


# MINUTES

For the meeting of the TSH Consumer Advisory Group  
April 3, 2019 Level 4 Executive Meeting Room.

ITEM	DESCRIPTION	CARRIAGE
1	<b>Attendance:</b>	
	<p><b>Staff / Consumer Reps</b></p> <p>Karina Stamef (KS) TSH Community Engagement and Fundraising Manager (Minute Taker)</p> <p>Joanne Newbury (JN) TSH Acting Director of Nursing and Midwifery</p> <p>Peter Lewis (PL) Consumer Representative (Chair)</p> <p>Malcolm Ricker (MR) Consumer Representative</p> <p>Stephanie Kelly (SK) Consumer Representative</p> <p>Marion Wulf (MW) Consumer Representative</p> <p>Shirley Smith (SS) Consumer Representative</p> <p>Sonia Markoff (SM) Consumer Representative</p> <p>Debbie Wood (DW) Consumer Representative</p> <p><b>Apologies:</b></p> <p>Valerie Jovanovic (VJ) GM</p> <p>Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager</p> <p>Katerina Volas (KV) Director Corporate Services</p> <p>Jenny Church (JC) Deputy Chairperson</p> <p>Sharon Bennett (SB) Consumer Representative</p> <p>Jim Hankins (JH) Consumer Representative</p> <p>Yu Dai (YD) Diversity Health Coordinator</p> <p><b>Guests:</b></p> <p>Patrice Thomas Acting Patient Safety Manager</p>	
2	<b>Guests Welcomed</b>	Peter Lewis

ITEM	DESCRIPTION	CARRIAGE
	<p><b>Presentations:</b></p> <p><b>1) Advance Care Planning – Patrice Thomas</b></p> <ul style="list-style-type: none"> <li>• Run through of ACP document. ED staff are targeting patients over 75 who don't have an ACP. Patients are to provide the ACP form to their GP (no obligation, but encouraged). Legally binding document, Doctors will be obliged to follow the ACP.</li> <li>• To be added as an agenda item going forward.</li> <li>• CAG document review feedback to be filtered through Karina via <a href="mailto:SESLHD-EngageTSH@health.nsw.gov.au">SESLHD-EngageTSH@health.nsw.gov.au</a> or committee can also opt to use track changes.</li> <li>• Once ACP doc has been ratified, it will be communicated and shared with local network of GPs.</li> </ul> <p><b>2) Improving Safety at TSH – Malcolm Ricker</b></p> <ul style="list-style-type: none"> <li>• Consumer Walk around – Interview to obtain feedback from patients re: service and care. Malcolm did a trial run with one patient. 35 min interview with patient.</li> <li>• Good feedback overall, some minor issues. Feedback will be delivered to Consumer Meeting next Wed 10<sup>th</sup> April, and a roster will be established going forward.</li> <li>• Consumer walk around (follow up / feedback) to be included as agenda item going forward.</li> </ul>	
3	<b>Approval of MAR 19 minutes</b> – To be circulated by KS for committee approval.	Peter Lewis
4	<b>Items Arising</b> – Please refer to Actions List	Peter Lewis
5	<b>Declaration of conflict of interest</b> – N/A	All
6	<b>General Business</b> – N/A	All
	<p><b>6.1 – Report from the Chair</b></p> <p>6.2 – Expressions of interest for Consumer Training (6<sup>th</sup> and 13<sup>th</sup> May) to be run by the Health Consumer Network.</p>	Peter Lewis
7	<b>Standing Items</b>	
	<b>7.1 GM Report</b> – N/A	Valerie Jovanovic

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	<p><b>7.2 Nursing and Midwifery</b></p> <ul style="list-style-type: none"> <li>• A lot of activity across the hospital with over 229 presentations to ED, a lot of respiratory issues, so staff are quite stretched at the moment.</li> <li>• 30 new nurses started in Feb, and 20 new nurses in March. The graduation of the 2018 nurses was held on Monday, and has seen a high retention of nurses for TSH.</li> <li>• Jan has finished her secondment at Garrawarra and will resume role as Director of Nursing on Mon 13/05. Joanne will resume role as Deputy Director of Nursing.</li> <li>• The Nursing and Midwifery Engagement Survey (from Oct 2018) results are currently being rolled out to the wards. Good overall result.</li> <li>• The annual and state-wide People Matters Survey (public service survey) is coming up in June.</li> <li>• Liberal promise of 5000 nurses will be over a 4-year term across the state. The type of nurses or district proportion has not yet been prescribed. A priority list has been put together so TSH will be ready once asked.</li> <li>• Free Flu Vaccines will be available in the atrium for staff (including CAG committee) on 9<sup>th</sup>, 10<sup>th</sup>, 11<sup>th</sup> May, bring ID. Dates also line up with the election.</li> </ul>	Joanne Newbury
	<b>7.3 Overview of Patient Feedback – N/A</b>	Valmai Ciccarello
	<b>7.4 Corporate Services – N/A</b>	Katarina Volas
	<b>7.5 Standards / Accreditation – N/A</b>	TBA
	<b>7.6 TSH Food and Nutrition – N/A</b>	Jenny Church
	<b>7.7 Clinical Council – N/A</b>	Jenny Church
	<b>7.8 Emergency Department – No update.</b>	Peter Lewis
	<b>7.9 Falls Prevention - No update.</b>	Sonia Markoff
	<b>7.10 Person Centered Care - No update.</b>	Debbie Wood
	<b>7.11 Pressure Injury Prevention and Management – No update</b>	Sonia Markoff
	<b>7.12 Patient Flow and Demand Management – N/A</b>	TBA

