

MINUTES


For the meeting of the TSH Consumer Advisory Group
1st May, 2019 Level 4 The Executive Room.

ITEM	DESCRIPTION	CARRIAGE
1	Attendance:	
	Staff / Consumer Reps Karina Stamef (KS) Community Engagement and Fundraising Manager (Minute Taker) Joanne Newbury (JN) TSH Acting Director of Nursing and Midwifery Peter Lewis (PL) Consumer Representative (Chair) Malcolm Ricker (MR) Consumer Representative Stephanie Kelly (SK) Consumer Representative Marion Wulf (MW) Consumer Representative Shirley Smith (SS) Consumer Representative Justine Harris (JH) Director Clinical Services Debbie Wood (DW) Consumer Representative Jenny Church (JC) Consumer Representative Katerina Volas (KV) Director Corporate Services Jim Hankins (JH) Consumer Representative Sharon Bennett (SB) Consumer Representative Virginia Hughes Consumer Representative Apologies: Valerie Jovanovic (VJ) General Manager Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager Yu Dai (YD) Diversity Health Coordinator Sonia Markoff (SM) Consumer Representative Guests: Patrice Thomas Acting Patient Safety Manager	
2	Guests Welcomed	Peter Lewis
	Presentations: N/A	N/A
3	Approval of MAR and APR 19 minutes – Approved. KS has amended March minutes to show JN as in attendance.	Peter Lewis
4	Items Arising – Please refer to Actions List	Peter Lewis
5	Declaration of conflict of interest – N/A	All
6	General Business – N/A	All
	6.1 – Report from the Chair N/A	Peter Lewis
7	Standing Items	

ITEM	DESCRIPTION	CARRIAGE
	<p>7.1 GM Report</p> <ul style="list-style-type: none"> • Theatres have been re-furbished (painting and lighting) and replacement medical equipment has been purchased. • Volunteers have contributed to the purchase of new equipment. • Medical Imaging Dept. to be re-developed with 2 CT scanners (ETA end of this year). • Radiology Nuclear Medicine – currently in planning phase for re-development, expanding services and equipment. • Ongoing work with quality of patient and staff wellbeing and safety. • Executives are currently undergoing a re-structure. • New Palliative Care and Haematologist staff at TSH. 	<p>Justine Harris <i>on behalf of Valerie Jovanovic</i></p>
	<p>7.2 Nursing and Midwifery</p> <ul style="list-style-type: none"> • Free Flu Vaccines will be available in the atrium on 6th, 7th, 8th May. Ongoing clinics will be available over the next month. • 5th May – International Midwives’ Day • 12th May – International Nurses’ Day • 10th May – Masquerade Party • Trivia night went well, funds raised for coffee and scrolls for International Nurses’ Day. • Actively recruiting nursing staff for winter beds, 20 week contracts starting in June. • Activity still high with an increase seen from this time last year (1050 admissions April 2018, and 1150 in April 2019). 	<p>Joanne Newbury</p>
	<p>7.3 Overview of Patient Feedback – N/A</p>	<p>Valmai Ciccarello</p>
	<p>7.4 Corporate Services</p> <ul style="list-style-type: none"> • Hand hygiene – Domestic Services Staff and Health Share staff didn’t rate very well for hand hygiene results. Planning to provide a training re-fresh. • Telephony project – wrapping up (over next 6 months). Comms Team are currently collecting data from staff. • Smoke free workplace policy – TSH is currently failing due to the continued presence of smokers near the main entrance. Any ideas or suggestions for alternate smoking areas welcome. 	<p>Katarina Volas</p>

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	7.5 Standards / Accreditation – N/A	TBA
	7.6 TSH Food and Nutrition – N/A	Jenny Church
	7.7 Clinical Council – N/A	Jenny Church
	7.8 Emergency Department – N/A Agenda item to be removed.	Peter Lewis
	7.9 Falls Prevention – N/A	Sonia Markoff
	7.10 Person Centered Care – DW to forward minutes to KS.	Debbie Wood
	7.11 Pressure Injury Prevention and Management – N/A	Sonia Markoff
	7.12 Patient Flow and Demand Management – Update requested from GC.	Gregory Cramery <i>(Written Update)</i>
	7.13 TSH Emergency Response Working Group – N/A	Sharon Bennett
	7.14 Children’s Acute Review Service Committee – Meeting not up and running yet.	Stephanie Kelly
	7.15 Patient Safety and Clinical Quality – N/A Meeting next week.	Malcolm Ricker
	7.16 Volunteer Report <ul style="list-style-type: none"> • CAG EOI received from Caitlyn Kay-Smith – details referred to PL. • Consumer Rep. requested by Pam Konecny for the Antimicrobial Stewardship (AMS) Committee – Every 4th Wed of the month at St George Hospital (videoconferencing facilities available). Full details included in attached email. • Consumer voucher order placed by Colin prior to his departure currently in progress. KS to email CAG once vouchers are ready for collection. 	Karina Stamef
	7.17 Advanced Care Planning <ul style="list-style-type: none"> • The CAG committee provided additional feedback on the ACP brochure to PT. PT will provide ACP feedback to Dr Kerr tomorrow. 	Patrice Thomas

ITEM	DESCRIPTION	CARRIAGE
	<p>7.18 Consumer Walk Around</p> <ul style="list-style-type: none"> • Feedback to be tabled next week, and a summary of incidents / issues will be sent to MR and KS. • 2nd trial completed by MR and JH today. MR advised that patients are generally happy to provide feedback to consumer reps. JH had positive feedback, only negative was bathroom hygiene. • For information provided to patients – new section to be included; if patients would like feedback on any issues raised during their session they can contact CPIU. • MR and DW will conduct the interviews next month (June). MR and PT to draw up a schedule for KS can circulate. 	Patrice Thomas / Malcolm Ricker
8	Reports for Noting	
	8.1 Diversity Reports Pending (Quarterly) – N/A	Jim Hankins
	<p>8.2 Diversity – <i>Written update provided after the meeting.</i> Implementation of the Diversity Health Service Delivery Framework</p> <ul style="list-style-type: none"> • Modification of training resources: Health Beliefs on 4 April • In-services on Culturally Competent Care - Gunyah on 08/04 and Yarrabee on 15/04 • Staff Education <ul style="list-style-type: none"> ○ Corporate Orientation on 8 April by diversity health coordinator Yu. ○ Interpreter Services - In-services on Using Professional Interpreters - At Cooinda and Using of Interpreters on 11 April. ○ Community Education - Liaising with possum cottage to organise health talks for new parents on development of children under 3. 	Yu Dai (Written)
	8.3 DCCC Representatives Update – N/A	Sonia Markoff
	<p>8.4 Infection Control Committee – <i>Written update provided by Joshua Philip.</i></p> <ul style="list-style-type: none"> • Higher than average influenza rates. • April TSH KPIs and update imbedded below: <div style="text-align: center;">  <p>IPC TSH Consumer Advisory Group Rep</p> </div>	Sonia Markoff

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Minutes Ref /Date	Agenda Item	Action	Responsibility	Progress
01-05-A1	11	KS to contact IT to retrieve PIN for CAG conference details.	KS	2019/05/20 – Requested new conference number, ticket in progress with IT.
01-05-A2	8.4	KS to request Joshua from Infection Control to present graphs to CAG for the next meeting.	KS	2019/05/03 – KS has invited Joshua to June meeting.
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