MINUTES SOUTH EASTERN SYDNEY LOCAL HEALTH DISTRICT SGH Consumer Advisory Group Tuesday 25th March 2014 9.00am to 10.30am 4th Floor Boardroom, James Laws House, St George Hospital		
Part A	**Item 1** **1.1**	**MEETING OPENING** **Present:** • Jan Denniss, Consumer Representative • Kimberley Thomsett, A/Strategic Development Manager • Kim Wrightson, A/SGH Community Partnerships Officer (A/Secretariat) • Paul Holdsworth, Consumer Representative • Rodney Lynch, Consumer Representative (Chair) • Susan Hanrahan, Consumer Representative • Trish Wills, SGSHHS Sector Manager, CPIU • Vicky Mylonas, Consumer Representative • Vivianne Chaillita-Ajaka, SGSHHS Diversity Health Manager • Zoran Markovski (Representative for Corporate Services)
	1.2	**Apologies:** • Adrian O'Malley, Consumer Representative • Cath Whitehurst, SGSHHS Director of Operations • Elizabeth Martin, Consumer Representative • Jose Sargo, Consumer Representative • Linda Vari, SGSHHS Volunteer Manager • Nick Skleparis, SGSHHS Corporate Services manager • Paul Sullivan, Consumer Representative • Tony Ralph, Consumer Representative • Vicki Manning, SGH Director of Nursing
	Item 2	**Approval of Minutes** As this meeting did not have a quorum, the Minutes of the SGH Consumer Advisory Group held on Tuesday 25th February 2014 were unable to be approved **Action:** Defer to next meeting
	Item 3	**Items Arising** Infection Control Belinda Straube from Infection Control attended. A "Caring for your Cannula" flyer and survey were circulated **Action:** Comments for this flyer and the TV presentation from previous meeting due to Kim Wrightson by 11th April 2014 Action Item list – 25.02.14 All items listed on the action plan from the meeting held on 25th February 2014 have been actioned and closed

	Item 4	**Declaration of Conflict of Interest** Nothing to report
Part B	**General Items**	
	Item 5	<u>Report from the Chair</u> • District CAG's meeting was cancelled. Date of next meeting to be advised • Consumer Rep for Medicare Local Strategic Forum – Peter Brown • Consumer Rep for Allied Health Forum – Vicky Mylonas and Jan Denniss • Discussions were held regarding an Aboriginal/Torres Strait Islander joining this Committee. TSH CAG's has a representative. **Action:** Create an EOI and forward to Samantha Knight, Aboriginal Liaison Officer for assistance/circulation – Trish Wills/Kim Wrightson
Part C	**Standing Items**	
	Item 6	<u>SGSHHS Access Meeting</u> • Determine the future of the Committee **Action:** Trish Wills to follow up with Brendan Docherty
	Item 7	<u>Patient Safety and Quality Meeting</u> • Meeting held yesterday • It was discussed that 50% of the patient information sent for review has not been addressed by this Committee
	Item 8	<u>Hospital Signage Committee</u> • Issues/items raised by staff located in the Information Booth have been raised at the Signage Committee • Ground Floor Tower Ward Block (TWB) – Signs have been updated and replaced. The signage links through to the other Hospital buildings • The new signs will not be placed in other languages • The Hospital map is continually updated adding any new redevelopments/access routes etc
	Item 9	<u>Enhanced Recovering After Surgery Committee (ERAS)</u> • Deferred
	Item 10	<u>Falls Prevention Committee</u> <u>District</u> • Meets every three months. Next meeting to be held in two weeks <u>SGH</u> • Staff continue to express their concerns about the deletion of the blue arm band • They have been asked to keep records of falls to ascertain if there is an increase due to the deletion of the arm bands • There was a survey across four Hospitals – No other Hospital had this in place
	Item 11	<u>Medicare Local Update</u> • Recruitment still in progress **Action:** Investigate recruitment process – Kim Wrightson

