






MINUTES




TSH Consumer Advisory Group
2nd September 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 Godfrey Ross (GR) Consumer Representative Josie Julian (JJ) Quality, Risk and Patient Safety Manager Sonia Markoff (SM) Consumer Representative Sharon Bennett (SB) Consumer Representative Jim Hankins (JH) Consumer Representative Apologies: Jan Heiler (JH) Director of Nursing and Midwifery Jenny Church (JC) Consumer Representative Debbie Wood (DW) Consumer Representative Guests: CNC, Palliative Care Helen Moore (HM) Project Manager, TSH Operating Theatre Upgrade Project Auriol Carruthers (AC) Quarterly Attendees: Consumer Feedback and Medico-Legal Manager Valmai Ciccarello (VC)	
2	Guests Welcomed	Chair / Co-Chair
3	Approval of August 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 Peter Lewis</i> 	Chair / Co-Chair
6	Management Reports	

ITEM	DESCRIPTION	CARRIAGE
	6.1 – General Manager Report <ul style="list-style-type: none"> Consumer Walkaround received a special mention from Tobin Wilson and Runner-Up at the SESLHD Health Care Awards 2020, great achievement. If we continue the program next year, we are likely to receive an award. It's been very well received across this district. Well done to everyone involved – especially MR and PT, award photo attached. Lots of work going on throughout the organization, very busy from an activity perspective, as the Hospital has hit its winter peak. Also focusing on covid preparedness for residential aged care facilities in case of an outbreak. The RACER team is out in the community to go through preparedness and infection control procedures. Nursing and Midwifery – Interviewing for TPP (Transition to Professional Practice) starting on 3rd Sept 2020 – 93 applicants for 59 jobs. Swabbing clinics are still being heavily accessed – with an average of 200 visit per day. 	Vicki Weeden
	6.2 – Nursing and Midwifery <ul style="list-style-type: none"> <i>Apologies</i> 	Jan Heiler
	6.3 – Overview of Patient Feedback <ul style="list-style-type: none"> <i>Apologies</i> 	Valmai Ciccarello
	6.4 – Corporate Services <ul style="list-style-type: none"> Facility wide security audit to take place 13-15 October. CIAT Audit – new tool to assist the facility to prepare / meet each criteria. 3 or 4 auditors will attend. Will work through the gaps and make an action plan. Leaks throughout the facility, usually discovered when it rains. TSH has received AARP funding to engage external consultants to do a full check to identify leaks in the Hospital. External signage and wayfinding project – Action: KS to send CAG consumer representative's comments received thus far to KV for review. 	Katerina Volas
7	Document Reviews: <ul style="list-style-type: none"> N/A 	

ITEM	DESCRIPTION	CARRIAGE
8	<p>Presentations / Discussions:</p> <ul style="list-style-type: none"> • Helen Moore – CNC, Palliative Care – ‘The Terminal Care Plan’ <ul style="list-style-type: none"> ○ HM discussed the Terminal Care Plan, and how staff are working on asking patients and their families the delicate / emotive psychosocial questions to enable a better Quality of Dying experience for patients and families. This includes their religious and spiritual needs. Chaplains are now being contacted more frequently, so the Chaplains are now a part of peoples journey. • Auriol Carruthers - The Sutherland Hospital Operating Theatre Upgrade Project <ul style="list-style-type: none"> ○ A copy of the presentation was tabled by AC/ER, <i>embedded below.</i> ○ Finished schematic design, now on to the detailed design. ○ Aboriginal Consultative Group established, consumer representative required – KS forwarded Godfrey’s details to AC. ○ Next steps – Virtual Community Forum Oct 2020 <div style="text-align: center;">  <p>TSHOTUP CAG Design Update Pres.</p> </div>	

