

St George Hospital Consumer Advisory Group

Tuesday 24 May 2016 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• Dorcas Eddy, SGH/TSH Clinical Quality Manager, CPIU• 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• Kristin Mills, NESM• Leisa Rathborne, SGH General Manager• Nick Skleparis, SGH Corporate Services Manager <p>Apologies:</p> <ul style="list-style-type: none">• Jenny Denford, Central & Eastern Sydney Primary Health Network• Paul Sullivan, Consumer Representative <p>In Attendance:</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Partnerships Officer (Secretariat)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 22 March 2016 were confirmed as a true and accurate record.
3	<p>Items Arising</p> <ul style="list-style-type: none">• Actions raised at the 22 March 2016 meeting were discussed and actioned.• Item 3 Consumer participation on CCC Committees. CCC is currently looking at their meeting strategies and consumer representation. Action: Send Vicki Manning contact details of Susan Hanrahan who has expressed an interest in joining a CCC Committee – Kim Wrightson• Item 6.7 Patients presenting to Hospital with malnutrition. The Committee was advised that the Hospital completes nutritional screenings of all patients. The LHD Food and Nutrition Committee continually investigate strategies. Malnutrition is a focus of the organisation. Dietetics has looked at patient meals. Meals for late admissions continue to be an issue. Patients arriving from nursing homes go through the same assessment process.• The Hospitals Flying Squad consists of nurse practitioners. They liaise between the Hospital and Nursing Homes.
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">• No documents/brochures reviewed since the last meeting.• Paul Holdsworth has agreed to participate on the Heart Failure Project. Action: Identify dates of meeting and advise Paul Holdsworth – Kim Wrightson• Thank you to Susan Hanrahan who attended the SGH Extraordinary Signage Committee.• Consumers were asked to advise Rod Lynch and/or Kim Wrightson if they are unable to

6	Standing Items
	<p>6.1 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Misunderstanding with diary invitations. Jan Denniss was advised the meeting had been cancelled. <p>Action: Meeting invites to be re-sent to Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held on 23 May 2016. • Leisa Rathborne provided the Committee with an update. • Discussions held on IIMS data on Orbit (information is two months behind). Incidents are potentially not being documented. Nurse Managers are looking at audits for National Standards. They will look at activities to improve these areas. The focus is on:- <ol style="list-style-type: none"> 1 Deterioration of a patient– record all observations 2 Falls – use of framp (Risk Management Plan) 3 Infection control of lines eg cannulas and central lines
	<p>6.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Extraordinary Signage Committee meeting held on 28 April 2016. Jan Denniss unable to attend. Susan Hanrahan attended. Committee viewed the signage for the new redevelopment.
	<p>6.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Discussions held on skin preparation. Alcohol based skin preparations are no longer in use. • Hand hygiene for doctors. This issue was raised at Clinical Council. Junior Medical Officers (JMOs) have been targeted. They will have a month to complete the mandatory hand hygiene component. If it is not completed within the month, they will receive a formal warning which will be placed on their record. More difficult with the Senior Doctors. Looking at this issue at a District level. A number of initiatives have been put in place, one being “lead by example”.
	<p>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Storyboard for falls has been created. It will be laminated and circulated. • The Steering Committee was shown a graph on falls. Jan advised it was difficult to understand. • Jan investigated information online and found that the Country Health South Australia Local Health Network had a simpler graph which might be of some interest to the Falls Committee. <p>Action: Circulate the information to the CAG members – Kim Wrightson</p> <ul style="list-style-type: none"> • Jan advised that the Memorial Hospital changed the door/surround colours to identify it as a falls room.
	<p>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • No meeting since March 2016. • Janine Bothe, Coordinator has submitted the project for an Award.
	<p>6.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Committee is enthusiastic about the mats. • Paul praised Amy Saunders who runs the SGH Falls Prevention Committee. He advised that she is very knowledgeable.
	<p>6.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Malnutrition week in May 2016. They discussed a stall about awareness. • Looking at a “happy hour” in Aged Care. Initiative to increase the patients’ hydration. • Snack bags are available after hours. Still looking at afterhours meals. • Trial in 3 West – signage of what each patient’s dietary requirements will be placed on the room door instead of over their bed. Susan questioned what “modify” means for visitors.

