

St George Hospital Consumer Advisory Group

Tuesday 22 August 2017 at 9.00am

Conference Room, Level 3, James Laws House

St George Hospital



Health
South Eastern Sydney
Local Health District

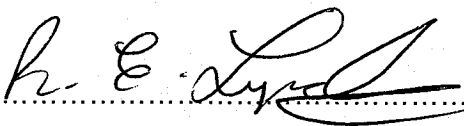
Minutes

	Description
1	<p>Present:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Jan Denniss, Consumer Representative• Sandra Gove, 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) <p>Apologies:</p> <ul style="list-style-type: none">• Advija Huseinspahic, Consumer Representative• Vicki Manning, SGH Director of Nursing• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women & Children's Health• Leisa Rathborne, SGH General Manager• Nick Skleparis, Manager, Corporate Services SGH <p>In Attendance:</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat)• Colin Dent, Community Engagement and Fundraising Manager, Sutherland Hospital• Peter Lewis, Chair, Consumer Advisory Group, Sutherland Hospital
2	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 25 July 2017 were confirmed as a true and accurate record except for the change to Item 6.9. Details advised that the hand hygiene national benchmark is 85%. Minutes have been corrected to reflect that the hand hygiene national benchmark is 80%.
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• 6.5 SGH Falls Prevention Committee – Organise a screening of the falls film clip. Deferred until the September 2017 meeting as the change of venue was inappropriate to screen the clips. Action: View the film clips at the September 2017 meeting – Penny Glezellis• 6.13 Glare in the Information Booth in the mornings. Suggestion was to investigate a blind. To be discussed with Michelle Davidson, Volunteer Manager. Deferred as Nick Skleparis was an apology at the meeting. Action: Defer to the September 2017 meeting – Nick Skleparis• Recruitment of CAG members Kim Wrightson advised that an advertisement will be placed in the St George Leader on 6 September 2017. Penny Glezellis will continue the recruitment process. Action: Update Committee on recruitment progress – Penny Glezellis• 10.3 As per the SMH article which refers to the lack of training of Doctors in the use of the critical medical device, Ultrasound in Emergency Departments. Leisa Rathborne advised that currently one Staff Specialist is allocated to the portfolio of Ultrasound in the Emergency Department. A sonographer has been employed to train the Doctors.
4	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none">• Nothing further to report.

5	<p>General Business</p>
	<p>5.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • 12 pages of documents reviewed since the last meeting. • Invitations have been received to attend: <ul style="list-style-type: none"> - A forum titled “Journey Towards Transformation” (SESLHD) to be held at St George Hospital on 31 August 2017. - A forum titled “To Create a Future” (SESLHD) at the UTS Function Room, Ultimo on 8 September 2017. • To avoid duplication of attendance, please ensure that you notify the Chair of the nominated Committee your attendance. • Discussions held on the review of brochures. It has been identified that some brochures have grammatical errors at the time they are sent to the consumers for review. The Committee was advised that brochures should be reviewed by Hospital peers before they are sent to this Committee for review. There was also a question regarding the formatting of brochures. The Committee was advised that consumer responses are sent to the Department who requested the review along with the new Style Guidelines created by the District. Final copies of brochures are sent to Community Relations and kept in a folder.
6	<p>Standing Items</p>
	<p>6.1 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss is unable to attend due to the time change of this meeting. Meetings are held at 1pm to 2.30pm on 4th Monday of each month. If you are interested in attending this meeting, please advise Kim Wrightson/Penny Glezellis. <p>Action: Interested in attending the SGH Patient Safety and Quality Meeting – Contact Kim Wrightson/Penny Glezellis</p>
	<p>6.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Discussions held on the purchase of snap frames to be placed around prominent areas for poster advertising.
	<p>6.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Hospital is busy with the influenza outbreak. There is a new assessment to identify influenza which enables the patient to recover at home if they have the flu.
	<p>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Rates have been stable across the Local Health District with an average of 4.0 falls per 1000 OBD’s (0.1 less falls than 3 months ago). • Acute sites have an average and consistent rate of 3.8 falls per 1000 OBD’s, which is the same rate reported last quarter. • Garrawarra have had an increase in the number of falls since the last quarter. • Sub-acute facilities numbers and rates remain within random variation. War Memorial Hospital has a higher rate than Calvary. Calvary have reduced their average rate from 7.0 to 4.8. • Discussions held regarding the purchase of clocks in the Aged Care Precinct as they are beneficial to dementia patients. Committee were advised that Department Managers can request/order clocks to be placed in high falls rooms within the new Acute Services Building.

