

St George Hospital Consumer Advisory Group

Tuesday 22 March 2016 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

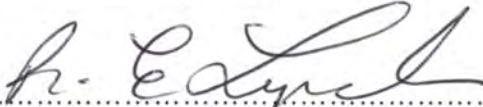
Minutes

	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 • 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 <p>Apologies:</p> <ul style="list-style-type: none"> • Jenny Denford, Central & Eastern Sydney Primary Health Network (report submitted) • Paul Holdsworth, Consumer Representative • Nick Skleparis, SGH Corporate Services Manager • 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 23 February 2016 were confirmed as a true and accurate record with the exception of:- 6.14 Corporate Services Update. Council is investigating the public parking options along Kensington Street. MRI has requested parking consideration for their patients. Change: MRI looking at signage not parking consideration.
3	<p>Items Arising</p> <ul style="list-style-type: none"> • Actions raised at the 23 February 2016 meeting were discussed and actioned. • 5.1 Further investigation for a representative from the Aboriginal community to attend the Committee. Vivian Challita-Ajaka advised that they are re-advertising for the Aboriginal Liaison Officer and will keep us updated. • 5.1 Advertise for new consumer members. Waiting for quote from the Media Unit regarding the updated advertisement. Advertise in April 2016 in the St George Leader. • 6.1 Resume SGH Signage Committee for 2016. Invitations will be circulated within the month. • 6.7 SGH Food & Nutrition Committee. Investigate the next meeting date on behalf of Susan Hanrahan. Nutrition and Dietetics Department were contacted and they advised that they will contact Susan directly with the next meeting dates. • 6.14 Gift shop/florist closing on 25 March 2016. Committee raised the issue of newspapers/magazines available to patients/visitors. Investigate options. Investigating a similar "paper boy" service that the volunteers run at TSH. A/Volunteer Manager currently interviewing for volunteers for this service.

	<ul style="list-style-type: none"> 9.2 Dedicate ½ hour at the March CAG to review what is important to our consumers when looking at the Hospital website. Website links circulated to consumers. Susan Hanrahan showed an interest in participating on CCC Committees. CCC were contacted and advised that on their current committees they don't require consumer participation. They will advise their staff to consider consumer participation on any future meetings. Action: Vicki Manning to contact Emma Childs and discuss consumer participation further.
	<p>3.1 Discussion/input on St George Hospital Website</p> <ul style="list-style-type: none"> Consumers were sent links to 13 websites to review and advice what items/headings they would like to see incorporated into the SGH website.
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"> Consumers have reviewed 18 pages of patient information material since the last meeting. 13 websites reviewed regarding enhancement of SGH website. Advertisement for new CAG members has been reviewed and approved and will be advertised shortly.
6	<p>Standing Items</p>
	<p>6.1 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> Meeting held 21 March 2016. Discussions on advanced care planning. A lot of work is being done within the system. Vicki Manning advised that it is about encouraging discussions within the family/general public. It is a complex issue to manage. Looks at guardianship; resuscitation in different scenarios. Often nursing staff start the conversation with the families. Elizabeth Martin asked where is the information stored. Vicki Manning advised that the family provides the plans to the Hospital/staff. Peter Brown advised that ACI are continuing their meetings/discussions on Aged Care. SGH are involved in the plan. This has been going on for 6 years.
	<p>6.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> Not yet met in 2016.
	<p>6.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> Discussions held on the recent legionella outbreak at another Area Health Service. SGH test their cooling towers and water regularly and report back to Infection Control. Looking at purchasing Vein Viewing systems for the Hospital. Suggestion was to place these items on the 2016/2017 Hospital Wish List.
	<p>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> No meeting to report on.
	<p>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> Meeting held on 9 March 2016. To date, results are promising. Most cases in the project go to 3 East. Staff has said there has been lots of movement and thought ERAS might be a contributing factor. Receiving less PACE calls. Looking at expanding the project. Interesting patient education series to view on our website (8 views – 4 minutes each). http://www.seslhd.health.nsw.gov.au/SGH/services/surgery/default.asp (Click into "Related Links").

