

St George Hospital Consumer Advisory Group

Tuesday 23 February 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• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Leisa Rathborne, SGH General Manager• Kristin Mills, NESM• Advija Huseinspahic, Consumer Representative• Dorcas Eddy, SGH/TSH Clinical Quality Manager, CPIU• Jenny Dunford, Central & Eastern Sydney Primary Health Network <p>Apologies:</p> <ul style="list-style-type: none">• Nick Skleparis, SGH Corporate Services Manager• Paul Sullivan, Consumer Representative
2	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 24 November 2015 were confirmed as a true and accurate record.
3	<p>Items Arising</p> <ul style="list-style-type: none">• Actions raised at the 24 November 2015 meeting were discussed and actioned.• Rod Lynch asked for further clarification on 7.14 Corporate Services Report – concerning 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 buildings across the country. <p>Leisa Rathborne advised that as part of the Ministry of Health for NSW, Health Infrastructure oversees all Hospital builds across the State. They work closely with the appointed builders and Project Managers to look at the suitability and sustainability of products.</p> <p>Brookfield Multiplex, contractors for the current redevelopment were involved in building works for North Shore and RPA. Sourcing of materials on these sites has been sound.</p>
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 13 pages of patient information material since the last meeting.• Welcome to Jenny Denford, Central and Eastern Sydney Primary Health Network for joining the Committee.• Invitation received to attend the Aboriginal Planning Forum on 1 February 2016. Unfortunately unable to attend owing to a funeral commitment.• Jan Denniss attended the Consumer Internet Forum on 21 January 2016.

	<ul style="list-style-type: none"> • Further investigation for a representative from the Aboriginal community to attend the Committee. Action: Discuss representative with Diversity Health – Community Relations • We are currently at our minimum numbers for Consumer representation on this Committee. Agreed to advertise for new consumer members. Action: Advertise for Consumer members – Community Relations • It has been confirmed that Leisa Rathborne will be the Executive Sponsor for this Committee.
6	Standing Items
6.1	SGH Patient Safety and Quality Meeting – Jan Denniss <ul style="list-style-type: none"> • Meeting held 22 February 2016. • Presentation from Matthew Dutton, Surgical Educator on wound care. • Jan thought it was interesting that it was assumed that pressure injuries would be more prominent from Nursing Home patients. However, it has been found that patients attending from a home environment are higher presenters with pressure injuries. • Peter Brown advised that he is currently completing a course regarding falls due to his own experience. He is finding it interesting and helpful.
6.2	SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> • Committee has not resumed in 2016. Action: Resume meetings – Nick Skleparis • Leisa Rathborne advised that new quotes are being reviewed for the Information Booth. • Hospital investigating 2 to 3 electronic way-finding booths. Suggested locations are Gray Street entrance; Kensington Street entrance and Belgrave Street. • Kim Wrightson advised that at a visit to Wollongong Hospital she noticed that they had the electronic way-finding booth at the car park lifts. • The ramp outside Radiology (from Sleep Lab to Kensington Street access) didn't meet disability standards. Work is being completed and it will be re-opened next week.
6.3	SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> • Staff have been commended on their actions during the Salmonella outbreak. • Discussions were held on the education information channel. Jan asked if this was on all the time or did the patient have to turn the TV on and select the channel. Committee advised that the wards have been asked to turn the TV on and show the channel to the patients.
6.4	District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> • Meeting held every 3 to 4 months. • Royal Hospital for Women have investigated/ordered low beds. • A Hospital has reported that cleaning the air vents has led to a decrease in patient falls. • Garrawarra is considering the use of CCTV in the Cottages/common areas.
6.5	Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin <ul style="list-style-type: none"> • Nothing to report.
6.6	SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> • Several wards are using pressure mats. These mats can be programmed to the patient's language. Alarms also sound. • Debate held on a recent patient fall. Investigations were conducted to identify if the patient had a heart attack and then fell; or fell and then had a heart attack. • The Committee was advised that every fall is investigated to see if it was caused by a medical issue eg heart attack etc
6.7	SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> • Nothing to report.

	<p>6.8 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> • Deferred. Next meeting to be held in Friday 26 February 2016.
	<p>6.9 Central and Eastern Sydney Primary Health Network – Jenny Denford</p> <ul style="list-style-type: none"> • Jenny Denford advised that she has been part of the Central and Eastern Sydney Primary Health Network since November 2015. • Her role is to engage members and Stake Holders. • Allied Health and GP based Community survey has been circulated. • Stake Holder Strategic Day is to be held this Saturday, 27 February 2016. • Peter Brown advised that he has attended two Committee Council meetings. There was a lot of input. He believed that the consumer contribution came as a surprise to the Board.
	<p>6.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Meeting held on 19 February 2016. • Interesting presentation/discussion on “Planning for Peritonectomy Services in NSW” associated recommendations and an overview of collaborative planning with Hurstville Private Hospital. • It was reported that the mortality criteria for peritonectomy operations (Dr David Morris) has decreased from 10% to 1%. • Cath Whitehurst supplied an update of the stage 2 redevelopment. • Relevant sections of the minutes will be forwarded to CAG members once they are confirmed.
	<p>6.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • <u>National Standards – November 2015</u> • Thank you to consumers for their participation in National Standards. Our results were a credit to the staff and our consumers as not many Hospitals got through without high recommendations. • <u>St George Hospital Redevelopments</u> • Recent redevelopment announcement from the Minister. We will save \$30m on the current Project. The initial cost estimate by the Quantity Surveyor were over. Builders have adjusted prices and the build has been brought forward by 6 months which has added to the savings. • We will now be able to fit out the 4th pod for the new ICU. This is across 2 floors. • Close to signing off most of the detailed plans. Endoscopy still to be reviewed. • Still need to sign off on front foyer. • Due to a recent issue in the ICU area, we are currently reviewing security strategies for the new ICU area. • Units moving will need to work out how to use their new space. • Only level 4 and 5 crosses over to the adjacent building. Wards will need to identify their pathways when transferring patients etc. • The extra 6 months will give the wards more preparation time. • <u>Separation of Hospitals</u> • St George and Sutherland Hospitals officially separated on 4 January 2016. • 2 Service Line Managers have been appointed. • Clinical links will still exist across the sites. • There will remain one Clinical Information Department (Medical Records) across both sites. • Hospital Management separated.

