





MINUTES

For the meeting of the TSH Consumer Advisory Group
5th June, 2019 Level 4 Multipurpose Function Room.

ITEM	DESCRIPTION	CARRIAGE
1	Attendance:	
	<p>Staff / Consumer Reps</p> <p>Karina Stamef (KS) Community Engagement and Fundraising Manager (Minute Taker)</p> <p>Jan Heiler (JH) Director of Nursing and Midwifery</p> <p>Peter Lewis (PL) Consumer Representative (Chair)</p> <p>Malcolm Ricker (MR) Consumer Representative</p> <p>Marian Foulcher (MF) Consumer Representative</p> <p>Debbie Wood (DW) Consumer Representative</p> <p>Jenny Church (JC) Consumer Representative</p> <p>Katerina Volas (KV) Director Corporate Services</p> <p>Jim Hankins (JH) Consumer Representative</p> <p>Sharon Bennett (SB) Consumer Representative</p> <p>Valerie Jovanovic (VJ) General Manager</p> <p>Valmai Ciccorello (VC) Consumer Feedback and Medico-Legal Manager</p> <p>Patrice Thomas (PT) Acting Patient Safety Manager</p> <p>Katerina Volas (KV) Director of Corporate Services</p> <p>Gilian McDonnell (GM) Consumer Representative</p> <p>Apologies:</p> <p>Stephanie Kelly (SK) Consumer Representative</p> <p>Yu Dai (YD) Diversity Health Coordinator</p> <p>Sonia Markoff (SM) Consumer Representative</p> <p>Virginia Hughes (VH) Consumer Representative</p> <p>Shirley Smith (SS) Consumer Representative</p> <p>Guests:</p> <p>Josh Philp Clinical Nurse Consultant, Infection Control</p> <p>Tracey Rea NUM, Sutherland Transitional Aged Care Service</p> <p>Sang Lee RN, Surgery, Perioperative & Anaesthetics</p> <p>Elizabeth Josland Clinical Nurse Consultant, Renal Supportive Care</p>	
2	Guests Welcomed	Peter Lewis
	Presentations: N/A	N/A
3	Approval of May minutes – Approved	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

ITEM	DESCRIPTION	CARRIAGE
	<p>6.1 – Report from the Chair N/A</p>	Peter Lewis
7	Standing Items	
	<p>7.1 GM Report</p> <ul style="list-style-type: none"> • High activity / presentations – this has been consistent since last winter (new normal for TSH). • Planning strategies in place for winter, keeping an eye on data, and looking in to other models of care as demand has increased. • Executive Team is in the process of consolidating clinical, service and equipment priorities. • The TSH Kiosk Committee volunteers were able to tick off \$180k worth of equipment. • \$81 million pledge for redevelopment over the next few years. With limited space and services growing, the Exec Team are looking in to what can be done to accommodate. • Holding a staff recognition dinner on 1st Nov at Doltone House, Sylvania Waters. All staff, volunteers and consumer representatives are welcome (details to follow). 	Valerie Jovanovic
	<p>7.2 Nursing and Midwifery</p> <ul style="list-style-type: none"> • Increased activity at TSH, lots of overtime with nursing staff assisting with the demand. Working our way through the cooler months. • The ‘International Day of Nurses’ and ‘International Day of the Midwife’ took place last month, with celebrations held in the hospital atrium. 	Jan Heiler
	<p>7.3 Overview of Patient Feedback</p> <ul style="list-style-type: none"> • Recent complaints include those from ED, and other complaints in relation to communications, treatments, misdiagnosis, and wait times. • Some theatre staff have been spotted wearing masks, scrubs in the café, or outside. • 6 medico-legal matters, 4 property claims underway, 12 matters referred to insurance (for potential future inquiries), 1 coronial inquest, and 11 compliments received in May (for ED). 	Valmai Ciccarello

