

| Minutes | |
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| Item | Description |
| 1 | <p>Present:</p> <ul style="list-style-type: none"> • Peter Brown, Consumer Representative • Susan Hanrahan, Consumer Representative • Paul Holdsworth, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Elizabeth Martin, Consumer Representative • Vicky Mylonas, Consumer Representative • Maria Pifarre, South Eastern Sydney Medicare Local • Tony Ralph, Consumer Representative • Nick Skleparis, SGSHHS Corporate Services Manager • Trish Wills, SGSHHS Sector Manager, CPIU • Kim Wrightson, A/SGH Community Partnerships Officer (A/Secretariat) <p>Apologies:</p> <ul style="list-style-type: none"> • Jan Denniss, Consumer Representative • Vicki Manning, SGH Director of Nursing • Adrian O'Malley, Consumer Representative • Paul Sullivan, Consumer Representative • Cath Whitehurst, SGSHHS Director of Operations |
| 2 | <p>Presentation:</p> <p>2.1 Finance Presentation "Using your private health insurance" – Samantha Martin</p> <ul style="list-style-type: none"> • Budget divided into two areas. Expense budget for operating and a revenue budget • Revenue budget is \$80m. Large component of this is private patient fees. Target is raised by the Government • We have an expectation of 28% of private patients which includes motor vehicle accidents, veterans affairs etc. This is worth \$50m to the organisation • We have Revenue Officers who encourage patients to use their private health insurance • If we do not meet our target it is likely that we will go over budget • Private Health Insurance offers: - Doctor of your choice; may offer more occurrences with a Senior Doctor; preference on a single room (dependent upon clinical needs); more clinical support in a public hospital • Up until this year we used to exceed our target. This allowed us to hire extra staff and purchase equipment etc • Paul Holdsworth advised that he recently used his private health insurance at Prince of Wales Hospital. He did not receive any bills and suggested that this is what we should be emphasising/advertising • Samantha Martin advised that we do "simplifying billing" which means we add all bills together. The Excess may be waived or met by the Hospital. There is however still some negotiation on some excess billing • Questions raised – would the Hospital move towards creating their own Private Health Insurance – advised that this has never been discussed |

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| | <ul style="list-style-type: none"> • Elective procedures – 15% are private patients. As a patient often sees a surgeon/specialist in their private rooms, they often have the procedure in a private hospital • Emergency department visits – 40% are private patients • Gazetted rate – all private health insurance is paid at the same rate. There are negotiations within the private sector. |
| 3 | <p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 24th June 2014 were confirmed as a true and accurate record |
| 4 | <p>Items Arising</p> <ul style="list-style-type: none"> • Trish Wills discussed the future of the ERAS meeting with Deb Cansdell who advised that it will recommence in the near future |
| 5 | <p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nothing to report |
| 6 | <p>General Business</p> |
| | <p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Tenure letters have been accepted. Renewal letters have been sent • Gerry Marr, SGSHHS Chief Executive Officer will be attending the August meeting • New patient menu taste test – Consumers attended the recent taste testing. Favourable comments • Strategic Plan – no suggestions have been received • Suggested speakers for future meetings – no suggestions have been received • Committees – Food and Nutrition. Susan Hanrahan has agreed to attend this meeting • NS2 – Peter Lewis, Consumer Representative from TSH will be attending. To date, no SGH consumer representative <p>Action: Send Tony Ralph a copy of the “Consumer Engagement Committee” list</p> <ul style="list-style-type: none"> • Rod Lynch advised that the Consumers have reviewed a number of brochures over the past months May – 54 pages June – 9 pages July – 8 pages • Consistent with the TSH Consumer Advisory Group, Linda Vari and Vivianne Challita-Ajaka will not be attending the St George meeting. They have been asked to submit a report each month which will be tabled • Received one application to join the Consumer Advisory Group. Recruitment process to commence • Rod Lynch received a hard copy of the “St George Hospital Nursing and Midwifery Monogram”. This covers highlights and achievements of nursing staff over the last year. A copy will be emailed to consumers once it is available |

