

MINUTES





For the meeting of the TSH Consumer Advisory Group
4th March 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, CPIU Marian Foulcher (MF) Consumer Representative Vanessa Madunic (VM) Acting General Manager Gillian McDonnell (GM) Consumer Representative Jim Hankins (JH) Consumer Representative Valmai Ciccarello (VC) Consumer Feedback and Medico-Legal Manager</p> <p>Apologies: Virginia Hughes (VH) Consumer Representative Shirley Smith (SS) Consumer Representative Sharon Bennett (SB) Consumer Representative Josie Julian (JJ) Quality, Risk and Patient Safety Manager Debbie Wood (DW) Consumer Representative Jan Heiler (JH) Director of Nursing and Midwifery Sonia Markoff (SM) Consumer Representative</p> <p>Guests: Godfrey Ross (GR) Prospective Consumer Representative</p> <p>Quarterly Attendees: Valmai Ciccarello (VC) Consumer Feedback and Medico-Legal Manager</p>	
2	Guests Welcomed	Peter Lewis
3	<p>Approval of Feb minutes – Approved</p> <p>Items Arising – <i>Please refer to Actions List</i></p>	Peter Lewis
4	<p>Declaration/s of Conflict of Interest</p> <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"> Godfrey Ross (prospective Consumer Representative) attended the meeting as a guest, and has expressed interest in joining as a permanent CAG member. KS to commence the onboarding process. 	Peter Lewis
6	Management Reports	
	6.1 – General Manager Report <ul style="list-style-type: none"> Current GM priorities – managing the coronavirus (COVID-19). Currently putting together a pandemic plan. Australia is not in that space yet, but we're being proactive in order to best service the community. All Hospital services have been engaged (ED, ICU, and Respiratory) and discussions how this may affect the aged care community are in progress. Looking into where TSH can house a Respiratory Clinic, and making sure there are enough staff in place. MOH are taking a global approach and sharing regular updates. TSH is tracking the costs related to Coronavirus and will report back to MOH. GM position update – Interviews to commence next Thurs 12/03. District initiative '<i>All the Small Things Campaign</i>' received approx. 1000 responses from staff about how to improve the system. Planning for winter in progress – how the Hospital will manage surgery and the nursing profile. Southcare – the recent storm impacted Southcare with multiple leaks, water damage and concrete cancer (44 y/old building). Staff are now working throughout the Hospital. Plan to demolish, and relocate Southcare staff to another space. 	Vanessa Madunic
	6.2 – Nursing and Midwifery <i>(update shared by Vanessa Madunic on Jan's behalf)</i> <ul style="list-style-type: none"> Busy Christmas / New Year period – JH congratulated the Nursing and Midwifery for their good work over this busy period. TSH are continuing to send TSH staff to Sydney airport each day to assist with Coronavirus screening. Once the virus escalates, the LHD will need to consider how they manage staff. P2 masks are now under lock and key, staff are overseeing mask provision. Best preventative methods are to wash hands and cover mouth when coughing. 	Jan Heiler

ITEM	DESCRIPTION	CARRIAGE
	6.3 – Overview of Patient Feedback <ul style="list-style-type: none"> Complaints have come down to or below the monthly average, with 12 complaints received in Feb 2020. Compliments have also decreased. Trends tend to be focused around communication, rudeness, and treatment. After further investigation it was understood that it's generally the communication around the treatment (not the treatment itself). Complaint case (dementia patient sent home without inadequate support with or awaiting him) to be taken to the next Patient Safety Meeting. 	Valmai Ciccarello
	6.4 – Corporate Services <ul style="list-style-type: none"> Current focus is on how Corporate Services can best support the pandemic planning. Planning around the Southcare damage is ongoing, KV keeping detailed records of all activities. Some carpark works currently in progress – ETA for completion this Thurs 05/03 (depending on the weather). Back of campus – fixing signs and line markings. Telephony project – wrapping up this month. 	Katerina Volas
7	Document Reviews: <ol style="list-style-type: none"> 1) My Health Questions Pocket Card – Jim Hankins <ul style="list-style-type: none"> Email advice provided to JH post the meeting, the CAG will only review and provide feedback on local / TSH produced documents. JH to get in touch with the 'My Health Questions Pocket Card' author for anything further. 	
8	Presentations / Discussions: <ul style="list-style-type: none"> N/A 	
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"> Update to be shared once endorsed minutes provided. 	Jenny Church
	9.3 Clinical Council <ul style="list-style-type: none"> Update to be shared once endorsed minutes provided. 	Jenny Church
	9.4 Emergency Department <ul style="list-style-type: none"> N/A – to be removed from the agenda going forward. 	Peter Lewis / Gillian McDonnell

