

# St George Hospital Consumer Advisory Group

Tuesday 22 November 2016 at 9.00am  
Boardroom, Level 4, James Laws House  
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>• Sandra Grove, A/Clinical Quality Manager, SGH</li><li>• Paul Holdsworth, Consumer Representative</li><li>• Advija Huseinspahic, Consumer Representative</li><li>• Michael Jordan, Consumer Representative</li><li>• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer</li><li>• Rod Lynch, Consumer Representative (Chair)</li><li>• Vicki Manning, SGH Director of Nursing</li><li>• Elizabeth Martin, Consumer Representative</li><li>• Lorena Matthews, Nurse Manager, Women &amp; Children's Health</li><li>• Leisa Rathborne, SGH General Manager</li><li>• Nick Skleparis, SGH Corporate Services Manager</li></ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"><li>• Jenny Denford, Central &amp; Eastern Sydney Primary Health Network</li><li>• Susan Hanrahan, Consumer Representative</li><li>• Paul Sullivan, Consumer Representative</li></ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"><li>• Kim Wrightson, SGH Community Partnerships Officer (Secretariat)</li></ul>
2	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"><li>• Minutes dated 25 October 2016 were confirmed as a true and accurate record.</li></ul>
3	<p><b>Items Arising</b></p> <ul style="list-style-type: none"><li>• 7.10 SGH Heart Failure Project. Follow up on the leadership of this project – Leisa Rathborne. <b>Action:</b> Deferred</li><li>• 2.1 "Health Literacy" presentation was circulated with minutes. Sandra Grove advised that when revisiting the Business Rule regarding brochure review it was identified that there are a few steps missing regarding health literacy and what the authors need to aim for. Discussions have been held with Diversity Health. We need to keep in mind that medical words will not allow us to always aim for a Grade 7 Level.</li><li>• 7.2 Emergency Department signage. The Committee was advised that Nick Skleparis attended Kogarah Police Station and advised them of the correct location of the St George Hospital Emergency Department. Signage in Belgrave Street needs to be addressed. This issue will be raised at the next Signage Committee on 24 November 2016.</li><li>• 7.6 Falls Risk Assessment and Management Plan (FRAMP) has been circulated to the Committee.</li><li>• 11.4 Issues relating to the cleaning and water temperature of the women's shower rooms in the Hydrotherapy Pool have been rectified</li></ul>

4	<b>Declaration of Conflict of Interest</b> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>
5	<b>General Business</b>
	<b>5.1 Report from the Chair – Rod Lynch</b> <ul style="list-style-type: none"> <li>• 33 pages of documentation reviewed since the last meeting.</li> <li>• Consumer contact list to be circulated to the consumers. Details are to remain confidential.</li> </ul>
6	<b>Standing Items</b>
	<b>6.1 SGH Patient Safety and Quality Meeting – Jan Denniss</b> <ul style="list-style-type: none"> <li>• Meeting to be held next week.</li> </ul>
	<b>6.2 SGH Signage Committee – Jan Denniss</b> <ul style="list-style-type: none"> <li>• Next meeting on 24 November 2016.</li> <li>• Kensington; Belgrave and Gray Street are main entrances to the Hospital. If there are any departmental moves etc; the Information Booth is to be advised so they can direct visitors to the correct locations.</li> <li>• Nick Skleparis advised that there has been continued discussions with the Project team regarding the appropriate/consistent signage for the campus.</li> </ul>
	<b>6.3 SGH Infection Control Committee – Jan Denniss</b> <ul style="list-style-type: none"> <li>• Refer to the Quality Report.</li> </ul>
	<b>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b> <ul style="list-style-type: none"> <li>• Committee is concentrating on prevention of falls within the community. Investigating options such as home help; exercise; rails etc.</li> <li>• Our Local Health District is looking at “Priorities of Care”. Falls prevention is one of the categories. There will be representation from the District Committee for Falls Injury Prevention.</li> </ul>
	<b>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</b> <ul style="list-style-type: none"> <li>• Meeting has not been held.</li> <li>• ERAS was a finalist for the Premieres Award but unfortunately did not progress further.</li> <li>• Peter Brown discussed the World Health Report on antibiotics prior to surgery. The Committee was advised that it is rare cases that dictate prophylactic antibiotics.</li> <li>• A tolerance to antibiotics can be created if they are exposed unnecessarily.</li> <li>• St George Hospital does not have an issue with dispersing inappropriate antibiotics.</li> </ul>
	<b>6.6 SGH Falls Prevention Committee – Paul Holdsworth</b> <ul style="list-style-type: none"> <li>• Discussions held regarding SAC 1's relating to falls. It has been suggested that staff who witnessed a SAC 1 incident would be invited to speak at the SGH Falls Prevention Committee. Unfortunately in many cases, the falls are unwitnessed.</li> <li>• Posters are not allowed to be placed on walls/lifts on campus. In association with the redevelopment works, there will be future changes to poster placements.</li> </ul>
	<b>6.7 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b> <ul style="list-style-type: none"> <li>• Susan Hanrahan was an apology.</li> <li>• A report will be circulated to the Committee with the minutes.</li> </ul>
	<b>6.8 SGH Patient Flow &amp; Demand Management Strategic Committee – Paul Sullivan</b> <ul style="list-style-type: none"> <li>• Deferred</li> </ul>

