

<b>Minutes</b>	
<b>Item</b>	<b>Description</b>
<b>1</b>	<p><b>Present:</b></p> <ul style="list-style-type: none"> <li>• Peter Brown, Consumer Representative</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Paul Holdsworth, Consumer Representative</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Rod Lynch, Consumer Representative (Chair)</li> <li>• Vicki Manning, SGH Director of Nursing</li> <li>• Elizabeth Martin, Consumer Representative</li> <li>• Vicky Mylonas, Consumer Representative</li> <li>• Paul Sullivan, Consumer Representative</li> <li>• Trish Wills, SGSHHS Sector Manager, CPIU</li> <li>• Kim Wrightson, A/SGH Community Partnerships Officer (A/Secretariat)</li> </ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"> <li>• Jan Denniss, Consumer Representative</li> <li>• Penny Glezellis, SGH Community Partnerships Officer</li> <li>• Adrian O'Malley, Consumer Representative</li> <li>• Maria Pifarre, South Eastern Sydney Medicare Local</li> <li>• Tony Ralph, Consumer Representative</li> <li>• Nick Skleparis, SGSHHS Corporate Services Manager</li> <li>• Cath Whitehurst, SGSHHS Director of Operations</li> </ul>
<b>2</b>	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"> <li>• Minutes dated 15<sup>th</sup> July 2014 were confirmed as a true and accurate record</li> </ul>
<b>3</b>	<p><b>Items Arising</b></p> <ul style="list-style-type: none"> <li>• Action items raised from the meeting held on 15<sup>th</sup> July 2014 have been addressed with the exception of:-</li> </ul> <p style="margin-left: 40px;">7.12      Discuss consumer participation on Hospital Committees with Cath Whitehurst – Trish Wills</p>
<b>4</b>	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
<b>5</b>	<p><b>General Business</b></p>
	<p><b>5.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Gerry Marr, SGSHHS Chief Executive Officer sent his apologies for this meeting  <b>Action:</b> Investigate new date for Gerry Marr's attendance at this Committee – Penny Glezellis</li> <li>• Strategic Plan – Penny Glezellis/Trish Wills and Rod Lynch met recently and created a 5 year strategic plan</li> </ul>



	<p><b>Action:</b> Circulate the strategic plan to the Committee for comments and suggestions – Penny Glezellis</p> <ul style="list-style-type: none"> <li>Interviews were held recently for consumer representatives to this meeting. Congratulations and welcome to Advija Huseinspahic.</li> <li>EOI for consumer from the Aboriginal Health Plan is underway</li> <li>Tour of the new Emergency Department for consumers will be held after this meeting. Allan Ajami, Nursing Unit Manager, ED will lead the tour</li> <li>Peter Lewis, Chair of Sutherland Hospital Consumer Advisory Group will be attending our next meeting</li> </ul> <p><b>Action:</b> Send minutes and agenda of next meeting to Peter Lewis – Penny Glezellis</p> <ul style="list-style-type: none"> <li>Brochures – Consumers have reviewed 37 flyers this month</li> </ul>
6	<b>Standing Items</b>
	<p><b>6.1 SGSHHS Patient Flow &amp; Demand Management Strategic Committee – Paul Sullivan</b></p> <ul style="list-style-type: none"> <li>Paul Sullivan advised that recent meetings have been cancelled</li> </ul> <p><b>Action:</b> Trish Wills to follow up on meeting schedule</p>
	<p><b>6.2 SGH Patient Safety and Quality Meeting – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>6.3 SGH Hospital Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Jan Denniss and Nick Skleparis were an apology to the Consumer meeting</li> <li>Kim Wrightson however advised that the sign writer has been on annual leave. Upon his return he will be dedicated to the signage associated to the new ED</li> </ul>
	<p><b>6.4 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>Elizabeth Martin advised that there hasn't been a recent meeting. Nothing to report</li> </ul>
	<p><b>6.5 District Steering Committee for Falls Injury Prevention In Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>6.6 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Waiting on Falls Risk Management Plan</li> <li>Trish Wills advised that CPIU is doing work around falls. They are looking at common themes/times when a fall occurs</li> <li>This review is being held across SGH and TSH</li> </ul> <p><b>Action:</b> Trish Wills to provide a report at the October meeting</p>
	<p><b>6.7 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Susan was unable to attend the initial meeting</li> </ul> <p><b>Action:</b> Liaise with Janet Bell to circulate minutes to Susan Hanrahan and include her in any information circulated – Kim Wrightson</p>
	<p><b>6.8 Medicare Local Update – Maria Pifarre</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>6.9 Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>