	<ul style="list-style-type: none"> • Jan asked if we could encourage patients to drink a cup of water at each medication time. • Discussions held around malnutrition groups. It is assumed that patients arriving to Hospital from nursing homes wouldn't be malnutrition. • Rod asked if there were systems in place if patients consistently come into the hospital suffering malnutrition from a particular nursing home. The Committee was advised that the Hospital's Flying Squad does assessment of patients in the facility. • Peter Brown advised that part of the issue is that the Hospital is State and Nursing Homes are Federal and have different reporting systems.
6.8	SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan <ul style="list-style-type: none"> • Deferred
6.9	Central and Eastern Sydney Primary Health Network – Jenny Denford <ul style="list-style-type: none"> • No report received
6.10	Clinical Council Report – Rod Lynch <ul style="list-style-type: none"> • Excerpt from the confirmed minutes of March 2016 meeting were circulated to the Committee. Excerpt of April 2016 meeting which he could not attend and extended an apology, will be circulated. • Presentations at the Clinical Council meeting held on 20 May 2016 included: <ul style="list-style-type: none"> - Clinical Ethics in SESLHD - VTE Prophylaxis Audit - Trauma Services Model of Care Consultation • There were discussions about a form that had no value. Rod questioned how often the forms are assessed. Leisa advised that there are forms that are mandatory from the State. These are to be reviewed every three years. Each hospital has different forms. Our District and local forms are reviewed frequently.
6.11	General Manager Report – Leisa Rathborne <ul style="list-style-type: none"> • Admissions have moved to the Kensington Street entrance. • Old Admissions area has been closed. Works commenced on creating this area as a temporary entrance to the Hospital. • Bed Management has temporarily moved to old florist area. • Works have commenced on expanding the dock area. This will allow access to the back of the kitchen for food deliveries. Currently they are using the dock area. • Cafeteria closed. We have opened the new staff lounge area. • Villiers Street Canteen – new coffee kiosk has opened near the Kensington Street access. • Tender for Coffee shop has closed. We are in the process of evaluating the tender applications.
6.12	Nursing Update – Vicki Manning <ul style="list-style-type: none"> • International Nurses and Midwives Day two weeks ago. • Hurstville Rotary held an award ceremony. Nursing Executive selected the 2016 winners for these awards. Nurse of the year – Carol Soper Team of the year – The After Hours Nurse Managers Community Nurse of the year – Cathy Whiteley
6.13	Quality and Safety Update – Dorcas Eddy <ul style="list-style-type: none"> • Our measures are in a good range. Received "C" for ICU Central Line and Surgical Site Infection. • St George Hospital is working on surgical infections for Coronary patients. Looking at preparation of skin prior to theatre. It was identified that patients who suffered infection were often transferred from Wollongong Hospital. Practice has changed where patients arrive the day before their operation. • Trialling braces for coronary patients to be worn after the operation.

	<ul style="list-style-type: none"> Continually looking at different approaches regarding falls. Peter Brown asked if there was a specific issue causing these falls eg buildings. The committee was advised that there are no major issues contributing to falls. The delirium screen has been identified as not being done correctly. Investigating this further. The mats are helping within the wards. Quality Awards – St George submitted 10 applications to the District. All our applications for the main categories made it to the District finals.
	<p>6.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> An order has been raised for the new Information Booth. Construction and installation will be simultaneous with the new Pelvic Floor expansion. Estimated arrival is September 2016. Trialling a draft information table at the Kensington Street entrance. This will be run by volunteers. The Hospital is updating the footpath and old BBQ area with a new path; lighting; bins; outdoor seating.
	<p>6.15 Confidential Items</p> <ul style="list-style-type: none"> Nil
7	Reports for Noting
	<p>7.1 Volunteer Report</p> <ul style="list-style-type: none"> Circulated prior to meeting. Noted
	<p>7.2 Diversity Health Report</p> <ul style="list-style-type: none"> No report submitted.
8	<p>Governance Items</p> <ul style="list-style-type: none"> Nil
9	New Business
	<p>9.1 St George Art Committee – Leisa Rathborne</p> <ul style="list-style-type: none"> As part of the redevelopment works, funding is available for art work in the new Acute Services Building. Survey circulated to hospital staff asking what is important to them in their community and the Hospital. Auditory art also being discussed at the Committee eg Angel Place, George Street. Invitation for a consumer to join the St George Art Committee. Susan Hanrahan expressed an interest in joining this Committee <p>Action: Send invite to Susan Hanrahan – Michelle Davidson</p>
10	Business Without Notice
	<p>10.2 Signage Issues – Jan Denniss</p> <ul style="list-style-type: none"> Jan expressed concerns that hospitals can be an intimidating maze of hallways and departments for both patients and visitors, and in facilities undergoing redevelopment, it is common to encounter inadequate signage. Ongoing issues regarding signage for St George Hospital are:- <ul style="list-style-type: none"> Not replacing the information booth in a timely manner. Inadequate or no signage available in Belgrave Street for visitors, especially when exiting the Belgrave Street Carpark. Signage advising that there is an information booth remains on the grassed area outside Prince William Wing. No signage advising that unauthorised vehicles are not to enter the loading dock area. It was witnessed that a visitor entered the loading dock area as there passenger needed assistance to get out of the car. If they did this on the street, they would be fined \$228.

	<ul style="list-style-type: none"> Advija advised that she has firsthand knowledge of the signage issues due to a recent experience bringing her daughter in for a blood test. <p>Action: Review outdated signage across the campus – Nick Skleparis, Corporate Services</p>
	<p>10.3 Do not resuscitate – Paul Holdsworth</p> <ul style="list-style-type: none"> Due to a recent friend attending Hospital, Paul raised the question on how do patients advise staff regarding their wishes on do not resuscitate? Options are:- <ul style="list-style-type: none"> - A Living Will (Advanced care directive) - Bracelet with contact details ACI is looking at a State-wide advanced care directive. Discussions should be held within families; with their GP's and Clinicians. Unfortunately our system isn't advanced enough to keep details such as advanced care directives. We can only keep paper copies within our systems.
11	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 28 June 2016 at 9.00am, Boardroom Level 4 James Laws House, St George Hospital.</p>

CERTIFIED A CORRECT RECORD	
Name	<i>Janette Dennis</i>
Signature	<i>Janette Dennis</i>
Date	<i>26/07/16</i>