

St George Hospital Consumer Advisory Group

Tuesday 25 June 2019 at 9.00am

Boardroom, Level 4, James Laws House

St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present</p> <ul style="list-style-type: none"> • Jan Denniss, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative • Paul Holdsworth, Consumer Representative • Advija Huseinspahic, Consumer Representative • Michael Jordan, Consumer Representative • Gregory Lill, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Vicki Manning, SGH Director of Nursing • Elizabeth Martin, Consumer Representative • Leisa Rathborne, General Manager SGH • Nick Skleparis, Director, Corporate Services SGH <p>Apologies</p> <ul style="list-style-type: none"> • Margaret Foreman, Consumer Representative • Samantha Gifford, Aboriginal Hospital Liaison Officer • Lorena Matthews, Nurse Manager, Women's and Children's Health <p>In Attendance</p> <ul style="list-style-type: none"> • Kim Wrightson, SGH Community Relations Officer (Secretariat)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 28 May 2019 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <p>6.13 Circulate the "Friends of St George" newsletter to the consumers which contains an article on the MRI Licence – Kim Wrightson Complete</p> <p>11.2 Investigate the hospital entry points for Day Surgery patients – Vicki Manning The Committee was advised that a review was undertaken with Security and that the opening hours for the Kensington Street entrance has been adjusted to allow patients an early entry.</p> <p>10.1 Bring any ideas on how to tackle hand hygiene and how to engage the patient to ask the hand hygiene questions – All (Action item from the April 2019 CAG meeting) Rod Lynch advised that he has suggestions to be submitted.</p>
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
5	<p>General Business</p> <p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the last report there have been 20 pages of brochures that have been reviewed.

	<ul style="list-style-type: none"> • The tour of the hospital kitchen after the May CAG meeting was very much appreciated and an outstanding success by all in attendance. • Reminder to consumers that a tour of the Cancer Care Centre will be held after the June CAG meeting. • Margaret Foreman has volunteered for engagement on the National Standards 5 Comprehensive Care Working Party. Action: Add item to the CAG Agenda – Kim Wrightson • Jan Denniss has volunteer for engagement in the SESLHD Infection Prevention and Control Committee. Action: Add item to the CAG Agenda – Kim Wrightson • Email circulated to consumers advising that they are entitled to counselling through the SESLHD Employee Assistance Program (EAP).
6	Standing Items
	<p>6.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting to be held on 27 June 2019. • Tree branches around the sign towards the Prichard Wing need to be trimmed further.
	<p>6.2 SGH Infection Prevention & Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Immunisation Report <ul style="list-style-type: none"> - Requirements for workers employed in Category A – High Risk Clinical Areas are to receive an annual influenza vaccine. - Immunisation is currently being targeting on Respiratory Coordinated Care patients, Dialysis patients, HIV patients as well as long-stay inpatients. • Occupational Exposures – April 20190 <ul style="list-style-type: none"> - It was reported that we had two body fluid exposures and 7 sharps injuries. • Influenza Discussions <ul style="list-style-type: none"> - We had a quiet influenza season in 2018. It is noted that the number of reported positive influenza cases across Australia and NSW are already well above the levels for the last few years. - The number of positive isolates are well above the peak levels of last August. - Discussions held on the usefulness of rapid swap testing. - Discussions held on the importance of vaccination for all staff, especially those who are working on Category A – High Risk areas including Maternity Service, Oncology, Haematology, Special Care Nursery and Intensive Care Units. Unvaccinated staff should wear surgical masks in clinical settings.
	<p>6.3 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth advised that he was unable to attend the meeting.
	<p>6.4 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth advised that he was unable to attend the meeting.
	<p>6.5 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth advised that he was unable to attend the meeting.

	<p>6.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Meeting was not held.
	<p>6.7 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan advised that she was unable to attend the meeting.
	<p>6.8 SGH/TSH Diversity Health Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Next meeting scheduled for August 2019.
	<p>6.9 SGH Emergency Department Reconciliation Officer Project Steering Committee – Elizabeth Martin</p> <ul style="list-style-type: none"> • Project coming to an end as funding ceases at the end of June 2019. • Elizabeth Martin submitted a report that will be circulated with the CAG minutes. In summary:- <ul style="list-style-type: none"> - The pharmacy technician has been trained and declared competent in all the med rec support tasks and in-scope competencies. - In recent months the pharmacy technician has been paired with a number of different pharmacies both in an ED environment and on Inpatient wards. - In mid-May we discovered an eMR report that can be used to identify patients admitted from ED to inpatient beds during a user-defined date and time range. - The pharmacy technician has spent time of her med rec support time on inpatient wards, primarily working with Aged Care and surgical ward pharmacists. - The official end date for pharmacy technician med rec support activities (under the banner of this project) will be 28 June 2019. <p>Action: Remove item from Agenda – Kim Wrightson</p>
	<p>6.10 Red Bag, Green Bag Project – Greg Lill</p> <ul style="list-style-type: none"> • Report circulated. • Action items: <ul style="list-style-type: none"> - Provide education and awareness for ED doctors. - Provide update at Pharmacy meetings. - Provide a short presentation at Medical Grand Rounds. - Reinforced/provided education to interns.
	<p>6.11 SGH Safe Use of Medications (SUM) Committee – Greg Lill</p> <ul style="list-style-type: none"> • Greg Lill was unable to attend the May meeting. An extract will be provided and circulated.
	<p>6.12 Patient Opinion Working Party – Greg Lill and Susan Hanrahan</p> <ul style="list-style-type: none"> • Working Party has ended. <p>Action: Remove item from Agenda – Kim Wrightson</p>
	<p>6.13 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch was unable to attend the SGH Clinical Council meeting. A report has been circulated.