	<p><b>6.10 Director of Operations Report – Cath Whitehurst</b></p> <ul style="list-style-type: none"> <li>• Trish Wills provided a report</li> <li>• New Emergency Department Community Open Day to be held on 30<sup>th</sup> August 2014 from 10am to 2pm</li> <li>• New ED to be opened on 15<sup>th</sup> October 2014</li> <li>• We have gone through a budget setting period</li> </ul>
	<p><b>6.11 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• Productive Ward Series – UK programme implemented</li> <li>• SGH is the first hospital in NSW to initiate this programme</li> <li>• It is about releasing time to care. Structural programme. Series of modules.</li> <li>• Productive ward noticeboard created. This gives the wards a visual queue to see how they are operating</li> <li>• Programme has been running for a few months</li> <li>• An improved outcome has been hand hygiene rate by 25% on one ward</li>   <li>• Nursing Monograph has been released</li> <li>• PDF copy to be sent to the Committee</li> <li>• This outlines the nursing achievements of 2012/2013</li> <li><b>Action:</b> Circulate PDF copy to Committee – Vicki Manning/Penny Glezellis</li>   <li>• Established a Hand Hygiene Working Party this year</li> <li>• Addressing disciplines</li> <li>• We have achieved 73%; we have raised the bar for an 80% achievement rate</li> <li>• Hand hygiene needs constant attention and reminders</li> <li>• Hand hygiene is assessed by “5 moments of hygiene”</li> <li>• It is about minimising the spread of infection</li>   <li>• Nursing staff – fully recruited</li> <li>• 120 nurses currently on maternity leave</li> <li>• Maternity leave means the position can be opened for up to 5 years</li> <li>• Nursing casual pool balances the vacancies</li> <li>• Approximately 1500 nursing staff for SGH. On average 140 are on annual leave. Sick leave is approximately 50 per day. We also need to cover long service leave; study leave etc</li> </ul>
	<p><b>6.12 Quality and Safety Update – Trish Wills</b></p> <ul style="list-style-type: none"> <li>• Dashboard report circulated to Committee. Confidential report (do not distribute)</li> <li>• Investigations held on serious incidents</li> <li>• Severity Assessment code (SAC). SAC levels are 1 to 4. SAC1 and SAC2's are the most severe incidents</li> <li>• C and D areas (red) are incidents that are SAC3 or SAC4</li> <li>• “Central line associated bloodstream infection” – “D” (red area) . This relates to one patient in ICU</li> <li>• “B” (yellow area). This relates to a patients re-presenting to Hospital within 28 days. These patients are flagged. Majority of these patients are aged care or cardiology. Case studies are held on these patients</li> </ul>



	<ul style="list-style-type: none"> <li>Quality Systems Assessment (QSA) closes on 4<sup>th</sup> September 2014</li> <li>Paperwork takes Clinicians 1 hour to complete  <b>Action:</b> Dorcas Lau, CPIU to attend a future meeting to present reports</li> <li>Gerry Marr is bringing in new system called "Quick View". Will hopefully be up and running by the end of the year</li> </ul>
	<p><b>6.13 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>6.14 Confidential Items</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>
<b>7</b>	<p><b>Reports for Noting</b></p>
	<p><b>7.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>Tabled</li> <li>No questions raised</li> </ul>
	<p><b>7.2 Diversity Health Report</b></p> <ul style="list-style-type: none"> <li>Tabled</li> <li>Rod Lynch raised question regarding statement, "Among 38 patients that didn't have an interpreter, 26 signed the consent form with bilingual Doctors, including one Doctor that signed as the "professional interpreter"</li> <li>Vicki Manning advised that being bilingual doesn't class them as an interpreter and that Dr's are aware of the policy</li> <li>However, timeliness of care does not always allow the interpreter service to be involved</li> <li>Committee were advised that these results have not been tables with the Executive</li> <li>Rod Lynch asked if the acronyms could be spelt out eg ?LOTE etc  <b>Action:</b> Ask Vivianne Challita-Ajaka to expand on the acronyms in the report – Kim Wrightson</li> </ul>
<b>8</b>	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>
<b>9</b>	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>Peter Brown raised the issue of the \$7 co-payment fee and asked how does this affect the Hospital</li> <li>Committee advised that at this stage the Hospital is currently not having a dialogue regarding this item</li> <li>We already have payment/billing systems in our outpatient areas</li> <li>Pharmacy also charge outpatients</li> </ul>
<b>10</b>	<p><b>Business Without Notice</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>
<b>12</b>	<p><b>Meeting Closed</b></p> <p><b>Next Meeting:</b>      Date:            Tuesday 23<sup>rd</sup> September 2014                                       Time:            9am                                       Venue:          Boardroom, SGH</p>

St George/Sutherland Hospitals and Health Services  
26<sup>th</sup> August 2014 at 9am  
SGH Boardroom, Level 4, James Laws House  
St George Hospital Consumer Advisory Group



Health  
South Eastern Sydney  
Local Health District

CERTIFIED A CORRECT RECORD

.....RODNEY E. LYNCH.....

Name

*R. E. Lynch*

Signature

.....23-9-2014.....

Date