

St George Hospital Consumer Advisory Group

Tuesday 27 October 2015 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

| | Description |
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| 1 | <p>Present:</p> <ul style="list-style-type: none"> • Peter Brown, Consumer Representative • Jan Denniss, Consumer Representative • Jonathan Devasagayam, SGSHHS Corporate Services Manager • Paul Holdsworth, Consumer Representative • Advija Huseinspahic, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Julie Cosgrove, Representative for Vicki Manning • Elizabeth Martin, Consumer Representative • Kristin Mills, NESM • Leisa Rathborne, SGH General Manager • Trish Wills, SGSHHS Sector Manager, CPIU <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"> • Susan Hanrahan, Consumer Representative • Paul Sullivan, Consumer Representative • Lorna Stevens, Central & Eastern Sydney Primary Health Network • Vicki Manning, SGH Director of Nursing |
| 2 | <p>Presentation</p> <ul style="list-style-type: none"> • Janine Bothe, Clinical Nurse Consultant, Surgery presented on the “Surgical Patient Experience”. |
| 3 | <p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 28 August 2015 and 22 September 2015 were confirmed as a true and accurate record. |
| 4 | <p>Items Arising</p> <ul style="list-style-type: none"> • Actions raised at the August meeting were discussed at the September meeting. No action items raised at the September 2015 meeting. |
| 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"> • Consumers completed an on-line evaluation of the Patient Safety and Quality Dashboard. • Three consumers attended the food tasting of the new hospital menu on 12 October 2015. • Invitation sent to Chair to attend the Consumer and Engagement forum to be held on Monday 23 November 2015. • Save the date invitation sent to the consumers for the 2016 Patient Experience Symposium on 5 and 6 May 2016, 8.30am to 4.30pm at the Australian Technology Park, Eveleigh. • Patient Information Folder – Logo to be added to the final draft of the brochures/flyers reviewed by the consumers. The updated brochures/flyers will be held with the |

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| 7 | Standing Items |
| | <p>7.1 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Nothing to report. |
| | <p>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss was unable to attend the meeting but was advised of an ICU presentation advising the outcome of the recent ICU Patient Survey. <ul style="list-style-type: none"> - Survey circulated to 300 people - 200 responses received - Nurses fared better than the Doctors - Asked for improved visiting hours <p>Action: Circulate presentation to the Committee. Trish Wills to forward to Kim Wrightson for circulation.</p> |
| | <p>7.3 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Signs will be installed at the Services Centre advising trucks to watch for pedestrians. • Discussions held on street signage from Belgrave Street to South Street. Research and Education Building is difficult to locate. • Map reference on google maps takes you to the Emergency Department Kensington Street. Leisa Rathborne advised that this has been corrected. |
| | <p>7.4 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Nothing to report |
| | <p>7.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Meeting held on 23 September 2015. • Janine gave an excellent overview. Staff are excited. Programme well received by patients. Next meeting is February 2016. |
| | <p>7.6 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • District Steering Committee supports the guideline of Ambulatory Care. • Issue with lowering bed to do resuscitations. Investigating high-low and low-low beds. Leisa advised that there is a difference of 2cm. At her previous workplace they decided to go with low-low beds as they can't tip. • Ministry recently brought electric beds for Hospitals across the State. SGH received 200 beds. |
| | <p>7.7 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Unable to attend meeting. • Question was raised on how you ensure visitors leave when the visiting hour's bell rings. Julie Cosgrove advised that on a whole, most visitors are compliant. |
| | <p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Deferred |
| | <p>7.9 Central and Eastern Sydney Primary Health Network – Lorna Stevens</p> <ul style="list-style-type: none"> • Report not submitted. • Peter Brown receives reports from the Central and Eastern Sydney Primary Health Network. Peter believes that they might not be up to date with consumers. Leisa Rathborne advised that the transition is still occurring and that they have discussed setting up a Consumer Committee. They will be moving to Kensington Street, Kogarah. • Their aim is to give GP's better guidance on identifying appropriate tests for patients and where to send them for the tests. |