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| 7 | Standing Items |
| | <p>7.1 SGSHHS Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.3 SGH Hospital Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Nick Skleparis provided an update • A small working group completed a walk around to identify additional needs regarding signage on the campus • Action list has been developed • Works will be completed in-house |
| | <p>7.4 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Lot of work behind the scenes • Booklet has been created – explains ERAS to patients • Set up a Patient Review Diary – addresses goals for the day • Hopefully ERAS Committee will reconvene in the near future |
| | <p>7.5 District Steering Committee for Falls Injury Prevention In Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Falls Risk Management Plan is still coming from the District. Jan Denniss may be able to provide an update regarding this |
| | <p>7.7 Medicare Local Update – Maria Pifarre</p> <ul style="list-style-type: none"> • South East Sydney Medicare Local (SESML) has secured funding from the NSW Agency for Clinical Innovation (ACI) to undertake two projects to support integration and health literacy: <ul style="list-style-type: none"> - A Map of Medicine pilot; and - The Patient Activation Measure survey • SESML will work in collaboration with SESLHD and the Eastern Sydney Medicare Local (ESMIO) on both projects as this is vital to their success and will increase health related outcomes for consumers. The projects will run from 1st July 2014 to 31st March 2015 • Map of Medicine (MAP) The MAP pilot aims to evaluate the MAP model for streamlining local care and referral pathways in the South Eastern Sydney region by developing 4-6 pathways, and implementing them into trial sites. We will evaluate the development and implementation processes, and measure the effectiveness of MAP against the Health Pathways model. Project Manager – Amanda Hese, ahese@sesml.org.au |

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| | <ul style="list-style-type: none"> • Patient Activation Measure (PAM) The PAM is a short form (13 item) health literacy questionnaire that measures the levels of patient's knowledge, skill and confidence for self-management of, and engagement in, their health care. The aim of the project is to establish a baseline of health literacy in a representative sample of people living in South Eastern Sydney, from which future interventions can be identified. We will also determine the effectiveness and relevance of this instrument and any required modifications for the Australian primary care setting. Project Manager – Maria Pifarre, mpifarre@sesml.org.au |
| | <p>7.8 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Nothing to report |
| | <p>7.9 Director of Operations Report – Cath Whitehurst</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.10 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.11 Quality and Safety Update – Trish Wills</p> <ul style="list-style-type: none"> • Dashboard report circulated to Committee. Confidential report (do not distribute) • Areas of concern noted for SGH were:- <ul style="list-style-type: none"> - Central line associated bloodstream infection - Perineal trauma in vaginal births – 3 reported that had significant degrees of trauma - All unplanned readmissions with 28 days –Case reviews are completed to see if we can prevent patients returning to Hospital within 28 days. This is usually related to aged care patients. • CPIU Consumer Feedback brochure – Received a Diversity Health Grant to have this translated in to the top 5 languages in the District • NS2 – Allows Consumers to commence on Quality Safety data. Assess what form of training required to identify what is needed to comment. Further works to be done • August – Quality Systems Assessment.. Questions and report. Facility level questionnaire. This is completed every 12 months |
| | <p>7.12 Corporate Services Update – Nick Skleparis</p> <p>ED Project</p> <ul style="list-style-type: none"> • Progressing well • “Go Live” date is 15th October 2014 • Community Open Day scheduled for 30th August 2014 • Staff Open Day – Tentative date 30th September 2014 <p>Action: Organise a site visit of the new ED for after the next Consumer Advisory Group Meeting in August 2014 – Kim Wrightson/Nick Skleparis</p> <p>Acton: Provide details of the Community Open Day with Medicare Local to advertise – Kim Wrightson</p> <p>Vascular Labs</p> <ul style="list-style-type: none"> • \$2.2m budget • At tender stage |

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| | <p>Pitney Building</p> <ul style="list-style-type: none"> • DA approved • 5th level to go on top of the Pitney Building – Cancer Care Centre project <p>Diabetes</p> <ul style="list-style-type: none"> • \$10K funded internally to create new office areas • Completed by the end of the week <p>Upgrade lifts</p> <ul style="list-style-type: none"> • This item is part of the capital plan. Monies have been identified • Minimum upgrade is 1 lift <p>Future Redevelopment</p> <ul style="list-style-type: none"> • Architects investigating next stage of redevelopment • Meeting held recently. Architects put forward options. Committee decided on best option which will be put forward to the Ministry • Peter Brown raised the question – should a consumer representative be part of this Committee? <p>Action: Trish Wills to discuss consumer participation on Hospital Committees with Cath Whitehurst</p> |
| | <p>7.13 Confidential Items</p> <ul style="list-style-type: none"> • Nothing to report |
| 8 | <p>Reports for Noting</p> |
| | <p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • Noted |
| | <p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Noted |
| 9 | <p>Governance Items</p> <ul style="list-style-type: none"> • Nothing to report |
| 10 | <p>New Business</p> <ul style="list-style-type: none"> • Nothing to report |
| 11 | <p>Business Without Notice</p> <ul style="list-style-type: none"> • Nothing to report |
| 12 | <p>Meeting Closed</p> <p>Next Meeting: Date: Tuesday 26th August 2014 Time: 9am Venue: Boardroom, SGH</p> |



CERTIFIED A CORRECT RECORD

RODNEY E. WYNCH

Name

R. E. Wynch

Signature

26.9.14

Date