ITEM	DESCRIPTION	CARRIAGE
	<p><b>7.13 TSH Emergency Response Working Group – N/A</b></p> <ul style="list-style-type: none"> <li>KS to contact the Emergency Response working group for a status update.</li> </ul> <p> RE TSH Emergency Response Working</p>	Sharon Bennett
	<p><b>7.14 Children’s Acute Review Service Committee – No update.</b></p>	Stephanie Kelly
	<p><b>7.15 Patient Safety and Clinical Quality</b></p> <ul style="list-style-type: none"> <li>Looking in to how assessments of incidents are made, as the level of ongoing incidents has increased (normal for beginning of the year). Also looking in to hospital acquired injuries, infections etc.</li> <li>This will ensure that all risk assessments are made at the time of the incidents going forward, a family contact will be nominated, and give support to staff after an incident.</li> </ul>	Malcolm Ricker
	<p><b>7.16 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>Karina Stamef is the new Community Engagement &amp; Fundraising Manager. Can be reached via <a href="mailto:SESLHD-EngageTSH@health.nsw.gov.au">SESLHD-EngageTSH@health.nsw.gov.au</a></li> </ul>	Karina Stamef
<b>8</b>	<b>Reports for Noting</b>	
	<p><b>8.1 Diversity Reports Pending (Quarterly) – N/A</b></p>	Jim Hankins
	<p><b>8.2 Diversity – N/A</b></p> <ul style="list-style-type: none"> <li>KS to seek update from Yu Dai.</li> </ul>	Yu Dai (Written)
	<p><b>8.3 DCCC Representatives Update</b></p> <ul style="list-style-type: none"> <li>Sonia will send minutes from DCCC Meeting to KS to circulate to CAG.</li> </ul>	Sonia Markoff
	<p><b>8.4 Infection control Committee – No update.</b></p>	Sonia Markoff
<b>9</b>	<b>Correspondence – N/A</b>	Peter Lewis
<b>10</b>	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>PL received EOIs from 3 people. The charter allows for 10-12, committee currently sitting at 11 members. PL will advise the selected member to join next month’s meeting.</li> </ul>	Peter Lewis
<b>11</b>	<p><b>Any other Business – N/A</b></p> <ul style="list-style-type: none"> <li>Marion has requested to be involved in the Consumer Walk around, as a participant / interviewee.</li> <li>Inter-committee communications – KS and PL to discuss.</li> </ul>	Chair

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	<ul style="list-style-type: none"> <li>Sustainability Committee – PL will request a speaker.</li> </ul>	
12	<b>Document Reviews – N/A</b>	Consumers
13	<b>Business Without Notice – N/A</b>	
14	<b>Confidential Items – N/A</b>	
15	<b>Meeting Closed</b>	
	Date of next meeting: Date: Wed 1 <sup>st</sup> May 2019 Time: 3pm Venue: Exec. Meeting Room	
	13.2 Review of new patient information material	Consumers
	13.3 Payment voucher collection	To Sign
	13.3 Review final copies of patient information material	Consumers
	CERTIFIED AS A CORRECT RECORD _____ Name _____ Signature _____ Date _____	

## TSH Consumer Advisory Group

Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
Apr 3	3	New agenda items to be included for next meeting: <ul style="list-style-type: none"> <li>- Advance Care Planning – Patrice Thomas</li> <li>- Consumer walk around (feedback/follow-up) – Malcolm Ricker</li> </ul>	KS	
1.11.17	3.3	PL to look into sourcing a Training Manuel for CAG Committee	PL CD	2019/04/03 – Ongoing 2019/03/06 – Ongoing Colin has been seeking support from the original manual produced by Directorate Planning Population Health & Equity
May 18	2.	CAG input for speakers MH CAG to be invited	CAG reps	2019/04/03 – TBA – Maybe Lisa Ryan. Also NSW Health has just released a new document (Advanced Care Planning) which may be of interest to the committee. 2019/03/06 – MH CAG to be invited
Nov 7	7.9	Falls Prevention – time and location	N/A	2019/04/03 – Closed, action completed. Sonia M will be the committee representative going forward.
Nov 7	7.14	Children’s Acute Review	N/A	2019/04/03 – Closed, action completed.