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| | <p>7.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Meeting held on 16 October 2015. Discussions held on the following issues. <ul style="list-style-type: none"> - Health Pathways presentation – an on-line health information portal for General practice and Hospital Clinicians (presented by Paul Bennett, Program Manager, Health Pathways) - SGH Redevelopment – a general outline discussing problems and targets (presented by Cath Whitehurst and Sam Sangster). - Clinical Department Review – Aged & Extended Care (presented by Peter Smerdely and Michael Grimm). - New and altered interventional procedures, technologies or treatments and safe introduction into clinical practice (presented by Leisa Rathborne). - Process of costing service supply within the hospital. <p>Action: Rod Lynch suggested that an excerpt of the Clinical Council minutes/report be circulated to the consumers for their information. Committee agreed – Rod Lynch/Community Relations</p> |
| | <p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Redevelopment plans are going well. <ul style="list-style-type: none"> - Continue to review the detailed designs. - Discussions held on internal window sizes in the inpatient units. The hospital would like them as large as possible. - Finishing on the building designs for Theatres and ICU. - Blacktown Hospital are using the same architects in their redevelopment. We have visited the Hospital to look at fittings etc. In the single rooms they had a day bed for relatives to stay. SGH would like to incorporate this in the single rooms. They are \$5K each. Investigate budget. • Hospital Restructure <ul style="list-style-type: none"> - Signed off. - Staff will be receiving effected letters. - Executive have drafted a hand over plan. This will be a gradual plan over stages. This will commence after accreditation. |
| | <p>7.12 Nursing Update – Kristin Mills</p> <ul style="list-style-type: none"> • Initial roll out of the SGH Nursing Vision has wrapped up. Celebratory lunch at the end of the year. |
| | <p>7.13 Quality and Safety Update – Trish Wills</p> <ul style="list-style-type: none"> • Unfortunately there were no Health Awards for SGH. • Accreditation <ul style="list-style-type: none"> - Main focus is on accreditation in four weeks (23 to 27 November 2015). - Huge organisational task. - Draft timetable circulated to Managers. - Surveyors will attend the next CAG meeting on 24 November 2015. Meeting to be brought forward to 8.30am. <p>Action: Update meeting invite to 8.30am – Community Relations</p> <ul style="list-style-type: none"> - Surveyors gave feedback advising we should start our CAG meetings with patient stories. Stories can be submitted or patients can be invited to attend meetings. <p>Action: Place “patient stories” on agenda for 2016 – Community Relations</p> <ul style="list-style-type: none"> • Quality Safety Report October 2015 <ul style="list-style-type: none"> - Scored well from Pressure Injuries to Unplanned visitors (A's and B's) - SESLHD Key Patient Safety and Clinical Performance Indicators (tabled at the bottom of the Patient Safety Report). First time this has been reported. Further work with |

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| | <ul style="list-style-type: none"> • Consumers completed recent survey monkey in last month's survey. |
| | 7.14 Corporate Services Update – Jonathan Devasagayam <ul style="list-style-type: none"> • Coffee Shop (opposite Cafeteria) has closed. Staff have been transferred to the Cafeteria. Looking at retail space. |
| | 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 noted |
| | 8.2 Diversity Health Report <ul style="list-style-type: none"> • Report noted |
| 9 | Governance Items <ul style="list-style-type: none"> • Nil |
| 10 | New Business <ul style="list-style-type: none"> • Nil |
| 11 | Business Without Notice |
| | 11.1 Patient report on ED – Jan Denniss <ul style="list-style-type: none"> • A patient discussed their recent visit to ED with Jan Denniss. • The ID bracelet wouldn't fit around their ankle. Julie Cosgrove advised that there are two sizes available and suggested that they can be placed on each wrist (they don't need to go on the ankle). • Underwear didn't fit. • Recommendation by consensus that a review be conducted to ensure capacity for ID bracelets/underwear to fit all patients. • Patient advised that the ED staff were brilliant. |
| | 11.2 Re-admissions – Paul Holdsworth <ul style="list-style-type: none"> • Paul advised that his brother gets called back to come into Hospital for the same condition. Is this classed as a re-admission? • He was advised that it gets counted but it can be explained. |
| | 11.3 Integrated Care Project – Jan Denniss <ul style="list-style-type: none"> • Jan Denniss enquired on how the Integrated Care Project is going. • Leisa Rathborne advised that it is going well. <ul style="list-style-type: none"> - <u>Frailty Score</u> - Do a frailty score on the patient. - Identify if they need extra support eg Allied Health resources - Has commenced – going well. - Once patient is referred to us from the Surgeon; we can do a frailty score prior to their admission. We can assist with losing weight etc. - <u>ED</u> - 8 to 10% increase since the new ED opened. Most patients are walk-ins and not admitted. - We are working with the Primary Health Network. - It has been identified that the Princes Highway – Wolli Creek corridor is where there are no GP's. - Looking at letterbox drops with information for this area. - Short Stay Unit have been given extra staff. Need to recruit new Staff Specialist. - <u>Neurology</u> - Agency for Clinical Information (ACI) looking at key pathways. - Clinicians have been engaged. We believe we have the skills to run the project. • Gerry Marr has set up a winter planning forum to look at the best patient pathway. |

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| | <p>11.4 Ongoing Care Project – Peter Brown</p> <ul style="list-style-type: none"> • Peter Brown advised that a new programme will commence in 2017. • Electronic Care record. |
| | <p>11.5 Geriatrician for ED – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss asked if we were looking at recruiting a Geriatrician for the ED to assist with the elderly people presenting. • Leisa Rathborne advised that we are looking at early intervention – part of the Frailty Report, Integrated Care Project. • We will not be appointing a Geriatrician to the ED. |
| | <p>11.6 Sympathy Card – Elizabeth Martin</p> <ul style="list-style-type: none"> • Elizabeth Martin expressed her thanks for the sympathy card. |
| 12 | <p>Meeting Closed at 10.20pm Date of next meeting – Tuesday 24 November 2015 at 8.30am, Jenny Short Seminar Theatre, Level 2, Research and Education Building.</p> |

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| CERTIFIED A CORRECT RECORD | |
| | RODNEY E. LYNCH |
| Name |  |
| Signature | |
| | 24-11-15 |
| Date | |