

St George Hospital Consumer Advisory Group

Tuesday 26 May 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• Jonathan Devasagayam, SGSHHS Corporate Services Manager• 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• Maria Pifarre, South Eastern Sydney Medicare Local• Leisa Rathborne, SGH A/General Manager• Paul Sullivan, Consumer Representative• 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)• Fiona Duncan, SGH Facility Planner (Guest Speaker) <p>Apologies:</p> <ul style="list-style-type: none">• Penny Glezellis, SGH Community Relations Officer• Tony Ralph, Consumer Representative
2	<p>Presentation</p> <p>2.1 Re-development Update</p> <ul style="list-style-type: none">• Fiona Duncan, SGH Facility Planner updated the Committee on the redevelopments for SGH.• Committees are being created to discuss the design phase. Consumers are invited to join the Committees. Meetings will commence in July 2015. There will be 2-4 meetings attached to each Committee. Each group will discuss different areas such as architectural design which includes external areas of buildings and signage; overall standards including internal finishes; specific areas such as kitchens, linen, waste, birthing services, JMO, admission etc.• Fiona Duncan will send details of the Committees to Kim Wrightson/Penny Glezellis to circulate to consumers. <p>Action: Circulate Committee information to consumers requesting participation – Penny Glezellis/Kim Wrightson.</p>

	<p>2.2 NSW Patient Survey – Questions</p> <ul style="list-style-type: none"> • Dorcas Eddy circulated questions raised from a survey from the Bureau of Health. • The consumers asked if they could have time to review the questions and discuss at the next meeting. <p>Action: Invite Dorcas Eddy to the June meeting where consumers can answer/discuss the questions. Allow half hour to discuss.</p>
3	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 24 March 2015 and 28 April 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 28 April 2015 were discussed. • Item 2 – Forward aggression poster to all CAG for consumer feedback – Circulated/replies received. • Item 7.2 – Forward Enhanced Recovery After Surgery (ERAS) presentation to all CAG members – Trish Wills advised that she will discuss this with Christine Day. • Item 11 – Organise new date for CAG Education Session – Complete • Item 11 – Look into other alternatives that exist for disposal of injections for diabetic patients. Jonathan Devasagayam advised that there are three on-site public disposal areas. Drug and Alcohol; Kensington Street; and the bathrooms in the new Emergency Department.
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"> • 40 pages of documentation have been reviewed by the CAG members. • CAG Education Session scheduled for Thursday 4 June 2015 from 12.30pm to 4.00pm (Light lunch provided; parking vouchers available). <p>Action: RSVP to Penny Glezellis/Kim Wrightson by 29 May 2015</p> <ul style="list-style-type: none"> • Committee agreed that if there is no quorum then the CAG meeting is to be cancelled. <p>Action: Advise Penny Glezellis/Kim Wrightson (with a copy to Rod Lynch) if you are unable to attend the CAG meeting the Friday prior to the scheduled date.</p>
7	<p>Standing Items</p>
	<p>7.1 SGSHHS Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Recent study on frequent presenters to the Emergency Department. Identified that it is mainly elderly; mental health patients; gastro issues. The plan is to expand the survey. • Plans being put in place to address the frequent visitors and advise how to access external assistance. • Maria Pifarre advised that a Project has been developed which investigates/assists nursing homes regarding GP contact rather than entering the Emergency Department. • Flying Squad also has a direct link with the nursing homes. • Plans are in place for the winter schedule. It is noted that the numbers presenting to the Emergency Department have already increased on last year. • Discussions were held with Paul asking if he would like to attend the Whole of Hospital Committee which is held directly after the Patient Flow meeting. Paul advised that he would attend. <p>Action: Advise Shirley Leong of Paul Sullivan's attendance at the Whole of Hospital Committee meetings – Penny Glezellis/Kim Wrightson</p>

