

St George Hospital Consumer Advisory Group

Tuesday 27 September 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 • Susan Hanrahan, Consumer Representative • Paul Holdsworth, Consumer Representative • Advija Huseinspahic, Consumer Representative • Michael Jordan, Consumer Representative • Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer • Rod Lynch, Consumer Representative (Chair) • Vicki Manning, SGH Director of Nursing • Leisa Rathborne, SGH General Manager <p>Apologies:</p> <ul style="list-style-type: none"> • Jan Denniss, Consumer Representative • Jenny Denford, Central & Eastern Sydney Primary Health Network • Sandra Grove, A/Clinical Quality Manager, SGH • Elizabeth Martin, Consumer Representative • Lorena Matthews, Nurse Manager, Women & Children's Health • 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) • Vivianne Challita-Ajaka, Manager Diversity Health • Dona Sakr, Diversity Health
2	<p>Presentation</p>
	<p>2.1 Diversional Therapy on the Aged Care Precinct – Dona Sakr</p> <ul style="list-style-type: none"> • Dona Sakr presented on Diversional Therapy on the Aged Care Precinct. Action: Circulate presentation with minutes – Kim Wrightson • Peter Brown advised the major areas that would benefit from diversional therapy is the aged care homes. Dona Sakr advised that it is a requirement by the Government that a diversional therapist or a life style officer be employed in aged care facilities.
3	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 23 August 2016 were confirmed as a true and accurate record.
4	<p>Items Arising</p> <ul style="list-style-type: none"> • Actions raised at the 23 August 2016 meeting were discussed and actioned. • 6.1 Investigate reducing liquid content in cups – reduce spills. Bring this suggestion to the investigating group – Sandra Grove Action: Deferred as Sandra Grove was absent from the meeting • 6.11 CESPAN – Enquire about representation to this Committee – Kim Wrightson Jenny Denford advised that due to conflicting priorities they are unable to resource attendance at our meetings at this time. A report was submitted for this meeting. • 6.12 Arrange a meeting for Peter Brown to discuss the eRIC system – Kim Wrightson A/Professor Theresa Jacques and Warren Eather have agreed to meet with Peter Brown to discuss the eRIC system. Contact details have been forwarded to Peter Brown.

	<ul style="list-style-type: none"> 6.13 Investigate placing newspaper article on “save our Emergency for emergencies” on our website – Leisa Rathborne A decision was made not to place the newspaper article on the website as it would not add any further information to the campaign. 6.14 Extend invitation to Lorena Matthews to join this Committee – Kim Wrightson Invitation for this Committee has been sent to Lorena Matthews along with the minutes/agenda etc. 7.2 Peter Brown raised comments on the Diversity Health Report. Invite Vivianne Challita-Ajaka to the September meeting to address items – Kim Wrightson An invitation was extended to Vivianne Challita-Ajaka. Discussions were not held at this meeting but Peter Brown was advised that if he had any questions regarding the previous report to submit them to Kim Wrightson in an email and they will be forwarded to Vivianne.
5	Declaration of Conflict of Interest <ul style="list-style-type: none"> Nothing to report
6	General Business
	6.1 Report from the Chair – Rod Lynch <ul style="list-style-type: none"> 4 pages of documentation reviewed since the last meeting. Consumers received an invitation to join the District Consumer and Community Council Working Group – invite circulated 26 September 2016.
7	Standing Items
	7.1 SGH Patient Safety and Quality Meeting – Jan Denniss <ul style="list-style-type: none"> Jan Denniss was unable to attend the recent meeting due to illness.
	7.2 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> Meeting was cancelled.
	7.3 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> Deferred
	7.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> Deferred
	7.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin <ul style="list-style-type: none"> Deferred
	7.6 SGH Falls Prevention Committee – Paul Holdsworth <ul style="list-style-type: none"> Nothing to report Paul advised that he added to the falls statistics at the St George Private Hospital recently.
	7.7 SGH Food & Nutrition Committee – Susan Hanrahan <ul style="list-style-type: none"> Committee hasn’t met since the last report.
	7.8 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan <ul style="list-style-type: none"> Deferred
	7.9 SGH Art Committee – Susan Hanrahan <ul style="list-style-type: none"> Excellent meeting. Each floor has a different theme going from Earth to Sky. The proposed main feature in our atrium will be a 20 metre stunning piece of metal, light and symbolism significant to both St George and the local Chinese Community. Our Aboriginal Liaison Officer helped us understand the local aboriginal community. Our art consultant will be consulting the locals to develop the aboriginal artwork installations. An art newsletter will be prepared to advise staff and the community about some of the key initiatives, including an upcoming photo competition and a history wall of old photos and potentially historic items. To enhance the public involvement, the photo competition