	<p>6.14 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • SGH Intensive Care Unit (ICU) Accreditation <ul style="list-style-type: none"> - SGH was informed that the latest visit by the College of Intensive Care Medicine of Australia and New Zealand has resulted in the ICU not having its teaching accreditation renewed due to cultural issues within the Unit. - Teaching accreditation is a process that determines the ability of a hospital to provide a suitable training experience for a medical specialist trainee. - The ICU remains fully operational and appropriately staffed. - Patients at SGH will continue to receive the highest quality care in the ICU. - The hospital is currently working on an Appeal, submitting additional evidence for consideration. - Complaints are being investigated by an external investigator. - SGH asked the Clinical Excellence Commission (CEC) to review our ICU incidents to ensure that there are no patient safety issues. The report advised that there were no issues. - SGH management will continue to work with the ICU staff and the College to resolve this matter to restore teaching accreditation as soon as possible. • Discussions held regarding the positive number of ethics presentations throughout the Hospital. • Cancer Care Centre redevelopment officially opened by Mark Coure last week. • Birthing Suite works have commenced. It is anticipated that the Suite will be completed and handed over in November 2019. Proposed to move in after Christmas. • We are currently refurbishing four Theatres. The standard will be as high as the new Theatres in the Acute Services building. • In the current budget announcement, SGH did not receive budget for our Stage 3 works. Advised that works will commence before 2023.
	<p>6.15 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • We are fully recruited. • Pressure on winter beds. • Flu season has peaked earlier. • Question raised on the number of beds at SGH. The Committee was advised that SGH is the largest in SESLHD with 650 beds. • Jan Denniss asked how the new Dialysis Centre was going. New Centre is located near Kogarah Library. The service is working well with patients utilising our clinics.
	<p>6.16 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • SESLHD Improvement and Innovation Awards <ul style="list-style-type: none"> - Forum held last week. - 18 finalists presented. - We presented three specific to SGH and two joint submissions.

	<ul style="list-style-type: none"> - Winners will be announced on 24 July 2019. - Winners will go through to the NSW Health Awards.
	<p>6.17 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Bike parking station, Kensington Street is now open to staff. • Fairy Sparkle Garden – Quotes have been received. Estimated cost of garden is \$400K. • Children's Ward play areas will be officially opened on Friday 28 June 2019. • Mental Health Works: <ul style="list-style-type: none"> - Fugen will be working on the refurbishment of the Acute Services. - Roof of the PECC courtyard to be repaired. • Northern car park (next to the Fire Station, Gray Street) has opened. This will provide parking for on-call Doctors and Social Work staff. • SEALS have engaged a Signage Consultant. • Parking at the Hydrotherapy Pool continues to be investigated. A drop off zone will be created at the front and the side entrance. • We are awaiting quotes for the Hydrotherapy Pool roof. We are investigating options such as appropriate tiles, or removing the tiles altogether. However, to complete the works it is anticipated that the pool will need to be drained. • We have written to Council and provided several options to address the school zone issues around Gray Street.
7	Review of content for ASB Atrium and Gray Street Foyer TV's
	<ul style="list-style-type: none"> • There were no new slides to review. • The Committee was advised that the Gray Street foyer TV is currently unable to present our slides. It has been switched to normal TV viewing.
8	Reports for Noting
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • Report circulated. • The Committee was advised that Dona Sakr is currently the A/Volunteer Manager. Jan Denniss advised that she would like to meet with Dona to address the way finding details for our Outpatient services.
	<p>8.2 District Steering Committee for Falls Injury Prevention in Health Facilities</p> <ul style="list-style-type: none"> • Nil
	<p>8.3 District Community & Consumer Council (DCCC)</p> <ul style="list-style-type: none"> • Greg Lill was unable to attend the meeting. An extract will be forwarded.
9	Governance Items
	<ul style="list-style-type: none"> • Nil
10	New Business
	<ul style="list-style-type: none"> • Nil
11	Business Without Notice
	<p>11.1 Hand Hygiene – Paul Holdsworth</p> <ul style="list-style-type: none"> • Hand hygiene discussions continued.

	<p>11.2 SGH Cancer Care Centre – Rod Lynch</p> <ul style="list-style-type: none"> Rod Lynch raised an item regarding concerns about the service provided by the SGH Cancer Care Centre. <p>Action: Details to be forwarded and discussed with Leisa Rathborne – Rod Lynch</p>
	<p>11.3 Hospital Waiting List – Jan Denniss</p> <ul style="list-style-type: none"> Discussions held on the hospital's waiting list.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> Committee members are reminded that discussions in the meeting may be confidential.
13	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 23 July 2019 at 9.00am, Boardroom, 4th Floor James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature 

Date 23-7-19