

**Minutes**

Item	Description
1	<p><b>Present:</b></p> <ul style="list-style-type: none"> <li>• Peter Brown, Consumer Representative</li> <li>• Jan Denniss, Consumer Representative</li> <li>• Kim Wrightson, A/SGH Community Partnerships Officer( Secretariat)</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Paul Holdsworth, Consumer Representative</li> <li>• Rod Lynch, Consumer Representative (Chair)</li> <li>• Nick Skleparis, SGSHHS Corporate Services Manager</li> <li>• Trish Wills, SGSHHS Sector Manager, CPIU</li> <li>• Maria Pifarre, South Eastern Sydney Medicare Local</li> <li>• Kristin Mills, Nursing Executive Support Manager</li> </ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"> <li>• Cath Whitehurst, SGSHHS Director of Operations</li> <li>• Vicki Manning SGH Director of Nursing</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Vicky Mylonas, Consumer Representative</li> <li>• Tony Ralph, Consumer Representative</li> <li>• Paul Sullivan, Consumer Representative</li> <li>• Penny Glezellis, SGH Community Partnerships Officer</li> <li>• Adrian O'Malley, Consumer Representative</li> <li>• Elizabeth Martin, Consumer Representative</li> </ul>
2	<p><b>Presentation</b></p> <ul style="list-style-type: none"> <li>• Dominique Grogard presented the "Whole of Hospital Program" to the Committee</li> <li>• Aims to provide access to high quality, safe and efficient health care</li> <li>• Study held in June 2014. Identified 18.6% capacity at SGH at the stage of the study. 4.54% of patients waiting for nursing home etc; 2.31% beds unallocated with no admissions; 1.87% beds that were empty and on hold (surgery patients)</li> <li>• Guardianship is the cause of a lot of delays. Addressing the issue</li> <li>• Dominique and Shirley Leong had the opportunity to visit other hospitals to investigate their NEAT strategies</li> <li>• The next steps are:-             <ul style="list-style-type: none"> <li>- Install more Electronic Patients Journey Boards</li> <li>- Initiatives to improve coordination from ED to ward beds</li> <li>- Continue to review and evaluate areas of concern eg weekend discharges</li> </ul> </li> <li>• Leaflets in wards and in the Community (GP's etc) regarding:-             <ul style="list-style-type: none"> <li>- Enduring guardianship</li> <li>- Power of Attorney</li> <li>- Advanced Care Directive (can also be completed on internet or with a GP)</li> </ul> </li> </ul>



3	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"> <li>Minutes dated 23<sup>rd</sup> September 2014 were confirmed as a true and accurate record</li> </ul>
4	<p><b>Items Arising</b></p> <ul style="list-style-type: none"> <li>Action items raised from the meeting held on 23<sup>rd</sup> September 2014 have been addressed</li> </ul>
5	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>
6	<p><b>General Business</b></p>
	<p><b>6.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>This month 12 pages of patient related information were reviewed with feedback given</li> <li>The consumers have provided input into the guide for document reviews. This is consistent with National Standards</li> <li>District CAC has been put on hold and may not continue</li> <li>Discussed the reported pedestrian problem with traffic control lights at the intersection of Kensington and Belgrave Street(as discussed in the September minutes) with state member for Oatley, Mark Coure who will take the matter further.</li> </ul>
7	<p><b>Standing Items</b></p>
	<p><b>7.1 SGSHHS Patient Flow &amp; Demand Management Strategic Committee – Paul Sullivan</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Jan advised that she was unable to attend the last meeting</li> <li>Trish attended and provided an update for the Committee</li> <li>Presentation held by Lorena Matthews on Perineal Tears. New procedure will commence in a few weeks</li> </ul> <p><b>Action:</b> Ask Lorena Matthews to present to the Committee Re: Perineal Tears</p> <ul style="list-style-type: none"> <li>Julia Capper presented on Allied Health Projects</li> <li>Gerry Marr’s proposal “The big conversation” will commence in November 2014. 700 employees will be interviewed. Similar process to the TALE walkarounds (TALE – Talk, Ask, Listen and Engage). Focus groups will be held as well as one on one interviews</li> <li>Gerry Marr has launched the Roadmap document</li> </ul>
	<p><b>7.3 SGH Hospital Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Last meeting was cancelled as the focus was on the new Emergency Department</li> </ul>
	<p><b>7.4 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>7.5 District Steering Committee for Falls Injury Prevention In Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Jan circulated the “District Steering Committee for Falls Injury Prevention in Health Facilities Annual Report, November 2014”</li> </ul>



