

# St George Hospital Consumer Advisory Group

Tuesday 24 November 2015 at 9.00am

Jenny Short Seminar Room, Level 2, Research and Education

St George Hospital



Health

South Eastern Sydney  
Local Health District

## Minutes

	Description
1	<p><b>Present:</b></p> <ul style="list-style-type: none"> <li>• Peter Brown, Consumer Representative</li> <li>• Jan Denniss, Consumer Representative</li> <li>• Jonathan Devasagayam, SGSHHS Corporate Services Manager</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Paul Holdsworth, Consumer Representative</li> <li>• Rod Lynch, Consumer Representative (Chair)</li> <li>• Vicki Manning, SGH Director of Nursing</li> <li>• Elizabeth Martin, Consumer Representative</li> <li>• Leisa Rathborne, SGH General Manager</li> <li>• Paul Sullivan, Consumer Representative</li> </ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"> <li>• Lee Fairley, ACHS Surveyor</li> <li>• Penny Glezellis, SGH Community Relations Officer (Secretariat)</li> <li>• Kaye Smith ACHS Surveyor</li> </ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Kristin Mills, NESM</li> <li>• Trish Wills, SGSHHS Sector Manager, CPIU</li> </ul>
2	<p><b>Welcome to the ACHA Surveyors</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch welcomed Lee Fairley and Kaye Smith, ACHS Surveyors to the meeting.</li> </ul>
3	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"> <li>• Minutes dated 27 October 2015 were confirmed as a true and accurate record.</li> </ul>
4	<p><b>Items Arising</b></p> <ul style="list-style-type: none"> <li>• Actions raised at the 27 October 2015 meeting were discussed and actioned.</li> </ul>
5	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
6	<p><b>General Business</b></p>
	<p><b>6.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Consumers have reviewed 9 pages of patient information material since the last meeting.</li> <li>• The opportunity for women over the age of 50, meeting certain criteria to volunteer to participate in the ongoing study into the new treatments for incontinence being conducted by the Pelvic Floor Unit at St George Hospital was brought to the notice of the Association of Independent Retirees at their recent meeting.</li> <li>• Attended the recent Consumer and Community Engagement Forum on 23 November, 2015. Issues and processes were discussed regarding “Improving Health and Wellbeing in South East Sydney – Community Partnership Strategy” and the formation of a District Consumer and Community Council, to give consumers and communities a greater voice across the health system.</li> <li>• St George Hospital recently received an award at the 2015 NSW Multicultural Health Communication Awards – Category: Audio Visual for the “Caring for you Cannula” project.</li> </ul>

7	<b>Standing Items</b>
7.1	<p><b>SGH Patient Flow &amp; Demand Management Strategic Committee – Paul Sullivan</b></p> <ul style="list-style-type: none"> <li>Deferred to next meeting.</li> </ul>
7.2	<p><b>SGH Patient Safety and Quality Meeting – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Deferred to next meeting.</li> </ul>
7.3	<p><b>SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Deferred to next meeting.</li> </ul>
7.4	<p><b>SGH Infection Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Deferred to next meeting.</li> </ul>
7.5	<p><b>Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</b></p> <ul style="list-style-type: none"> <li>Nothing to report. Next meeting to be held in February 2016.</li> </ul>
7.6	<p><b>District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Nothing to report. Next meeting to be held in February 2016.</li> </ul>
7.7	<p><b>SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Nothing to report. Next meeting to be held in February 2016.</li> </ul>
7.8	<p><b>SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Nothing to report. Next meeting to be held in December 2015.</li> </ul>
7.9	<p><b>Central and Eastern Sydney Primary Health Network – Lorna Stevens</b></p> <ul style="list-style-type: none"> <li>No report given.</li> </ul>
7.10	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Attended meeting on 20 November 2015. Informative presentations were made on the following subjects: <ul style="list-style-type: none"> <li>Lightfoot overview</li> <li>Emergency Treatment Performance Trajectory.</li> </ul> </li> </ul> <p><b>Action: Excerpt of minutes respecting these presentations will be circulate to CAG members in due course - Rod Lynch/Community Relations</b></p>
7.11	<p><b>General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li>Staff have been working towards accreditation. The summation session will be held on Friday at 3pm – 4.30pm and everyone is welcome to attend including our consumer representatives.</li> <li>Redevelopment plans are going well. Sign off has been given to the building design and fittings.</li> <li>Hospital Restructure has been completed. Affected staff who have opted for a voluntary redundancy will be leaving by 18 December, 2015.</li> <li>St George Hospital and Sutherland Hospital will be operating as separate entities as of 31 December, 2015. The main reason for this is that both Hospitals are currently undergoing major re-development projects which need to be managed by separate General Manager on each site.</li> <li>An Arts Committee will be set up to look at art work within the Hospital with funding to be provided from the Ministry of Health. Community Involvement will be encouraged in the form of a photo competition.</li> <li>It is proposed that a digital way finding display will be placed in the main foyer area of the Hospital to assist visitors with directions around the campus.</li> </ul>