9	Standing Items	
	<p>9.1 Standards / Accreditation</p> <ul style="list-style-type: none"> Standards/ Accreditation update <ul style="list-style-type: none"> Accreditation parties are all progressing well. The TSH Accreditation Forum is scheduled for October leading up to the pre-assessment survey by the independent district assessor. TSH Current Risk (ERMS) Update <ul style="list-style-type: none"> 48 active risks across TSH as at 02-09-2020 (<i>full report embedded below</i>). Feedback from Consumer Engagement Surveys: <ul style="list-style-type: none"> TSH 06 Clinical Handover Patient Engagement Audit Report Jul 2020 – TSH Overall Compliance = 86% 10 Audits were to be completed per ward, 96% compliance with completion of this audit (<i>full report embedded below</i>). TSH Patient Experience Questionnaire finalized (<i>embedded below</i>), and reviewed by Consumer Representatives MR and SM. Next steps, JJ to meet with KS to discuss delivery of the questionnaires to patients. <div style="display: flex; justify-content: space-around; align-items: flex-end;"> <div style="text-align: center;">  TSH Clinical Handover Patient ErHospital Bedside CliCAG August 2020.pc </div> <div style="text-align: center;">  The Sutherland </div> <div style="text-align: center;">  ERMS Report for </div> </div> <div style="text-align: center; margin-top: 10px;">  TSH Patient Experience Questionior </div>	<p>Josie Julian (As required)</p>
	<p>9.2 TSH Food and Nutrition</p> <ul style="list-style-type: none"> N/A – Apologies 	<p>Jenny Church</p>
	<p>9.3 Clinical Council</p> <ul style="list-style-type: none"> N/A – Apologies 	<p>Jenny Church</p>
	<p>9.4 Falls Prevention</p> <ul style="list-style-type: none"> New clinical document circulated to Falls Prevention Committee for non-attended patients, target group – outpatients. Also looking at how the Falls Portal affects falls rates. 	<p>Sonia Markoff</p>
	<p>9.5 Person Centered Care</p> <ul style="list-style-type: none"> N/A – Apologies 	<p>Debbie Wood</p>

	9.6 Pressure Injury Prevention and Management <ul style="list-style-type: none"> New brochure circulated to the committee re: caring for patients wandering around the Hospital during covid. New document circulated re: terminal patients unable to turn. 	Sonia Markoff
	9.7 Patient Flow and Demand Management <ul style="list-style-type: none"> <i>Update embedded below.</i>  <p>202009 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 – Meeting to take place next month. 	Sharon Bennett
	9.9 Patient Safety and Clinical Quality <ul style="list-style-type: none"> RCA, SAC1 and SAC2 below facility average for June. Principle Incident types not performing: <ul style="list-style-type: none"> Documentation and medication reconciliation Consumer Walkaround – currently on hold, for review in Oct 2020. Increase in complaints, decrease in compliments. 	Malcolm Ricker / Patrice Thomas
	9.10 Community Engagement <ul style="list-style-type: none"> Consumer Representative, Gillian McDonnell has resigned from the CAG. Gillian will keep in touch and may re-apply in future if possible. 	Karina Stamef
	9.11 Consumer Walk Around <ul style="list-style-type: none"> N/A 	Patrice Thomas / Malcolm Ricker
	9.12 End of Life Care Committee (EOLCC) <ul style="list-style-type: none"> N/A – EOLCC activities discussed in Helen Moore's update. 	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"> TSH Audit Report May 2020 (<i>embedded below</i>) TSH Audit Presentation 2020 (<i>embedded below</i>)   <p>TSH Audit Report May 2020.pdf TSH audit presentation 2020.p</p>	Jim Hankins
	10.2 Diversity <ul style="list-style-type: none"> Multicultural Health Week 2020 – Safe use of Medicines Mon 7th Sept 10:00-11:30am (<i>via zoom</i>). See invite below for details. 	Yu Dai (<i>Written Update</i>)