	<ul style="list-style-type: none"> <li>Flyer circulated – volunteers aged 70+ needed for research study “Standing Tall”, UNSW</li> </ul>
	<p><b>7.6 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Meeting was cancelled</li> </ul>
	<p><b>7.7 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Nil by mouth signage above the bed was discussed</li> <li>Discussions held on weighing patients on admission and discharge. Reported that all areas do not have the correct equipment to implement this (discussions to continue)</li> <li>Ordering of late meals. Costs \$15 to have a late meal delivered to the ward compared to a normal meal of \$4. Discussions held on the cut off period to order a late meal</li> <li>New tea trolley has been well received</li> <li>Saleem Sivalingam, Inpatient Services Manager is creating a report on nutrition of Mental Health patients</li> </ul>
	<p><b>7.8 Medicare Local Update – Maria Pifarre</b></p> <ul style="list-style-type: none"> <li>Media Release: Medicare Locals rise to the Primary Health Network challenge (circulated)</li> <li>Head Space – Second office opened in Hurstville. Launch held 2 weeks ago</li> <li>Fundraiser held for Miranda Head Space – well presented</li> <li>Mental Health Conference held on Saturday 25<sup>th</sup> October 2014 – well received</li> <li>Project – Patient Activation Measure. Questionnaire launching next week. Will be advertised in the Leader; emails; employees of SESIAHS; survey monkey; iPhone code; website; surveys will be at the libraries; recreational places</li> <li>Unavailable in other languages</li> </ul>
	<p><b>7.9 Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Nothing to report</li> </ul>
	<p><b>7.10 Director of Operations Report – Cath Whitehurst</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>7.11 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>Deferred</li> </ul>
	<p><b>7.12 Quality and Safety Update – Trish Wills</b></p> <ul style="list-style-type: none"> <li>The July/August 2014 report circulated</li> <li>Critical incidents have been investigated</li> <li>SAC 1 – Death; SAC 2 – Serious Injury or re-admission. SAC means Severity Assessment Code</li> <li>Complaints fallen to “B”. Complaints are to be acknowledged within 5 days. We have to receive 100% to be in the green.</li> <li>TSH Open Day is being held on 1<sup>st</sup> November 2014. Consumers welcome to attend</li> </ul>
	<p><b>7.13 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>New Emergency Department (ED) opened its doors at 8am on 15<sup>th</sup> October 2014</li> <li>Major storm the night before the opening identified a few leaks</li> <li>No major incidents on the day</li> <li>Great cooperation from support services eg ambulance</li> </ul>



**St George/Sutherland Hospitals and Health Services**

28<sup>th</sup> October, 2014 at 9am

SGH Boardroom, Level 4, James Laws House

St George Hospital Consumer Advisory Group



**Health**  
South Eastern Sydney  
Local Health District

	<ul style="list-style-type: none"> <li>• Maria advised that she thought the signage on the old ED was still visible</li> </ul> <p><b>ACTION:</b> Nick to investigate signage on old ED</p> <ul style="list-style-type: none"> <li>• Currently in the process of decommissioning the old ED. We are about to hand over to the builder. Tender has been awarded for the early works project. This includes the demolishing of old ED and creating a new entrance; car park for approximately 50 spaces; redesign of Gray street entrance and car park</li> <li>• St George Hospital 120<sup>th</sup> Birthday dinner to be held on Wednesday 19<sup>th</sup> November 2014 at the 16ft Sailing Club. All welcome. \$60 per head (flyer circulated)</li> <li>• Hospital BBQ to celebrate birthday is to be held on 17<sup>th</sup> November 2014 from 12.30pm to 2.30pm</li> <li>• Staff Library – early planning works</li> </ul>
	<p><b>7.14 Confidential Items</b></p> <ul style="list-style-type: none"> <li>• Patient details shown at presentation</li> </ul>
8	<p><b>Reports for Noting</b></p>
	<p><b>8.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>• Nil report</li> </ul>
	<p><b>8.2 Diversity Health Report</b></p> <ul style="list-style-type: none"> <li>• Tabled</li> </ul>
9	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
9	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
10	<p><b>Business Without Notice</b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
12	<p><b>Meeting Closed</b></p> <p><b>Next Meeting:</b>      Date:            Tuesday 25<sup>th</sup> November 2014         Time:            9am         Venue:         Boardroom, SGH</p>

**CERTIFIED A CORRECT RECORD**

.....  
 Name      *RODNEY E. LYNCH.*

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 Signature      *R E Lynch*

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 Date      *25-11-14*