

St George Hospital Consumer Advisory Group

Tuesday 25 October 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• Sandra Grove, A/Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Michael Jordan, Consumer Representative• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer• Rod Lynch, Consumer Representative (Chair)• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women & Children's Health• Nick Skleparis, SGH Corporate Services Manager <p>Apologies:</p> <ul style="list-style-type: none">• Jenny Denford, Central & Eastern Sydney Primary Health Network• Advija Huseinspahic, Consumer Representative• Vicki Manning, SGH Director of Nursing• Leisa Rathborne, SGH General Manager• Paul Sullivan, Consumer Representative <p>In Attendance:</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Partnerships Officer (Secretariat)• Xiaomeng Chen, Diversity Health
2	<p>Presentation</p> <p>2.1 Health Literacy – Xiamong Chen</p> <ul style="list-style-type: none">• Xiaomeng Chen presented on Health Literacy. <p>Action: Circulate presentation with minutes – Kim Wrightson</p>
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 27 September 2016 were confirmed as a true and accurate record.
4	<p>Items Arising</p> <ul style="list-style-type: none">• 6.1 Investigate reducing liquid content in cups – reduce spills. Bring this suggestion to the investigating group – Sandra Grove. Feedback was forwarded to the Patient Safety Manager. Outcome: Identify patients who need assistance; kitchen staff to advise nursing staff that meals/beverages have been delivered; nursing staff to be aware and assist. If required, hold back hot drinks for confused patients until assistance can be provided.• 2.1 Circulate copy of presentation "Diversional Therapy on the Aged Care Precinct" to Committee – Kim Wrightson Circulated with minutes.• 7.10 SGH Heart Failure Project. Follow up on the leadership of this project – Leisa Rathborne. <p>Action: Deferred as Leisa Rathborne was absent from the meeting</p>

5	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> Nothing to report
6	<p>General Business</p> <p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> 2 pages of documentation reviewed since the last meeting. Paul Sullivan has expressed his apologies for not attending the Committee in 2016 owing to health problems, but has requested that information continue to be forwarded to him.
7	<p>Standing Items</p> <p>7.1 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> Meeting held on 24 October 2016. Discussions held on the lack of communication to families when a patient is transferred to a private facility. This issue is in relation to medical and surgical patients and was raised during the busy winter periods. <p>7.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> Next meeting on 27 October 2016. Jan Denniss advised that her sister (arriving from out of area) came to visit her in Hospital recently. It took her one hour to find Jan's location. Adding to the delay was that a police officer directed her to the old emergency department location in Kensington Street. <p>Action: Raise issue at the signage committee – Jan Denniss</p> <p>7.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> Meeting was cancelled <p>7.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> No meeting held <p>7.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> No update Lorena advised that ERAS is a finalist for the Premieres Award. <p>7.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> Discussions held on the Falls Risk Assessment and Management Plan (FRAMP) and that it is not being completed. The Committee was advised that a recent audit has shown that we have increased our compliance from 47% to 79% however our aim is 100%. FRAMP is completed on a patient within 24 hours of admission who is identified as a high risk of falls. <p>Action: Circulate a copy of FRAMP to the Committee – Sandra Grove</p> <ul style="list-style-type: none"> Michael Jordan advised that the Melbourne Hospital colour codes at risk of falls patients with a red flag. It is placed at the end of their bed and on their wheelchairs. The Committee was advised that NSW Health ceased this approach as there were too many different colour codes and they were not consistent. <p>7.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> Committee hasn't met since the last report. Susan did advise that the issue of the hot beverages was raised at previous meetings. The outcome was more education raises awareness. <p>7.8 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> Deferred