	<p><b>General Manager Report – Leisa Rathborne (Continued)</b></p> <ul style="list-style-type: none"> <li>• Rod Lynch advised that results of the SESLHD survey was published in the media recently and that the District has not submitted a response. It showed that 61% of staff are dissatisfied with management although not many of the staff completed the survey. Leisa Rathborne explained that the media has a different view on what is newsworthy and in most cases doesn't allow us much opportunity to respond. The survey results for St George Hospital were on par with the state average which is pleasing.</li> </ul>
	<p><b>7.12 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• SGH Nursing Vision and Behaviours: For the month of December all nurses will be encouraged to reflect on the nursing vision and behaviours as a whole and to look at how it has positively affected the way that they carry out their nursing care.</li> </ul>
	<p><b>7.13 Quality and Safety Update – Trish Wills</b></p> <ul style="list-style-type: none"> <li>• Deferred until next meeting.</li> </ul>
	<p><b>7.14 Corporate Services Update – Jonathan Devasagayam</b></p> <ul style="list-style-type: none"> <li>• Coffee Shop (opposite Cafeteria) has closed. Staff have been transferred to the Cafeteria. In the interim a coffee cart service has commenced and is located outside the Radiology area.</li> <li>• Pitney Building works: the scaffolding has come down and construction work will cease by Christmas.</li> <li>• Mental Health building is undergoing internal office refurbishments.</li> <li>• Rod Lynch asked if there had been any special conditions attached to the contract of the new Hospital building based on publicised fire hazards and other identified deficiencies and problems relating to imported Chinese fabricated building materials such as cladding steel products and electrical cabling – especially after the dangerous fire issues experienced by the Royal Women's Hospital in Melbourne and other various building across the country. It was explained to the committee that the buildings are built in to the standard specified within the NSW Health Facility Guidelines and various other Australian Standards and Building Codes. Health Infrastructure works closely with the appointed builders and project manager and would look at the suitability of the products. Also recent NSW Health builds across the state have "lessons learnt" sessions with the key stakeholders at the completion of various stages to review what worked and what didn't, in order to reduce the repetition of mistakes going forward.</li> </ul>
	<p><b>7.15 Confidential Items</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
8	<p><b>Reports for Noting</b></p>
	<p><b>8.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>• Report noted</li> </ul>
	<p><b>8.2 Diversity Health Report</b></p> <ul style="list-style-type: none"> <li>• Report noted</li> </ul>
9	<p><b>Governance Items</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
10	<p><b>New Business</b></p> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
11	<p><b>Business Without Notice</b></p> <ul style="list-style-type: none"> <li>• No new business to discuss</li> </ul>

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**Meeting Closed at 10.00am**

Date of next meeting – Tuesday 23 February 2016 at 9.00am, Boardroom Level 4 James Laws House, St George Hospital.

**CERTIFIED A CORRECT RECORD**

RODNEY E. LYNCH

Name

R. E. Lynch

Signature

23 - 2 - 16

Date