	<p>7.10 SGH Heart Failure Project – Paul Holdsworth</p> <ul style="list-style-type: none"> • Meeting was cancelled. • Paul asked who is funding this project. He was advised it is the Hospital. • He advised that the person in charge advised that he is unable to run the project as he didn't have the necessary qualifications. <p>Action: Follow up on the leadership of the project – Leisa Rathborne</p>
	<p>7.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpt from the confirmed minutes of 19 August 2016 meeting were circulated to the Committee. • The following active items for discussion were addressed at the meeting held on 16 September 2016: <ul style="list-style-type: none"> - Electronic Medical Records (eMR update presentation). SGH to decide on criteria/process with implementation in 2018/2019. - Redevelopment Update – ASB possibly opening earlier than expected. There will be a major power shutdown at SGH from 27 to 30 September 2016. - Anaesthesia Clinical Department Review Update – conducted two years ago. Discussion included risks identified and not rectified. Rod asked if there was any value with the audits when the reports take so long. The Committee was advised that a Clinical Council Sub Committee review every department. This is a good process as they identify the areas we are doing well and what we have to achieve. We follow up on recommendations that have been submitted to the departments. - District Hand Hygiene Compliance Report. The latest audit for SGH shows above facility average of 80%, however there is a declining compliance in some areas. Nurse's rate above 85% compliance and improving but concerns were raised on medical staff compliance as it has declined to 61% and is below facility average. SESLHD compliance increased to end of 2015, but November to June 2016 Audit revealed significant drop in compliance compared to NSW and National rates. Overall compliance declined relative to "before/after:" touching patients. Rod Lynch raised the question on what action has been taken regarding the declining statistics. The Committee was advised that comprehensive sessions have been held for the Junior Medical staff. The staff who did not turn up to a session were given one month to do the training on-line. Four medical staff members have received a formal warning as they did not attend a session and failed to complete the training on-line. By consensus the Committee fully supported the action taken to ensure compliance with the hand hygiene policy.
	<p>7.12 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • ASB <ul style="list-style-type: none"> - Topping out ceremony (when our new build reached its highest level) was held on Friday 16 September 2016 with the Minister in attendance. A Lilli Pilli was craned up to the top of the building. http://www.stgeorgehospitalredev.health.nsw.gov.au/ - Due to the new build, the current substation is not big enough. Ausgrid will be replacing it with a new one. While works are being completed, 4 generators will be on-site. - Our departments are working through change processes to identify any risks and a new way of working in the ASB. - Feedback was positive regarding our advertisements in the local newspapers. We will do regular articles to advise our community of the progress/changes. • We are currently rebuilding our internet site. Jan Denniss attended the recent workshop. • A TV will be installed in the main entrance advising the community of our redevelopment progress. • It has been a very busy winter. The ED campaign was successful. This included a letterbox drop to 80,000 residents. The letterbox drop will be repeated again during the Christmas period.

	<p>7.13 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> We are working through the nursing engagement results. Working on action plans. Positive outcome. We will attend our wards/units and work through the results and then feedback to an organisational plan.
	<p>7.14 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> Report circulated. Hospital is doing well. Progress across district on improving safety at bed side. Currently there are two quality projects:- <ol style="list-style-type: none"> Catheter Associated Urinary Tract Infection (CAUTI) – Investigating the reduction of catheter infections Ventilator Associated Pneumonia (VAP) – ICU conducted the project over an 8 week period. It was identified that there were no infections. Project is in recess as we are doing well.
	<p>7.15 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Leisa Rathborne provided an update - Volunteers Information Booth has been installed. Signage to be completed. An electronic way finder will be placed on the outside of the booth.
	<p>7.16 Confidential Items</p> <ul style="list-style-type: none"> Discussions raised by Paul Holdsworth in item 11.1.
8	Reports for Noting
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> Deferred.
	<p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> Report circulated and tabled.
	<p>8.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> Reported circulated at the time of the meeting.
9	<p>Governance Items</p> <ul style="list-style-type: none"> Nil
10	<p>New Business</p> <ul style="list-style-type: none"> Nil
11	Business Without Notice
	<p>11.1 Visit to St George Private Hospital – Paul Holdsworth</p> <ul style="list-style-type: none"> Due to the highly sensitive and confidential nature of the information provided by Paul Holdsworth, this has not been minuted.
	<p>11.2 Tafe Parking – Jan Denniss</p> <ul style="list-style-type: none"> Rod Lynch provided the update from Jan Denniss. No change to parking as previously discussed in the Tafe car park. Members of the public can park for \$4.00 per hour and are directed to disregard “staff parking” signage as this will be changed in the near future.
	<p>11.3 Falls Prevention – Michael Jordan</p> <ul style="list-style-type: none"> Michael Jordan advised that 2 to 3 years ago the Royal Prince Alfred Hospital ran a study on falls prevention. The study was held over 12 months. Each participant completed a survey each month. This gave a guide on patients who persistently fall and suggested they work with an Occupational Therapist. Vicki Manning advised that there is an Allied Health representative on our local and district Falls meetings.

	<p>11.4 Early discharge for maternity patients – Peter Brown</p> <ul style="list-style-type: none"> • Peter Brown discussed the birth of his 4th great grandchild and how the mother was discharged from another Hospital after the second day. He expressed his concerns about education provided to a new mum having their first baby if they are discharged so quickly. The Committee was advised that the SGH has a Midwifery Support Programme for early discharge for maternity patients. A midwife is organised to visit the mother (if approved by the Mother/family) in her home and provide one-on-one assistance/education with their new baby. There are also Early Childhood Centres available to all new parents. If possible, the stay in hospital is reduced as it is beneficial to the family.
12	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 25 October 2016 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

..... RODNEY E. LYNCIA

Name

..... 

Signature

..... 25-10-16

Date