

St George Hospital Consumer Advisory Group

Tuesday 25 August 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"> • Jan Denniss, Consumer Representative • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Leisa Rathborne, SGH General Manager • Trish Wills, SGSHHS Sector Manager, CPIU • Kristin Mills, NESM • Jonathan Devasagayam, SGSHHS Corporate Services Manager • Paul Sullivan, Consumer Representative • Lorna Stevens, Central & Eastern Sydney Primary Health Network <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"> • Peter Brown, Consumer Representative • Paul Holdsworth, Consumer Representative • Vicki Manning, SGH Director of Nursing • Elizabeth Martin, Consumer Representative
2	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 28 July 2015 were confirmed as a true and accurate record.
3	<p>Items Arising</p> <ul style="list-style-type: none"> • Action items raised from the meeting held on 28 July 2015 were discussed. • All items completed. Comments made on:- • Item 7.11 – Consumer Education Session – Dates to be organised by Dorcas Eddy, CPIU. • Item 7.14 – Rod Lynch asked for further clarification on who was collecting the needles discarded on campus. Leisa Rathborne advised that the Drug and Alcohol staff complete a sweep of the hospital grounds twice a day during business hours. We are working with ISS cleaning staff regarding the training of needle collection for after hours.
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nothing to report
5	<p>General Business</p> <p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • 5 pages of documentation have been reviewed by the CAG members. • Welcome to Lorna Stevens, Central & Eastern Sydney Primary health Network. She will be attending this meeting on a quarterly basis and providing a monthly report to be circulated to the Committee. • A representative of CAG will attend the District Medical Stream Workshop
6	<p>Standing Items</p> <p>6.1 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Nothing to report.

	<p>6.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held yesterday, 24 August 2015. • Cancer Care Services presentation. <ul style="list-style-type: none"> - 56,000 presentations to Cancer Care in 2008/2009 - 63,000 presentations to Cancer Care in 2014/2015 - Local practice was opened in 2013 which offers scans.
	<p>6.3 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Signage Committee meeting on 27 August 2015.
	<p>6.4 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Jan unable to attend. • The Committee is introducing signs to be placed on a door of an infectious patient that advises staff/visitors on what precautions should be taken when entering the room eg what equipment to use/protective coverage etc.
	<p>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Elizabeth Martin on leave.
	<p>6.6 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss did some investigation via the internet and came across a falls prevention poster with details in several different languages. It was presented to the Committee who will consider implementation.
	<p>6.7 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth not at the meeting due to illness. • Paul Holdsworth previously advised Jan Denniss that discussions have been held around the glass walls for the rooms in the new building, making patients visible. Glass walls will be at the front of the single rooms. The four bedded wards will have no doors. Curtains will still offer privacy.
	<p>6.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Meeting deferred. <p>Action: Discuss the circulation of paperwork and meeting notifications with Janet Bell – Kim Wrightson</p>
	<p>6.9 Central and Eastern Sydney Primary Health Network – Lorna Stevens</p> <ul style="list-style-type: none"> • Areas have merged. • Investigating the new organisational structure. • Lorna Stevens investigating member support. • Clinical Council and Consumer Council to be created and recruitment process to occur. • Staff has been reduced from 300 to 150. • Service located in Kensington Street, Kogarah. • Connecting Care Project will continue. This project assists disadvantage community members and coordinates care at home and provides assistant in getting to appointments. • Funding for other projects is being investigated. • Looking at IT/communication methods. Ideally this should be investigated at a State wide level.
	<p>6.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Meeting was cancelled.

	<p>6.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Continued work on separating the current Hospital structures (TSH and SGH). <ul style="list-style-type: none"> - Structure has been circulated for consultation - Collating comments - Working with Unions - Adjustments are being made on the comments received • Winter period has been very busy but the Hospital is coping well with the added demands. • Projects from Gerry Marr have started. • Lightfoot (Company) Data Analysis Tool – Ambulance Service; ED and Admissions <ul style="list-style-type: none"> - Implemented to improve care - <u>ED</u> - 8 to 10% increase since the new ED opened. Most patients are walk-ins and not admitted. - Review if the patient has a GP. Write to the patient to encourage them to use their GP. - <u>Frail elderly group</u> - Do a frailty score on the patient. - Identify if they need extra support eg allied health resources - <u>Neurology</u> - Agency for Clinical Information (ACI) looking at key pathways. - Engaging clinicians. • Work from Strata – Canadian Company <ul style="list-style-type: none"> - Link up referrals. - Better pathways for patients. - Looking at IT systems.
	<p>6.12 Nursing Update – Kristin Mills</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>6.13 Quality and Safety Update – Trish Wills</p> <ul style="list-style-type: none"> • Main focus is on accreditation. • We were covering 15 standards; now we are only doing 10. • Accreditation will commence 23 November 2015. • Surveyors will want to meet with members of this group.
	<p>6.14 Corporate Services Update – Jonathan Devasagayam</p> <ul style="list-style-type: none"> • David Garcia, sign writer has ordered a sign that will protrude from the ED entrance across the pathway. This was identified as many patients/visitors walked past the ED entrance and into Patient Enquiries at the main entrance of the Hospital. • Recruitment process to commence for a three month trial of a Traffic officer. This will help improve the traffic flows around the Gray Street entrance. • ISS (cleaning contractors) are running trials:- <ul style="list-style-type: none"> - Medivac – Backpack vacuum cleaner - Intelibot – robot floor scrubber. First in Australia to trial the system. It will be trialed after hours in the cleaning of foyers/corridors. • Kensington Street Car Park – Patient pick up/drop off area. <ul style="list-style-type: none"> - Rod Lynch enquired how this works due to the boom gate at the entrance. <p>Action: Investigate signage/information about the pick-up/drop off area – Jonathan Devasagayam</p>
	<p>6.15 Confidential Items</p> <ul style="list-style-type: none"> • Nil

7	Reports for Noting
	7.1 Volunteer Report <ul style="list-style-type: none"> No report submitted
	7.2 Diversity Health Report <ul style="list-style-type: none"> Report noted
8	Governance Items <ul style="list-style-type: none"> Nil
9	New Business <ul style="list-style-type: none"> Enclosed Lands Act at Prince of Wales – Rod Lynch <ul style="list-style-type: none"> Recent media (Sun Herald article on 16 August 2015) around a letter under the “Enclosed Lands Act” to remove a patient from the Emergency Department, Prince of Wales Hospital. Leisa Rathborne indicated that this would never occur at St George Hospital and no patient would ever receive a letter requesting the removal from the premises. A letter may be issued to a violent/aggressive patient; however this is a rare occurrence.
10	Business Without Notice <ul style="list-style-type: none"> Nil
11	Meeting Closed Date of next meeting – Tuesday 22 September 2015 at 9.00am, Boardroom, 4 th Floor, James Laws House, St George Hospital
	Consumer Training – Multicultural Health Ambulatory & Primary Health Care

CERTIFIED A CORRECT RECORD	
.....	RODNEY E. LYNCH
Name
.....	<i>R. E. Lynch</i>
Signature
.....	27 - 10 - 15
Date