	<p><b>6.9 SGH Art Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Leisa Rathborne provided an update.</li> <li>• Committee has discussed artists for each floor and link areas.</li> <li>• Wall vinyl mapping the St George region – overlaying traditional Aboriginal place names will cover the wall adjacent to reception and across the lift banks.</li> <li>• Photographic competition for staff and community members.</li> <li>• History wall – Ground floor link corridor. Historic photographs and museum items progressing from earliest to most recent.</li> <li>• Happy Face (selfie) Project. Backgrounds and costumes will be provided for participants to take “selfies”. The focus is on diversity and involving people of all age groups, community groups.</li> <li>• Atrium suspended sculpture by artist Lindy Lee. Dragon comet theme. Additional fundraising will be pursued.</li> </ul>
	<p><b>6.10 SGH Heart Failure Project – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Due to the highly sensitive and confidential nature of the information raised by Paul Holdsworth this has not been minuted.</li> </ul>
	<p><b>6.11 Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Excerpt from the confirmed minutes for the October 2016 meeting were circulated to the Committee.</li> <li>• The following active items for discussion were addressed at the meeting held on 18 November 2016: <ul style="list-style-type: none"> <li>- Stereotactic Radiosurgery – Overview of treatment, present capacity and equipment required to improve service delivery.</li> <li>- Acceptable and Unacceptable behaviours at St George Hospital – Cognitive Institute presentation.</li> </ul> </li> <li>• The Committee was advised that we do not have the equipment for this type of brain cancer.</li> <li>• <b>Acceptable and Unacceptable Behaviours at St George Hospital</b> <ul style="list-style-type: none"> <li>- The St George Hospital is addressing acceptable and unacceptable behaviour. This has been raised regarding the media around the College of Surgeons. Our senior staff are very keen to address the culture of bullying and harassment. Junior medical staff will be provided with assistance and tools to deal with bullying and harassment and how to raise an issue that they may have witnessed.</li> <li>- Focus groups to discuss what is acceptable and unacceptable behaviour for our Hospital.</li> <li>- Outcomes will be promoted.</li> <li>- Training will be held in 2017.</li> <li>- Staff will be able to report anonymously.</li> <li>- St George Hospital will lead the way in NSW Health.</li> </ul> </li> <li>• Peter Brown advised that he is involved in Cancer Support and discussed the recent St George/Sutherland Shire Leader article regarding the distribution of chemotherapy. The Committee was advised that unfortunately St George Hospital was associated with the St Vincent Hospitals issues on under dosing. This is not the case for St George Hospital.</li> </ul>

