to redevelop the Sutherland Hospital operating theatre complex. • ETA for new operating theatres – 2023. Workforce plan has been submitted in line with each stage of the project. • Benefit to consumer – shorter waiting times, better efficiency in terms of flow (minimal bed block). 	
9	Standing Items	
	<p>9.1 Standards / Accreditation</p> <ul style="list-style-type: none"> • Standards/ Accreditation update <ul style="list-style-type: none"> ○ Yet to start blood work. • TSH Current Risk (ERMS) Update <ul style="list-style-type: none"> ○ 54 active risks as at 30-06-2020 (6 high, 37 med, 11 low). ○ 52% Clinical care, 26% patient safety • Feedback from Consumer Engagement Surveys <ul style="list-style-type: none"> ○ JJ went through the <i>TSH Observational Audit Report_May 2020</i>. 	Josie Julian (As required)
	<p>9.2 TSH Food and Nutrition</p> <ul style="list-style-type: none"> • N/A – <i>Apologies</i> 	Jenny Church
	<p>9.3 Clinical Council</p> <ul style="list-style-type: none"> • N/A – <i>Apologies</i> 	Jenny Church
	<p>9.4 Falls Prevention</p> <ul style="list-style-type: none"> • N/A – <i>Apologies</i> 	Sonia Markoff
	<p>9.5 Person Centered Care</p> <ul style="list-style-type: none"> • N/A – <i>DW was an apology at the last Person's Centre Care meeting.</i> 	Debbie Wood
	<p>9.6 Pressure Injury Prevention and Management</p> <ul style="list-style-type: none"> • N/A – <i>Apologies</i> 	Sonia Markoff

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	9.7 Patient Flow and Demand Management <ul style="list-style-type: none"> Update embedded below.  <p>202007 TSH Patient Flow and Demand K</p>	Gregory Cramery (Written Update)
	9.8 TSH Emergency Response Working Group <ul style="list-style-type: none"> N/A – Will report to CAG next month with the most recent minutes. 	Sharon Bennett
	9.9 Patient Safety and Clinical Quality <ul style="list-style-type: none"> N/A – Last meeting held in March, MR will report back to CAG once endorsed minutes from June's meeting are received. 	Malcolm Ricker
	9.10 Community Engagement <ul style="list-style-type: none"> Volunteers Risk assessments will be required for each volunteer area, and a brief submitted to the GM, before volunteers can return. KS will be meeting with PT and Infection Control next week to discuss further. 	Karina Stamef
	9.11 Consumer Walk Around <ul style="list-style-type: none"> N/A – Currently on hold due to covid. It has been flagged with VW, and approval is required from Chief Executive and Liz Curran before it can resume. 	Patrice Thomas / Malcolm Ricker
	9.12 End of Life Care Committee (EOLCC) <ul style="list-style-type: none"> N/A – Apologies 	Sonia Markoff
	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 – Apologies 	Jim Hankins
	10.2 Diversity <ul style="list-style-type: none"> N/A – Apologies 	Yu Dai (Written Update)
	10.3 DCCC Representatives Update <ul style="list-style-type: none"> N/A – Apologies 	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"> Outcome of Co-Chair and Chair positions: <ul style="list-style-type: none"> Chair – Peter Lewis 	Chair / Community Engagement Manager

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	<ul style="list-style-type: none"> ○ Co-chair – Malcolm Ricker • Godfrey Ross – Godfrey is our newest Consumer Representative, welcome Godfrey. • KS and PT to meet prior to next meeting to put together a template for Consumer Reps sub-committee updates. 	
11	Any other Business <ul style="list-style-type: none"> • N/A 	Chair
13	Business Without Notice <ul style="list-style-type: none"> • N/A 	
14	Confidential Items – N/A	
15	Meeting Closed	
	<u>Date of next meeting:</u> Date: Wed 5 th Aug 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
	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	2020/08/07 – KS and PL to discuss prior to next meeting. 2019/04/03 – Ongoing 2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity
04-03-A1	9.11	Yearly Committee Performance Evaluation – All CAG members to please complete and return to KS by Tues 10/03	KS	2020/07/01 – Completed, closed.

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	✓	Apol	N/A	N/A	N/A	✓
Gillian McDonnell (GM)	Consumer Representative	✓	Apol	✓	✓	Apol	N/A	✓	✓	N/A	N/A	N/A	✓
Jan Heiler (JH)	Director of Nursing and Midwifery	✓	✓	✓	Apol	Apol	N/A	✓	Apol	N/A	N/A	N/A	Apol
Jenny Church (JC)	Consumer Representative	✓	✓	✓	✓	✓	N/A	✓	✓	N/A	N/A	N/A	Apol
Jim Hankins (JH)	Consumer Representative	✓	✓	Apol	✓	✓	N/A	Apol	✓	N/A	N/A	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	✓	✓	N/A	N/A	N/A	✓
Katerina Volas (KV)	Director of Corporate Services	Apol	✓	✓	✓	✓	N/A	✓	✓	N/A	N/A	N/A	✓
Malcolm Ricker (MR)	Consumer Representative	Apol	✓	✓	✓	✓	N/A	✓	✓	N/A	N/A	N/A	✓
Marian Foulcher (MF)	Consumer Representative	Apol	Apol	Apol	Apol	✓	N/A	✓	✓	N/A	N/A	N/A	✓
Patrice Thomas (PT)	Acting Patient Safety Manager	Apol	✓	✓	Apol	✓	N/A	✓	✓	N/A	N/A	N/A	✓
Peter Lewis (PL)	Consumer Representative (Chair)	✓	✓	✓	✓	✓	N/A	✓	✓	N/A	N/A	N/A	✓
Sharon Bennett (SB)	Consumer Representative	✓	✓	Apol	✓	✓	N/A	Apol	Apol	N/A	N/A	N/A	✓
Shirley Smith (SS)	Consumer Representative	Apol	Apol	Apol	Apol	Apol	N/A	Apol	Apol	N/A	N/A	N/A	Apol
Sonia Markoff (SM)	Consumer Representative	✓	✓	Apol	✓	Apol	N/A	✓		N/A	N/A	N/A	Apol
Vicki Weeden (VW)	General Manager						N/A			N/A	N/A	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	Apol
Virginia Hughes (VH)	Consumer Representative	✓	Apol	Apol	Apol	Apol	N/A	Apol	Apol	N/A	N/A	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	✓	✓	N/A	N/A	N/A	✓
Yu Dai	Diversity Health Coordinator	✓	✓	x	✓	✓	N/A	x	✓	N/A	N/A	N/A	x
Gregory Cramery	Nurse Manager Demand Management/WOHP	x	x	✓	✓	✓	N/A	✓	x	N/A	N/A	N/A	✓