	 <p>MHWeek 2020_Invitation.pdf</p> <ul style="list-style-type: none"> • <i>Written report embedded below.</i>  <p>Diversity Health Report - Consumer /</p>	
	10.3 DCCC Representatives Update <ul style="list-style-type: none"> • N/A 	Sonia Markoff / Peter Lewis
	10.4 Infection Control Committee <ul style="list-style-type: none"> • N/A 	Joshua Philp / Sonia Markoff
9	Correspondence – N/A	Peter Lewis
10	Governance Items <ul style="list-style-type: none"> • KS has finalized the ad for new consumer reps – will organize fot 	Chair / Community Engagement Manager
11	Any other Business <ul style="list-style-type: none"> • PL advised of the major dental facility that will be built at Kogarah. 	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 7 th Oct 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
	14. Items to escalate to PSCQ Committee and / or TSH Clinical Council – N/A	All
	<p>CERTIFIED AS A CORRECT RECORD</p> <p>_____</p> <p>Name</p> <p>_____</p> <p>Signature _____ Date _____</p>	

Action Items:

Minute s Ref /Date	Age nda Item	Action	Responsi bility	Progress
1.11.17	3.3	PL to look into sourcing a Training Manual for CAG Committee	PL	<p>2020/07/29 – Online Consumer Rep. Training available. KS will confirm with CAG members who have / haven't attended the training thus far and advise the details of how to do so. Michelle Brady also looking in to possibly having this included in My Health Learning (MB will discuss with Community Partnerships Team / Sydney Boucher).</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	KS to prepare a formal letter on behalf of the Consumer Reps and General Manager, to thank MF, SS and VH for their involvement with the CAG.	MR / PL	<p>04/09/2020 – KS to meet with PL to sign the letters.</p> <p>20/08/2020 – Letters drafted and sent to MR, PL for review / feedback.</p> <p>10/08/2020 – KS sent PL & MR Marian's address details.</p>
5.8.20 -02	10	Online Training for Consumer Representatives	KS	<p>10/08/2020 – KS requested budget approval from Idris K for the training prior to getting EOIs from Consumer Reps, awaiting response.</p> <p>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.</p>
5.8.20 -03	10	CAG Recruitment - 3 new Consumer Reps required	KS	<p>20/08/2020 - KS has prepared an advert to be published on the SESLHD Facebook page, Consumer Notice Board / cabinet, word of mouth, and SS local council. Sent to PL & MR for their feedback.</p> <p>12/08/2020 – Recruitment process clarified per section 4.2 of the CAG TOR. PL & MR notified.</p>

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5.8.20 -04	10	TSH signage and wayfinding - KS to engage consumer representatives for their input / feedback.	KS	<p>02/09/2020 – KS to send consumer rep feedback received thus far to KV for review.</p> <p>20/08/2020 – Email and template sent to <u>all</u> consumer representatives seeking their feedback / input, requested by 2nd Sept.</p>
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ame	Position	Feb	Mar	Jul	Aug	Sep	Oct	Nov	Dec
Debbie Wood (DW)	Consumer Representative	✓	Apol	✓	✓	Apol			
Gillian McDonnell (GM)	Consumer Representative	✓	✓	✓	Apol	N/A	N/A	N/A	N/A
Godfrey Ross (GR)	Consumer Representative	N/A	N/A	✓	✓	✓			
Jan Heiler (JH)	Director of Nursing and Midwifery	✓	Apol	Apol	✓	Apol			
Jenny Church (JC)	Consumer Representative	✓	✓	Apol	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	✓	✓	✓	✓	N/A	N/A	N/A	N/A
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	N/A	N/A	N/A	N/A
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	Apol			
Virginia Hughes (VH)	Consumer Representative	Apol	Apol	Apol	X	N/A	N/A	N/A	N/A
Name	Written Updates Provided	Feb	Mar	Jul	Aug	Sep	Oct	Nov	Dec
Joshua Philp / Lisa Symonds	Clinical Nurse Consultant, Infection Control & Prevention	✓	✓	✓	✓	X			
Yu Dai	Diversity Health Coordinator	x	✓	x	x	✓			
Gregory Cramery	Nurse Manager Demand Management/WOHP	✓	x	✓	✓	✓			