

St George Hospital Consumer Advisory Group

Tuesday 28 July 2015 at 9.00am

Boardroom, Level 4, James Laws House, St George Hospital



Health

South Eastern Sydney
Local Health District

Minutes

	Description
1	<p>Present:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Jan Denniss, Consumer Representative• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Advija Huseinspahic, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Elizabeth Martin, Consumer Representative• Paul Sullivan, Consumer Representative• Leisa Rathborne, SGH General Manager• Jonathan Devesagayam, SGSHHS Corporate Services Manager• Trish Wills, SGSHHS Sector Manager, CPIU• Kristin Mills, NESM <p>In Attendance:</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat) <p>Apologies:</p> <ul style="list-style-type: none">• Penny Glezellis, SGH Community Relations Officer• Maria Pifarre, South Eastern Sydney Medicare Local• Tony Ralph, Consumer Representative• Vicki Manning, SGH Director of Nursing
2	<p>Presentation</p> <p>2.1 Health Care Redesign Project</p> <ul style="list-style-type: none">• Vivianne Challita-Ajaka showed a slide presentation regarding the Health Care Redesign Project.• As an interpreter, Advija Huseinspahic advised that when a Bosnian interpreter is requested by a patient/visitor, they are often offered a Macedonian Interpreter. Suggestion was to recruit more interpreters. Vivianne Challita-Ajaka advised that the interpreters are not employed by the Hospital and that she will bring this issue to the attention of her Manager.• The Committee was advised that interpreters undergo further medical terminology training; confidentiality processes etc to be part of the Professional Healthcare Interpreter Service.• Face to face interpreter service is preferred; however the telephone interpreter service is very effective and assists with the very high occasions of service.
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 23 June 2015 were confirmed as a true and accurate record.
4	<p>Items Arising</p> <ul style="list-style-type: none">• Action items raised from the previous minutes were discussed.• Item 7.12 (26.05.15). Place information regarding CAG's on hospital TV Channel.<ul style="list-style-type: none">- Deferred. Investigate the process in January 2016• Item 7.7 – Information to be placed on discharge sheet identifying if a patient is a high risk of falls. Raise this issue at the District Steering Committee for Falls Injury Prevention in

	<ul style="list-style-type: none"> - Jan Denniss raised the issue - Advised that they are unable to build this into the electronic medical records system - Discussed that a patient maybe a risk in Hospital, but may not be a risk in the Community - Committee advised that there is no capacity and no benefit • Item 7.11 – Develop a logo that can be placed on brochures that have been reviewed by Consumers. <ul style="list-style-type: none"> - Committee approved the draft logos • Item 7.11 – Consumer Education Session – work with individuals that have not completed their education session. <ul style="list-style-type: none"> - Organise another session for the consumers who were previously unable to attend <p>Action: Discuss education session with Dorcas Eddie – Trish Wills/Community Relations</p> <ul style="list-style-type: none"> • Item 7.12 – District Award Presentation “the Future NUM Plan” <ul style="list-style-type: none"> - Committee was advised that the presentation went well, unfortunately we did not win • Item 7.14 – Discussions with cleaning contractors (ISS) regarding the collection of needles discarded on campus. Advise Committee of outcome. <ul style="list-style-type: none"> - This issue was presented to the WH&S Committee - Advised that there is an industrial issue around training cleaners regarding needle collection on Hospital grounds - Outcome – ISS cleaning staff not approved to collect from the grounds • Item 10.1 – Consumer Advisory Group Charter <ul style="list-style-type: none"> - Currently being updated <p>Acton: Circulate to Committee for review/comments – Community Relations</p>
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"> • 113 pages of documentation have been reviewed by the CAG members.
7	<p>Standing Items</p>
	<p>7.1 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • This meeting is a SGH meeting only and has combined with the SGH Whole of Hospital Program Committee. • Next meeting to be held on 28 August 2015 at 9.15am <p>Acton: Update CAG agenda – Community Relations</p> <ul style="list-style-type: none"> • Leisa Rathborne advised that there are currently two Projects:- <i>Integrated Care Programme</i> <ul style="list-style-type: none"> - Looking at top 15 presentations to Emergency Department (ED) • <i>Lightfoot (Company) Data Analysis Tool – Ambulance Service; ED and Admissions. Three projects looking at patient journeys</i> <ul style="list-style-type: none"> - Patient growth since the new ED opened in October 2014 - Walk-ins aged between 25 and 60 years. This has been the largest increase. Review if the patients have a GP - ED working hard on admitted patients and the 4 hour NEAT target. Working around discharge patients - Frail elderly group – 75 years and over. Longer length of stay, admitted under 14 different specialities. Lightfoot data can identify them - Neurology – Stokes or TIA’s. Increase in presentations due to thrombiliancy service by Ambulance Service. By-pass patients from TSH are transferred to SGH. Waiting time for MRI’s contributes to the increase stay
	<p>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p>