ITEM	DESCRIPTION	CARRIAGE
	9.5 Falls Prevention <ul style="list-style-type: none"> N/A – apologies 	Sonia Markoff
	9.6 Person Centered Care <ul style="list-style-type: none"> N/A – apologies 	Debbie Wood
	9.7 Pressure Injury Prevention and Management <ul style="list-style-type: none"> N/A – apologies 	Sonia Markoff
	9.8 Patient Flow and Demand Management <ul style="list-style-type: none"> N/A – apologies 	Gregory Cramery (Written Update)
	9.9 TSH Emergency Response Working Group <ul style="list-style-type: none"> N/A – apologies 	Sharon Bennett
	9.10 Patient Safety and Clinical Quality <ul style="list-style-type: none"> N/A – meeting cancelled. MR went to the quarterly Patient Safety board meeting. One of the biggest risks for the district is Medical Reconciliation. MR advised the meeting that a letter from the CAG was presented to Clinical Council. 	Malcolm Ricker
	9.11 Volunteer Report <ul style="list-style-type: none"> ‘Respecting the Difference’ Training (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 available session at TSH will be advised to Consumer Reps. Safe Use of Medicine (SUM) Committee – Currently seeking EOIs for 1 Consumer Representative. Meets monthly (second Thursday of each month at 2pm, The Sutherland Hospital). PL expressed interest and will get in touch with Dr Huong Van Nguyen. Central and Eastern Sydney Mental Health and Suicide Prevention Plan – Seeking EOIs from Consumer Reps / Carers - EOIs and questions can be sent to Wilhelmina Brown, Mental Health & Regional Planning Program Officer at CESPHN w.brown@cesphn.com.au by 13/03/2020. GM expressed interest and will make contact with Wilhelmina Brown. Yearly Committee Performance Evaluation – CAG members to please complete and return to KS by Tues 10/03. 	Karina Stamef

ITEM	DESCRIPTION	CARRIAGE
	9.12 Consumer Walk Around <ul style="list-style-type: none"> KS to circulate the TSH 2019 Consumer WalkAround Evaluation findings for review (embedded below). Feedback was overwhelmingly positive, and demonstrates the value added by Consumer Representatives being involved. To improve, each month feedback will go to each Department Head. It has been recommended to continue the Consumer Walk Around and communicate it to other facilities in the District, and the DCCC. The tools are developed and ready to go, and can be modified for each facility.  <p>Consumer Walkaround FINAL</p>	Patrice Thomas / Malcolm Ricker
	9.13 End of Life Care Committee (EOLCC) <ul style="list-style-type: none"> N/A – Last two meetings were cancelled. 	Sonia Markoff
	9.14 Sustainability Meeting <ul style="list-style-type: none"> 10 point plan to action over the next 12 months. PL will organize a speaker / representative to present the function of the Sustainability Committee to the CAG. Update to be shared once endorsed minutes provided. 	Peter Lewis
10	Reports for Noting	
	10.1 Diversity Reports Pending (Quarterly) <ul style="list-style-type: none"> N/A 	Jim Hankins
	10.2 Diversity <ul style="list-style-type: none"> Diversity report embedded below.  <p>Diversity Health Report - Consumer</p>	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>Infection Control TSH KPI February .doc</p>  <p>Report for CAG 3-03-20.doc</p>	Joshua Philp / Sonia Markoff
9	Correspondence – N/A	Peter Lewis
10	Governance Items <ul style="list-style-type: none"> CAG Co-Chair – 6 votes accepted from Consumer Representatives in the meeting, emails sent to Consumer Reps that weren't present to collect the remaining 4 votes. 	Peter Lewis

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	<ul style="list-style-type: none"> • CAG Chair – EOLs collected and to be shared with the General Manager for approval. • Outcome of Co-Chair and Chair positions to be announced once confirmed. • The CAG TOR / Charter couldn't be reviewed in full as the CAG didn't have a copy in the meeting. PL provided some feedback on point 4.2 – and suggested to have an informal vote instead of conducting interviews when determining the CAG Chair / Co-Chair. KS to update the TOR and bring to the next meeting for further review. 	
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 1 st April 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	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	

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				
Gillian McDonnell (GM)	Consumer Representative	✓	Apol	✓	✓	Apol	N/A	✓	✓				
Jan Heiler (JH)	Director of Nursing and Midwifery	✓	✓	✓	Apol	Apol	N/A	✓	Apol				
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	Apol				
Shirley Smith (SS)	Consumer Representative	Apol	Apol	Apol	Apol	Apol	N/A	Apol	Apol				
Sonia Markoff (SM)	Consumer Representative	✓	✓	Apol	✓	Apol	N/A	✓					
Valerie Jovanovic (VJ) / Vanessa Madunic	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	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	✓	x				