	<p>6.12 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • An external review of the Home Birthing Service will be conducted. The review is looking at its viability within our service. • It is costly to provide; number of workforce issues raised. • We are the only service in NSW that offers home birthing. • 13 births in 2015. • Vicki Manning will continue to keep the committee updated.
	<p>6.13 Quality and Safety Update – Dorcas Eddy</p> <ul style="list-style-type: none"> • Committee discussed the Summary Patient Safety and Clinical Quality Report for February 2016 (circulated). • Steady rate of A's and B's. • C – UR for DRG AMI 30D. This refers to repeat attendance eg heart attack. This rating refers to one incident for the month of February. Unpreventable patient returning to hospital. • Rod Lynch raised a Media report advising that there were 12 deaths in our hospitals during 2015 owing to incorrect medication compared to 2 during 2014. Leisa Rathborne informed the meeting that St George Hospital had no such incidents.
	<p>6.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Nick Skleparis was unable to attend the meeting. Leisa Rathborne provided an update. • Major underground cabling issues occurred at Belgrave Street on 2 February 2016 in which the Hospital had to bring in a large generator to run the outpatient areas and the Hospital PABX system. A replacement smaller generator was installed on 19 February 2016 to reduce the noise levels to surrounding areas. Cable repairs will be resolved by Friday 26 February 2016. The Hospital conducted a letterbox drop on two occasions to advise the nearby community of the updates to this issue. • SGH Signage Committee to reconvene for 2016. Action: Signage Committee to reconvene – Nick Skleparis • The Hospital Coffee shop has closed and the Hospital Cafeteria will close on 3 April 2016. This is due to a kitchen expansion to accommodate future redevelopments on campus. Coffee shop tender will be advertised in the near future. Space will be made available for staff/visitors to sit and eat. Currently investigating a coffee cart and additional vending machines to accommodate the closures of the coffee shop and cafeteria. • Gift Shop/florist will be closing as of 25 March 2016. Committee raised the issues of newspapers/magazines being available to patients/visitors. • Rod Lynch raised the issue of appropriate publicity informing staff, visitors of closures. Leisa Rathborne indicated the matter is in hand as part of the plan. Action: Investigate newspaper/magazine trolley – Nick Skleparis • Council is investigating the public parking options along Kensington Street. MRI have requested parking considerations for their patients. • Paul Holdsworth asked if the Hospital was involved with the redevelopment on Rocky Point Road. Advised that it was not part of the Hospital.
	<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 at the time of the meeting. Email Kim Wrightson if you have any concerns regarding the information noted.

	<p>7.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Circulated at the time of the meeting. Email Kim Wrightson if you have any concerns regarding the information noted.
8	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
9	<p>New Business</p> <p>9.1 2016 SGH CAG Chair and Co-Chair – Leisa Rathborne</p> <ul style="list-style-type: none"> • EOI was circulated to the consumers requesting applications for the Chair and Co-Chair positions for 2016. No responses received. • Rod Lynch and Jan Denniss agreed to continue as Chair and Co-Chair respectively for 2016. • Committee unanimously agreed. <p>9.2 Internet Consumers Workshop – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss attended the Internet Consumers Workshop. • Discussions included consistency in content. Workshop reviewed what they would like to be included on the Hospital websites. • Leisa Rathborne asked that we dedicate ½ hour to the next CAG meeting to review what is important to our consumers when looking at the Hospital website. • Symbols as well as words could be an option. • Jan Denniss advised that we don't have a "search" section on the current site. • Dorcas Eddy advised that she has Australian and International links that the consumers might like to review. <p>Action: Circulate website links to the consumers for review prior to the next meeting – Community Relations</p>
10	<p>Business Without Notice</p> <p>10.1 Smoking on campus – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth raised the issue of people smoking on campus. • Leisa Rathborne advised that we are the only Hospital that doesn't have a smoking shelter as space is limited. • Committed noted the concerns raised.
11	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 22 March 2016 at 9.00am, Boardroom Level 4 James Laws House, St George Hospital.</p>

CERTIFIED A CORRECT RECORD

..... *RODNEY E. LYNCH*

Name

..... *R. E. Lynch*

Signature

..... *22-3-16*

Date