	<p>6.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred
	<p>6.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • No meeting held. • Peter Brown advised that there are reports (new report currently being finalised) on patients presenting to Hospitals with malnutrition. Dorcas Eddy advised that we do a malnutrition screening when patients present to the Hospital. <p>Recommendation and Action – Find out more information about the report - Executive</p>
	<p>6.8 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Deferred
	<p>6.9 Central and Eastern Sydney Primary Health Network – Jenny Denford</p> <ul style="list-style-type: none"> • Report circulated to the Committee. • Tabled
	<p>6.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpt from the confirmed minutes of February 2016 meeting were circulated to the Committee. • Clinical Council meeting held on 18 March 2016. • Discussions held on SGH SAC 2 themes; International Women’s Day highlighting promoting equity call out conscious and unconscious bias and clinical Council pledge for parity. • “Save our Emergency for real emergencies” presentation.
	<p>6.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • <u>Save our Emergency for emergencies – Social Media Campaign</u> • This campaign is to encourage people to look at other options instead of coming to the Emergency Department (ED). • 10% increase of patients presenting to our ED since the Casualty closed at Kogarah Private Hospital. This equates to an extra 27 patients per day. Our increase is between 8pm to 9pm. • Kareena Private has also closed their casualty but Sutherland Hospital have not reported an increase presenting to their ED. • Campaign has been posted on our Facebook page. So far there have been 6,000 likes. • We are working with the National Home Doctor Service to do a letterbox drop in the middle of May 2016. • Investigating a card that can be placed on your fridge advising of afterhours GP contacts. • After hours Doctors are assessed on a priority basis but are very prompt. A report is sent back to the patient’s GP. • Investigate information being circulated to the Local Members. • http://www.seslhd.health.nsw.gov.au/SGH/Save_ED/ Link on our Hospital website.
	<p>6.12 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Nursing Engagement Survey. Lots of work being done around culture and bullying. LHD decided to take on a nursing survey through UTS. This will allow us to look at culture within the units.
	<p>6.13 Quality and Safety Update – Dorcas Eddy</p> <ul style="list-style-type: none"> • Our measures are in good range.
	<p>6.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Deferred
	<p>6.15 Confidential Items</p> <ul style="list-style-type: none"> • Nil

7	Reports for Noting
	7.1 Volunteer Report <ul style="list-style-type: none"> • Circulated prior to meeting. • Noted
	7.2 Diversity Health Report <ul style="list-style-type: none"> • Circulated prior to meeting. • Noted.
8	Governance Items <ul style="list-style-type: none"> • Nil
9	New Business
	9.1 Clinical Council Excerpt – Jan Denniss <ul style="list-style-type: none"> • 3.4 PET Scanner Update - The Clinical Council wished to acknowledge and thank the Nuclear medicine Department for their generosity in providing additional funding to cover the PET Scanner and their contributions to the Hospital. • Jan Denniss asked how Nuclear Medicine was able to provide the money. • The Committee was advised that some Departments pay a facility fee. This relates to the Doctors within the service. These monies go into a Special Purpose and Trust Fund (SP&T account).
	9.2 Clinical Council Excerpt – Jan Denniss <ul style="list-style-type: none"> • 3.1 Peritonectomy Report • Jan Denniss raised the information about Hurstville Private Hospital relieving the pressure on St George Hospital in relation to the Peritonectomy service clinical demand. • The EMDT at SGH will continue to review the criteria for all patients irrespective of the hospital where the procedure will be performed.
10	Business Without Notice <ul style="list-style-type: none"> • Nil
11	Meeting Closed Date of next meeting – Tuesday 26 April 2016 at 9.00am, Boardroom Level 4 James Laws House, St George Hospital.

CERTIFIED A CORRECT RECORD	
Name	RODNEY E. LYNCH
Signature	
Date	24-5-16