	<p>6.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Clocks were discussed at the SGH Falls Prevention Committee. Discussed in Item 6.4. • Paul Holdsworth raised the issue of patient rooms without bathrooms/toilets. The Committee thought that this might refer to the use of treatment rooms used in an emergency situation only when dealing with an overflow. A patient might be placed in this room briefly until their bed is available. <p>Action: Clarify the details at the next SGH Falls Prevention Committee meeting – Paul Holdsworth</p>
	<p>6.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • The Committee have held discussions on what their target is for these meetings. The aim is to concentrate on one area at a time. • Due to the success of the Happy Hour Trolley in the Aged Care Precinct, it will be trialled in another ward.
	<p>6.7 SGH Patient Flow & Demand Management Strategic Committee</p> <ul style="list-style-type: none"> • Paul Holdsworth has attended his first meeting and advised that he is still learning the details.
	<p>6.8 SGH Art Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • The installation of the Heritage wall has commenced this week. • Happy Face Project was so successful that the Committee voted to go with more of a collage. • Work continues on the main sculpture.
	<p>6.9 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpts of the unconfirmed July 2017 meeting minutes have been circulated. • Rod Lynch attended the meeting on 18 August 2017 where the following issues were addressed: <ul style="list-style-type: none"> - eMeds Project update - Mortality and Morbidity (M&M) Annual reports • All issues will be fully explained in the excerpt of the minutes when circulated once confirmed.
	<p>6.10 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Deferred as Leisa Rathborne was an apology at the meeting.
	<p>6.11 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Deferred as Vicki Manning was an apology at the meeting.
	<p>6.12 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • No significant issues reported. • We received a “C” for ICU Central Line Associations.
	<p>6.13 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Deferred as Nick Skleparis was an apology at the meeting.
7	<p>Reports for Noting</p>
	<p>7.1 Volunteer Report</p> <ul style="list-style-type: none"> • Report will be circulated quarterly.
	<p>7.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Report circulated and tabled.
	<p>7.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> • No report received. • Rod Lynch advised that he would like to discuss with Leisa Rathborne if CESPHN should continue to be an agenda item based on the current lack of attendance and reporting.
8	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil

9	New Business
	<ul style="list-style-type: none"> • Nil
10	Business Without Notice
	<p>10.1 Food Service – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul showed the Committee the size of a serviette that his sister received at her recent visit to Ryde Hospital. He also advised that it was difficult to open the dessert container. Action: Raise issues at the SGH Food and Nutrition Committee – Susan Hanrahan • Susan Hanrahan advised that our kitchen is introducing a new system where they will be training staff who deliver the food to assist with opening the packages and clearing the areas for the trays.
	<p>10.2 Introduction of computerised patient records – Peter Brown</p> <ul style="list-style-type: none"> • From his recent visit to Sutherland Hospital, Peter Brown discussed the introduction of computers for patient records. He noticed that records are still kept manually and that they are transcribed into the computes and then made available to staff. Sandra Grove advised that this might refer to the notes being transcribed to the journey boards. Medications are electronic at Sutherland Hospital but not at St George Hospital. • Peter Brown discussed meetings that were held at patient's bedsides during the early hours of the morning. The Committee was advised that coordinated meetings to discuss patients (eg with Social Workers; Hospital Liaison Officers etc) are not usually held during the early hours of the morning. This is an on-site issue. • My Health Records are a Commonwealth record.
	<p>10.3 Article in the Leader - Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch raised an article in the St George Leader on 26 July 2017. The article states that St George and Sutherland Hospitals are behind the state average when it comes to patients waiting to start treatment in the Emergency Departments (ED) as well as time spend in the ED. Action: Raise issue at the next meeting – Rod Lynch
	<p>10.4 Reduction of fees for After Hours Services – Michael Jordan</p> <ul style="list-style-type: none"> • Michael Jordan advised that he has received information that the Government is looking at severely reducing the fees for after-hours services. This may have an impact on hospital ED's. Action: Raise at the September 2017 meeting as Leisa Rathborne may have further information.
11	Confidential Items
	<ul style="list-style-type: none"> • Nil
12	Meeting Closed
	Date of next meeting – Tuesday 26 September 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD	
Name	RODNEY E. LYNCH
Signature	
Date	26-9-17