	Item 12	Clinical Council Report • Rod Lynch attended his first meeting • Gerry Marr addressed the meeting and outlined his view for the next six months • We are in the process of developing a three year Strategic Plan • Gerry Marr has met with the Ministry of Health regarding budgets • He believes our focus is the quality and safety of patients and reducing processors (as required) • SGH budget process has been identified as the most efficient in the State • Trish Wills advised the Committee that the Hospital is engaged in TALE walkarounds. TALE – Talk, Ask, Listen, Engage. We have recently modified our questions to incorporate Gerry Marr's vision of quality and safety of patients • Previously Clinical Councils have been solely focused on budget
	Item 13	Director of Operations Report • Cath Whitehurst was not present. Deferred
	Item 14	Nursing Update • International Nurses Day on 12th May 2014; International Midwives Day on 5th May 2014 • Awards given on 9th May 2014 • Easter raffle being held to raise monies • Gifts and hampers given to nurses/midwives on 12th May 2014

	Item 15	CPIU Update
		• Trish Wills advised that she will be on leave in April 2014
		• Kimberley Thomsett will be relieving
		• Completed first audit for National Standards using Survey Monkey (electronic survey system). Report is automatically generated
		• Standard 1 – Governance. Audit held in January 2014
		  - Overall compliance rate – TSH 61% and SGH 49%
		  - Looked at Policy; complaint management; open disclosure; patients' rights/engagement
		  - Paper policies still in use. There should be no paper policies in units
		  - Quality systems – Incident Management. Provide training for Managers
		  - 98% of complaints are entered into IIMS
		  - 100% of staff know where/how to enter a complaint
		• Standard 2 – Consumers (does not have an audit component)
		• This month is Infection Control

	Item 16	Corporate Services Update
		• 9 Chapel Street
		  - Building has been demolished
		  - Next step is to lay down the road base. Will be used as temporary parking for Hospital vehicles

		Corporate Services (Continued)
		
		• New ED
		  - Works on schedule
		  - Currently working on internal fit out
		  - Power shutdowns are currently on hold as power for the new ED could be provided via the Gray Street Kiosk (generators located at the front of the Gray Street Car park)
		• Master Planning funding
		  - Work commenced
		  - Timeframe June 2014
		  - Regular updates are provided to the Executive

	Item 17	Volunteer Report • Linda Vari was not present. Deferred

	Item 18	Diversity Health Report
		• Harmony Week Celebrations/Multicultural March
		  - Hospital BBQ last week
		  - Many wards participated in their own celebrations
		• Cultural Briefings
		  - Diversity Health will complete walkarounds (similar to TALE walkarounds completed by Executive staff)
		  - Women and Children's have requested talks within their areas
		  - Discussions to be held with the Dr's in Peadiatrics
		• Patient Survey – Arabic Patients
		  - Recommendations from the survey addressed patient responsibilities; staff not understanding the different cultures; addressing the large visiting groups to patients
		  - Pilot Programme to be held on 4 East. All recommendations will be put in place during the pilot
		  - Diversity Health will visit and support the staff daily
		  - Pilot will commence in May 2014 for 6 months
		• Patient Audits
		  - Completed between December 2013 and February 2014
		  - 100 Files were audited
		  - Out of 100 files, 94 patients needed an interpreter
		  - Interpreter was provided for 45% for SGH; 38% for TSH
		  - Small improvement from the last survey. KPI requirement is 25% Consents signed on the same day were 25%
		  - Consent forms being signed on the same day may not be an issue for patients having a follow up or routine procedure as they are aware of the content of the form

	Item 19	Confidential Items • Nothing to report
	Item 20	Steering Committee – Chronic Liver Disease Management Committee Project • Placed on Committee list • Nomination required
	Item 21	South Eastern Medicare Local Strategic Plan • Placed on Committee list • Nomination required
	Item 22	EOI- Patient representative for Standard 7 Core Committee: Blood and Blood Products • Placed on Committee list • Nomination required

Part D	Governance Items	
	Item 22	Nothing to report
Part E	Business Without Notice	
	<u>Welcome Sign</u> • The Committee discussed that a welcome sign in several different languages would be a nice at the front of the Hospital **Action:** Discuss at the SGH Signage Committee – Nick Skleparis	
Part F	Meeting Close	
	Item 13	**Next Meeting Date** Tuesday 15th April 2014 at 9am, 1st Floor Conference Room, James Laws House, The St George Hospital

CERTIFIED A CORRECT RECORD

…………………………………………..
Name

…………………………………………..
Signature

………………………………………….
Date