	<p>7.9 SGH Art Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Meeting held 20 October 2016. • Committee still in the process of selecting artists. • Architects and Executive staff met with the Managers of the wards for the ASB and discussed the Art Committee’s direction. Suggestions were made and presented back to the Art Committee for further review/discussions. • A majority of the art work will consist of photos/vinyls due to OH&S/Infection Control issues. No framed works. • Seeking photos for the historical wall. • Photographic competition will be held for staff and the community. • Artist has been chosen for the main sculpture in the atrium. The hospital will seek sponsorship for this piece.
	<p>7.10 SGH Heart Failure Project – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul advised that communication has been an issue and that he is meeting with Barbara to discuss.
	<p>7.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpt from the confirmed minutes of 16 September 2016 meeting were circulated to the Committee. • The following active items for discussion were addressed at the meeting held on 21 October 2016: <ul style="list-style-type: none"> - EMeds at St George Hospital – discussions held regarding findings with expected roll-out of WiFi in old buildings to be August/September 2017. - Service Rationalisation Update (October 2016) – outlined the significant investigative work involved, implementation, achievements in connection with saving money without compromising care and attempting to improve overall health care. - Draft Research Strategy Plan – highlighting the lack of support infrastructure in the District, rectification and the appointment of a Research Director. - Defining Acceptable Behaviour at St George Hospital – Forum to be conducted to identify acceptable/unacceptable behaviour for staff based on “Speaking Up for Safety” and “Professional Responsibility”.
	<p>7.12 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Nick Skleparis advised that the power shutdown held 27 September 2016 went well. The 4 sub stations on site were removed. • Rod Lynch raised the recent power issues in South Australia and the impact on the Hospitals. • The Committee was advised that essential power is provided to critical areas. Non critical areas do not receive power. Red power points are classed as essential power. Computer systems deemed essential can be switched to the red points during a power outage. • Generated power runs on diesel tanks which are topped up every four hours. • The new ASB will have both red and white power supplies.
	<p>7.13 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Lorena Matthews advised that a recent presentation showed a decrease in complaints in September 2016. We are targeting the way nurses and doctors speak to patients/visitors. Our Complaints Officer will be holding workshops.
	<p>7.14 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Report circulated • We received a “C” rating for complaints in the August report. This correlates with media issues on cancer care and works at the front entrance of the hospital.


	<p>7.15 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Michelle Davidson has been appointed as the Manager, Volunteer and Chaplaincy Service for one year. She will be working Thursday and Fridays. Her first task is to review resources for the volunteer's information booth in Belgrave Street and an information table in Kensington Street. Pelvic Floor Unit Expansion – Official opening ceremony to be held on 25 November 2016. Pathways have been cleared; new lights installed; new concreting, fencing and gardens. New signage to be installed. Former BBQ area – Our vision is to create a more aesthetically pleasing and functional area for our patients, visitors, staff and stallholders to use. Initial works have commenced on replacing the pathways. Sponsorship has been sought to fulfil our plans of installing outdoor furniture and a large arched canopy area. Old flag pole is to be removed. The tree from the topping out ceremony will be placed in this area. James Laws House – Upgrade on the façade has been completed. 18 new air conditioners have been installed; eaves have been painted. First stage - \$120K New fencing along Belgrave Street. This has helped clarify pathways. New fencing installed at the back of James Laws House. Security works – Stage 1 works are underway. New change rooms is the next stage. Recruiting to the Change Management Team. Alan Ajami appointed Manager. This team will be looking at resource requirements for the ASB. Zoran Markovski appointed to the team. Contractors hit the wall which has created a hole in the Gray Street car park and has affected two parking bays. This is in addition to the 58 restricted bays due to the strengthening project. ICT Project – scaffolding installed outside James Laws House.
	<p>7.16 Confidential Items</p> <ul style="list-style-type: none"> Nil
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"> No report received
	<p>8.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> No report received
9	Governance Items
	<ul style="list-style-type: none"> Nil
10	New Business
	<p>10.1 CAG Orientation</p> <ul style="list-style-type: none"> Attempts to hold a CAG orientation in December 2016 were unsuccessful. Survey circulated to all consumers asking their preference eg half day orientation programme or an extension of current CAG meetings in which one item can be discussed at a time.
11	Business Without Notice
	<p>11.1 After Hours GP Service – Kogarah Private Hospital – Jan Denniss</p> <ul style="list-style-type: none"> The Committee was advised that the afterhours GP Service has moved back to Kogarah Private Hospital (from Hurstville Private). Susan Hanrahan advised that she had seen a notification in the Leader, local newspaper. It was mentioned at a previous meeting that there will be another letterbox drop over the

	<p>11.2 Primary Health Network – Peter Brown</p> <ul style="list-style-type: none"> • Peter Brown expressed that the connection between the Primary Health Network and the St George Hospital is a priority.
	<p>11.3 National Study by Professor Peter Holland – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch asked if the Hospital was aware of a national study on the workload of nurses, carers etc by Professor Peter Holland. • Lorena Matthews advised that they had not heard of this study. • The Committee was advised that we have a Reasonable Workload Committee. Unfortunately we are not getting a quorum to these meetings. • NSW Nurses Association have negotiated a nurses to patient ratio.
	<p>11.4 Hydrotherapy Pool – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss advised that there was a period in which the pool was cold, but wondered if this occurred during the shutdown period. However, the showers in the ladies change rooms are still cold. • Shower rooms need to be cleaned due to mould. <p>Action: Bring issues to the attention of the Manager, Physiotherapy Department – Jan Denniss/Kim Wrightson</p>
12	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 22 November 2016 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

..... RODNEY E. LYNCH

Name

..... 

Signature

..... 22-11-16

Date