	<p><b>6.12 General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li>The Volunteer Manager is investigating vests to clearly identify volunteers to assist our visitors with directions etc. A drawing was presented to the Committee with the word “Ask me” on it. Leisa Rathborne asked for other suggestions regarding the wording and what additional information could be placed on the vests. The consumers suggested:- <ul style="list-style-type: none"> <li>St George Hospital logo</li> <li>Identify that they are volunteers by adding “Volunteers”</li> <li>Instead of “ask me” it was suggested “can I help you”</li> </ul> </li> </ul> <p><b>Action:</b> Email additional suggestions to Kim Wrightson by COB Friday 25 November 2016.</p> <ul style="list-style-type: none"> <li>ASB is progressing well. We are looking at signage. The wayfinding strategy is to look at directing visitors to a building, then they can continue with the internal directions.</li> <li>Discussions have been held on the building names. The word “block” will be replaced with “building” eg Tower Ward Building.</li> </ul> <p><b>Action:</b> Email if you have suggested names for Hospital buildings.</p> <ul style="list-style-type: none"> <li>Jan Denniss discussed the raised grass/garden area outside Prince William Wing. Could this area be looked at to provide additional seating/pathway etc.</li> </ul>
	<p><b>6.13 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>Nothing to report.</li> </ul>
	<p><b>6.14 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>Report circulated</li> </ul>
	<p><b>6.15 Corporate Services Update – Nick Skleparis</b></p> <ul style="list-style-type: none"> <li>Recruitment has begun for volunteers for the Information booth. The previous volunteer has expressed an interest.</li> <li>Information booth has been commissioned. Official launch day to be organised.</li> <li>Pelvic Floor Unit Expansion – Official opening ceremony to be held on 25 November 2016. Few finishing touches to be completed.</li> <li>Former BBQ area – Lights have been installed. Seating and awning are to be investigated.</li> <li>Retail Precinct – The new vendor walked through the area. There will be 3 retail areas and 131 indoor/outdoor seating for the new zone. Outdoor area to be covered. They have discussed additional seating if they can move the cool rooms. They may look at installing external seating in the former BBQ area. Looking at a vertical garden/art proposal.</li> <li>James Laws House – Upgrade on the façade has been completed. 18 new air conditioners have been installed; eaves have been painted. First stage - \$120K</li> <li>New fencing along Belgrave Street.</li> <li>Security works – Stage 1 works completed. Works on the change rooms have commenced.</li> <li>Signage for the Pelvic Floor Unit has been ordered. It will be a standalone sign at a cost of \$2.5K.</li> </ul>
	<p><b>6.16 Confidential Items</b></p> <ul style="list-style-type: none"> <li>Discussions held regarding 6.10 SGH Heart Failure Project.</li> </ul>
7	<p><b>Reports for Noting</b></p>
	<p><b>7.1 Volunteer Report</b></p> <ul style="list-style-type: none"> <li>Report circulated and tabled.</li> </ul>
	<p><b>7.2 Diversity Health Report</b></p> <ul style="list-style-type: none"> <li>Report circulated and tabled.</li> </ul>
	<p><b>7.3 Central and Eastern Sydney Primary Health Network Report</b></p> <ul style="list-style-type: none"> <li>Report circulated and tabled.</li> </ul>

8	<b>Governance Items</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
9	<b>New Business</b> <ul style="list-style-type: none"> <li>• Nil</li> </ul>
10	<b>Business Without Notice</b>
	<b>10.1 CAG Meeting Dates for 2017</b> <ul style="list-style-type: none"> <li>• Dates have been circulated to the Committee.</li> </ul>
	<b>10.2 Diversity Health – Paul Holdsworth</b> <ul style="list-style-type: none"> <li>• Paul Holdsworth asked what CALD stood for. CALD is Culturally and Linguistically Diverse.</li> </ul>
	<b>10.3 Committee Evaluation – Sandra Grove</b> <ul style="list-style-type: none"> <li>• Sandra Grove advised that there is a directive that all hospital Committees be evaluated. Sandra will develop the survey and circulate to the whole committee.</li> </ul>
	<b>10.4 Interpreter Enquiry</b> <ul style="list-style-type: none"> <li>• Samantha Knight-Gifford advised that Vivianne Challita-Ajaka has met with Izeta, Bosnian representative regarding the Bosnian Interpreter issue.</li> </ul>
	<b>10.5 Stroke Treatment – Rod Lynch</b> <ul style="list-style-type: none"> <li>• Rod Lynch discussed the issue of 1 in 5 stroke patients leaving hospital without a plan.</li> <li>• The Committee was advised that St George Hospital is a stroke centre. We have defined stroke processes and are very well placed.</li> <li>• There are strict guidelines around patients receiving particular drugs in a particular timeframe.</li> </ul>
	<b>10.6 Brochure review</b> <ul style="list-style-type: none"> <li>• Discussions were held around the recent brochure reviews.</li> <li>• The Committee was advised that health literacy is a major focus for all hospitals (public and private).</li> <li>• Michael Jordan raised the topic of additional information placed on cancer care brochures advising contact details etc.</li> </ul>
11	<b>Meeting Closed</b> Date of next meeting – Tuesday 28 February 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

<b>CERTIFIED A CORRECT RECORD</b>	
Name	RODNEY E. LYNCH
Signature	
Date	28-02-17