	<p>7.2 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Held on 25 May 2015. • Presentation on incident reporting system. • Jan Denniss advised that it is a huge improvement and was very impressed with the system.
	<p>7.3 SGH Hospital Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Nothing to report. Meeting on Thursday 28 May 2015.
	<p>7.4 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>7.5 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>7.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Discussions held about Doctors advising if patients are a high risk of falls on the discharge sheet. • Mechanisms need to be investigated on how to transfer information to the GP to identify a patient is a high risk of falls. • Consideration is given to developing a mechanism within the on-line discharge system to display the falls risk of patients. <p>Action: Recommendation to Hospital management – consideration is given to developing a mechanism within the on-line discharge system to display the falls risk of patients.</p>
	<p>7.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan was unavailable to attend the last meeting. Waiting on a copy of the minutes.
	<p>7.8 Medicare Local Update – Maria Pifarre</p> <ul style="list-style-type: none"> • New name for Medicare Local as of 1 July 2015 – Central and Eastern Sydney Primary Health Network. • Staff currently re-applying for their positions. • LHD initiative – Tobacco Project; supporting Arabic women on issues regarding smoking at home.
	<p>7.9 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Nothing to report.
	<p>7.10 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Karen Becker has commenced as General Manager, Sutherland Hospital for a 6 month contract. • Both General Managers looking at separating the current Hospital structures. • Working hard on redevelopment issues and the winter plans. • In the process of updating the Hospital website. Would appreciate consumer feedback on the current website. Other hospitals identified changing words such as “Obstetrics” to “Having a baby” making the website more user friendly. <p>Action: Consumers to review the current Hospital website and bring feedback to the next meeting.</p> <ul style="list-style-type: none"> • Rod Lynch brought up the issue about the redevelopments within the Kogarah area and the impact on the Hospital. Leisa advised that the District Population Health and Planning Unit continually review the top 10 priorities for the district. St George Hospital currently have 2 items on the top 10; Renal Dialysis Satellite Service and Stage 3 Redevelopment. • Peter Brown asked how the Emergency Department electronic reporting system is going. Leisa advised that it commenced this week. Staff have embraced the system. It is an

	<p>7.11 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> International Nurses and Midwives Day held recently. Reward and Recognition held; Sarah Kinghorn, NUM Surgical Ward was an overall winner. 280 SGH nurses attended a function at Brighton Le Sands.
	<p>7.12 Quality and Safety Update – Trish Wills</p> <ul style="list-style-type: none"> Annual New South Wales Health Awards. Two projects have reached the District level:- <ul style="list-style-type: none"> Southcare (collaborative Aged Care service, Sutherland Hospital) Nursing Leaders Judging early next month. Hopefully we will get to the State finals. Peter Lewis, Chair, Sutherland Hospital Consumer Advisory Group has suggested that a poster to recruit new CAG members be placed around the Hospitals (suggested as part of the National Standards). Currently SGH have 10 members (requirement is 8-12). Committee discussed further and agreed that there are too many posters around the hospital and surveys have identified that patients/visitors rarely read them. Agreed not to proceed with this action. Further discussions held and it was agreed that it would be better to advertise CAG membership via the hospitals TV channels and place on the website. Action: Do not proceed with posters. Follow up on placing information on hospital TV channel – Penny Glezellis/Kim Wrightson Leisa Rathborne advised that we have updated our response letter for complaints and added a standard line about joining CAG's. Committee agreed to an ad to be placed on the "Friend of St George" annual newsletter (part of the Winter Appeal) which is circulated to approximately 1000 hospital donors. It is expected that CAG members attend 70% if the meetings.
	<p>7.13 Corporate Services Update – Jonathan Devasagayam</p> <ul style="list-style-type: none"> Currently in the tender process for the Access building. Building works for Kensington Street are on track. Handing over to Metro early June 2015. Volunteer's booth to be relocated.
	<p>7.14 Confidential Items</p> <ul style="list-style-type: none"> Nil
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> Not received <p>Action: Follow up – Penny Glezellis/Kim Wrightson</p>
	<p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> Not received <p>Action: Follow up – Penny Glezellis/Kim Wrightson</p>
9	<p>Governance Items</p> <ul style="list-style-type: none"> Nil
10	<p>New Business</p>
	<p>10.1 Allied Health Update – Jan Denniss</p> <ul style="list-style-type: none"> Discussed changes to the Hydrotherapy pool to outpatients. Classes reduced to one per week. Expressed her concerns. Advised that there is a long waiting list. Leisa provided further background and advised that the recent external consultant's report advised that we have more allied health staff at St George compared to other (equivalent) hospitals (eg Liverpool). Services have been reviewed which included the hydrotherapy pool. Suggested reductions of the maintenance class for patients with ongoing chronic

	<ul style="list-style-type: none"> Jan Denniss will further discuss this with Leisa Rathborne and report back to the next meeting. <p>Action: Report back to the next meeting – Jan Denniss</p>
	<p>10.2 NS3 Infection Control Consumer Representative – Trish Wills</p> <ul style="list-style-type: none"> Committee meetings held the first Wednesday of each month from 1.30pm to 2.30pm. Consumer representative needed. <p>Action: Circulate meeting details to consumers – Penny Glezellis/Kim Wrightson</p>
11	<p>Business Without Notice</p> <ul style="list-style-type: none"> Nil
12	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 23 June 2015 at 9.00am, Boardroom, 4th Floor, James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

RODNEY E. LYNCH

Name

R. E. Lynch

Signature

23 JUNE 2015

Date