

St George Hospital Consumer Advisory Group

Tuesday 23 June 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)• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Leisa Rathborne, SGH General Manager• Nick Skleparis, 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• Paul Sullivan, Consumer Representative
2	<p>Presentation</p>
	<p>2.1 NSW Patient Survey - Questions</p> <ul style="list-style-type: none">• Trish Wills asked the consumers for comments regarding questions from the NSW Patient Survey.
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 26 May 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 meeting held on 26 May 2015 were discussed.• All items completed. Comments made on:-• Item 2.1 – Consumer participation on SGH Redevelopment committees.<ul style="list-style-type: none">- Rod Lynch advised that he did his own small survey. He will forward his comments to Kim Wrightson/Penny Glezellis.• Item 7.6 – Recommendation to Hospital management – considerations given to developing a mechanism within the on-line discharge system to display the falls risk of patients.<ul style="list-style-type: none">- Jan Denniss has been asked to table this at the District Falls meeting scheduled for 24 June 2015.• Item 7.10 – Consumers to review the current Hospital website and bring feedback to the next meeting.<ul style="list-style-type: none">- “Search” button suggested. Currently there is no search button on the SGH site.- Select language option to be considered. Leisa Rathborne advised that google

	<ul style="list-style-type: none"> - Jan Denniss advised that the hospital map on the Liverpool site is easy to locate - Consumers agreed, overall the Liverpool website was easier to navigate. More appropriate information was available for visitors. • Item 7.12 – Do not proceed with CAG posters. Follow up on placing information on hospital TV channel. <p>Acton: To be investigated – Community Relations</p> <ul style="list-style-type: none"> • Item 10.1 – Hydrotherapy Pool. Discuss further with Leisa Rathborne and report back to the next meeting. - Jan Denniss advised that an extra staff member has commenced and classes have resumed.
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"> • 6 pages of documentation have been reviewed by the CAG members. • CAG Education Session held on 4 June 2015. Well attended. Very successful and beneficial to the consumers. • Redevelopment User Groups – as mentioned above in 2.1
7	<p>Standing Items</p>
	<p>7.1 SGSHHS Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Paul Sullivan an apology. Deferred
	<p>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss advised that she was unable to attend the recent meeting.
	<p>7.3 SGH Whole of Hospital Program Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Paul Sullivan an apology. Deferred
	<p>7.4 SGH Hospital Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Signage Committee cancelled.
	<p>7.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>7.6 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Nothing to report. Meeting scheduled for 24 June 2015.
	<p>7.7 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth would like information placed on the discharge sheet identifying if a patient is a high risk of falls. <p>Action: Jan Denniss to raise this issue at the District Steering Committee for Falls Injury Prevention in Health Facilities meeting on 24 June 2015. Report back to Committee – Jan Denniss</p>
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • New clinical business rule is being developed called “Nutrition Care” for local implementation of the Nutrition Care Policy. • Nil by Mouth signage is being developed for SGH. Will be piloted on several wards • Weighing of inpatients. All NUMs agreed to start “weigh day Wednesday” to improve weekly weights. • Nutrition brochures for patients have been developed by ACI. • Food Service – dinner is going to be delivered from 5pm instead of 4.30pm. Trial for 3 months.
	<p>7.9 Medicare Local Update – Maria Pifarre</p> <ul style="list-style-type: none"> • Maria Pifarre was an apology. Deferred
	<p>7.10 Clinical Council Report – Rod Lynch</p>

	<p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> Continued work on separating the current Hospital structures (TSH and SGH). Redevelopment works continue. As expected, the winter period has been busy but the Hospital is coping well with the added demands. Prince of Wales and Royal Hospital for Women have completed accreditation. We have received their feedback. Consumers were front and centre for the surveyors. Leisa Rathborne liked the suggestion from Trish Wills that we develop a logo that can be placed on brochures that have been reviewed by Consumers. <p>Action: Trish Wills and Kim Wrightson to discuss and develop</p> <ul style="list-style-type: none"> Consumer Education Session – all consumers to complete before accreditation in November 2015. <p>Action: Work with individuals that have not completed their education session – CPIU/Community Relations</p> <ul style="list-style-type: none"> Rod Lynch raised recent articles on bullying and sexual harassment in the medical field. The Committee was advised discussions have been held with the Junior Medical Officers and Gerry Marr is setting up a task force to work with them. There are reporting mechanisms regarding sexual harassment and bullying in the workplace.
	<p>7.12 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> As part of “Vision” the nursing staff focuses on an area each month. Currently finishing “advocacy” and about to start “consideration”. Rod Lynch enquired if we had any 457 visa nurses at SGH. He was advised that there are only a few and they are located in speciality areas including midwifery. Vicki will be presenting at the District Awards today on “The Future NUM Plan”. This has been running since 2012 and has been very successful. <p>Action: Advise the Committee at the next meeting of the outcome</p> <ul style="list-style-type: none"> A few of our Nepalese nurses have returned to Nepal to assist with the after effects of the recent earthquake.
	<p>7.13 Quality and Safety Update – Trish Wills</p> <ul style="list-style-type: none"> Nothing further to report.
	<p>7.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Tender process for the Access building has not yet been awarded through Health Infrastructure (HI). Kensington Street Car Park – Few minor issues to resolve prior to hand over at the end of the month. Gray Street – Early works ahead of schedule. Car park extension to be handed to Metro Parking Group. 77 new parking spaces have been created with the Gray Street and Kensington Street car parks. Footpath/roadways at the front of the Gray Street hospital entrance are being replaced. Extra lane created to improve flow of traffic. Metro may investigate planter boxes for both areas. Volunteer booth – waiting on insurance. Booth to be relocated. Needle drop off areas – Jan Denniss asked if we should be advertising the locations more. Nick Skleparis advised that we are in discussions with our cleaning contractors (ISS) regarding the collection of needles discarded on campus. <p>Action: Advise Committee of outcome at the next meeting – Nick Skleparis</p>
	<p>7.15 Confidential Items</p> <ul style="list-style-type: none"> Nil
8	Reports for Noting
8.1	Volunteer Report

	8.2 Diversity Health Report <ul style="list-style-type: none"> • Report noted • Rod Lynch reminded the Committee that if we need clarification on any item raised in the Volunteer and Diversity Health Report, then we can invite the Managers to the meeting.
9	Governance Items <ul style="list-style-type: none"> • Nil
10	New Business
	10.1 Consumer Advisory Group Charter <ul style="list-style-type: none"> • Charter is up for review. • Rod Lynch has provided suggestions/changes for the Charter. • Incorporate the suggestions and circulate to committee for discussion/comments. Action: Update Charter and circulate to committee for comments – Community Relations
11	Business Without Notice
	11.1 Patient Safety Meeting – Jan Denniss <ul style="list-style-type: none"> • Question raised at the Patient Safety meeting if you would like a junior Doctor doing a procedure. Jan Denniss advised that if the Doctor was supervised then it could be an option.
	11.2 Smoking on Campus <ul style="list-style-type: none"> • Question raised to committee. Do Security challenge people who are smoking on the premises? • District looking at the management of smoking on premises.
12	Meeting Closed Date of next meeting – Tuesday 28 July 2015 at 9.00am, Boardroom, 4 th Floor, James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

RODNEY E. LYNCH

Name



Signature

28 JULY 2015

Date