	<p>7.3 SGH Whole of Hospital Program Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Nothing to report <p>Action: Remove meeting from Agenda – Community Relations</p>
	<p>7.4 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • The Council have placed the word “Look” on the footpath at the Services Centre entrance. • Jan Denniss raised the issue of more signage advising visitors of the Emergency Department. Suggested that one is placed across the footpath at the front of the ED.
	<p>7.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Formal meeting held. • Lot of work has taken place. • Colorectal patients participating in the programme. • Multidisciplinary approach. • 4 operations/procedures identified (for colorectal patients) – If clinical pathways investigated then the patient can go home in 4 days. • Information brochure given to patients. • Staff on 3 South and 3 East has been given direction/education on ERAS protocols. • Project launched on 1 June 2015. • 11 patients enrolled in the programme. Mixed success. • Next meeting to be held on 23 September 2015. • Big change in practice for Doctors and staff.
	<p>7.6 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held on 24 June 2015. • Nothing to report.
	<p>7.7 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Below average incidents for the last month.
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • No meeting held.
	<p>7.9 Medicare Local Update</p> <ul style="list-style-type: none"> • No representative in attendance. • New name – Central and Eastern Sydney Primary Health Network (CESPHN). • Service will be based in the St George District. • Gerry Marr involved in a planning day for the service.
	<p>7.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Susan Hanrahan was thanked for attending one of the Standards Meeting (Redevelopment meetings). Consumers are welcome to attend the meetings that will discuss the external facades and wayfinding (signage) meetings. • Discussions held at the Redevelopment meetings on vinyl or tiles for the bathrooms. South West Sydney has tiles with mould resistant grout. Visitors feel more comfortable with bathrooms that are similar to the bathrooms in their homes. Tiles will be slip resistant. Liverpool Hospital has installed tiles and has reported no increase in falls with the tiles. • Kensington Street Car Park opens on Thursday 30 July 2015. • Works to the Gray Street Car Park are nearing completion. • Multiplex has been employed as the Contractor for the new Access Building works. • Continued work on separating the current Hospital structures (TSH and SGH). Proposed restructures will be presented to staff and Unions on 29 July 2015.
	<p>7.12 Nursing Update – Vicki Mannina/Kristin Mills</p>

	7.13 Quality and Safety Update – Trish Wills <ul style="list-style-type: none"> • Four months until accreditation. • Allan Ajami, ED has been awarded “Leader of the Year”.
	7.14 Corporate Services Update – Jonathan Devasagayam <ul style="list-style-type: none"> • Pitney Building works – pre-fab craned on top of the building. Proposed to be finished end of November 2015.
	7.15 Confidential Items <ul style="list-style-type: none"> • Nil
8	Reports for Noting
	8.1 Volunteer Report <ul style="list-style-type: none"> • Report tabled
	8.2 Diversity Health Report <ul style="list-style-type: none"> • Report tabled
9	Governance Items <ul style="list-style-type: none"> • Nil
10	New Business
	10.1 SGH CAG Logo for brochures <ul style="list-style-type: none"> • Previously discussed in Item 4
	10.2 Diversity Health Training for SGH CAG <ul style="list-style-type: none"> • District Diversity Health has been in contact and would like to offer training/education to the consumers. • Consumers agreed to add the training at the end of the August 2015 meeting and cancel the already scheduled presentation. Action: Organise training and cancel scheduled presentation – Community Relations
11	Business Without Notice
	11.1 SGH Standards Meeting (Redevelopment Meeting) – Susan Hanrahan <ul style="list-style-type: none"> • Committee advised that it was a very interesting meeting and that the experts have been very thorough and impressive with the plans. 11.2 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> • Mers infection discussed. Two Hospitals have appropriate areas to house this infectious disease. Action: Add SGH Infection Control Committee to the agenda as a standing item – Community Relations
12	Meeting Closed Date of next meeting – Tuesday 25 August 2015 at 9.00am, Boardroom, 4 th Floor, James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

..... RODNEY E. LYNCH

Name

..... R. E. Lynch

Signature

..... 25-8-15

Date