ITEM	DESCRIPTION	CARRIAGE
	<p>7.4 Corporate Services</p> <ul style="list-style-type: none"> • Telephony project slowly wrapping up. • TSH People Matters Survey now in progress – open until the end of June. Volunteers are encouraged to participate. • Additional cleaning to be done at nights over the winter period. • Hospital leaks / drips after the recent rain are being looked in to by hospital maintenance. 	Katarina Volas
	<p>7.5 Standards / Accreditation – N/A</p>	As required
	<p>7.6 TSH Food and Nutrition</p> <ul style="list-style-type: none"> • Audit has been done on food trolleys in wards. Plastic straws being replaced by eco materials. • Fresh food supply issues – looking to resolve those issues, or seek new supplier if required. 	Jenny Church
	<p>7.7 Clinical Council</p> <ul style="list-style-type: none"> • 2nd CT scanner to be installed end of Nov. • TSH treating a lot more patients than a few years ago. 	Jenny Church
	<p>7.8 Falls Prevention – N/A</p>	Sonia Markoff
	<p>7.9 Person Centered Care – N/A</p>	Debbie Wood
	<p>7.10 Pressure Injury Prevention and Management – N/A</p>	Sonia Markoff
	<p>7.11 Patient Flow and Demand Management</p>  <p>Report for CAG May 2019.doc</p>	Gregory Cramery <i>(Written Update)</i>
	<p>7.12 TSH Emergency Response Working Group – N/A</p>	Sharon Bennett
	<p>7.13 Children’s Acute Review Service Committee – N/A</p>	Stephanie Kelly
	<p>7.14 Patient Safety and Clinical Quality – N/A Meeting next week.</p> <ul style="list-style-type: none"> • Reporting to CAG from Patient Safety Meeting. Key issues / discussion points will be forwarded to KS to circulate. PT and MR will take this suggestion back to Patient Safety Meeting. Draft / template to be shared at next meeting. • MR advised a presentation was done on Falls Portal for falls prevention, graphics are good and easy to follow. • Sepsis prevention project in progress, targeting ED. 	Malcolm Ricker

ITEM	DESCRIPTION	CARRIAGE
	<p>7.15 Volunteer Report</p> <ul style="list-style-type: none"> National Volunteer Week last week, the annual volunteer appreciation awards will be held 2nd half of the year, date tbc. 	Karina Stamef
	<p>7.16 Consumer Walk Around</p> <ul style="list-style-type: none"> For any concerns raised around issues being actioned – feedback has been passed on to NUM for the previous walk around. Feedback also provided to Food Services to have menu improved. Katerina advised about TVs in wrong position, and cleaning services in bathroom. MR’s feedback from today’s walk around was a happy experience overall. DW’s feedback from today’s walk around – nothing but bur praise for staff and ward. Only negative experience – the patient and baby were constantly woken up by hospital equipment alarms. 	Patrice Thomas / Malcolm Ricker
8	Reports for Noting	
	8.1 Diversity Reports Pending (Quarterly) – N/A	Jim Hankins
	<p>8.2 Diversity – Written update provided by Yu Dai.</p>  <p>Diversity Health Report - Consumer /</p> <ul style="list-style-type: none"> NAIDOC Week coming up in July – details to follow. 	Yu Dai (Written)
	<p>8.3 DCCC Representatives Update – N/A</p>  <p>DCCC Informal Meeting Minutes 20</p>	Sonia Markoff
	<p>8.4 Infection Control Committee – Written update provided by Joshua Philp.</p> <ul style="list-style-type: none"> Higher than average influenza rates. April TSH KPIs and update imbedded below:  <p>IPC TSH Consumer Advisory Group Rep</p>	Sonia Markoff
9	Correspondence – N/A	Peter Lewis
10	Governance Items – N/A	Peter Lewis
11	Any other Business – N/A	Chair
12	Document Reviews	Consumers

ITEM	DESCRIPTION	CARRIAGE
	<ul style="list-style-type: none"> • Perioperative Care (Sang Lee) – CAG approved doc, no further feedback. Sang will provide final doc to KS to circulate. • Renal Supportive Care - Information Sheet (Liz Josland) – Liz will forward final doc to KS for circulation. • STACS Brochure - Sutherland Transitional Aged Care Services - (Tracey Rea) – Feedback provided by CAG, Tracey will forward the final doc to KS for circulation. 	
13	<p>Business Without Notice</p> <ul style="list-style-type: none"> • Launch of the SESLHD Environmental Sustainability Plan – Fri 21/06/2019 at the Function Room, Research & Education Centre, St George • New attendee, Gilian, is happy to attend going forward. 	
14	Confidential Items – N/A	
15	Meeting Closed	
	<p>Date of next meeting: Date: Wed 3rd July 2019 Time: 3pm Venue: Exec. Meeting Room</p>	
	13.2 Review of new patient information material	Consumers
	13.3 Payment voucher collection – N/A	To Sign
	13.3 Review final copies of patient information material	Consumers
	<p>CERTIFIED AS A CORRECT RECORD</p> <p>_____</p> <p>Name</p> <p>_____</p> <p>Signature Date</p>	

TSH Consumer Advisory Group

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	2019/06/11 – OK to close. Josh attended the meeting and provided an update. 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