

St George Hospital Consumer Advisory Group

Tuesday 28 February 2017 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Health
South Eastern Sydney
Local Health District

Minutes

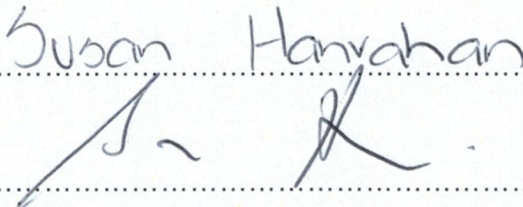
	Description
1	<p>Present:</p> <ul style="list-style-type: none">• Peter Brown, Consumer Representative• Jan Denniss, Consumer Representative• Jonathan Devasagayam, Manager Biomedical Engineers (Corporate Services representative)• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• 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• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women & Children's Health• Leisa Rathborne, SGH General Manager <p>Apologies:</p> <ul style="list-style-type: none">• Jenny Denford, Central & Eastern Sydney Primary Health Network• Sandra Grove, A/Clinical Quality Manager, SGH• 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)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 22 November 2016 were confirmed as a true and accurate record.
3	<p>Items Arising</p> <ul style="list-style-type: none">• 7.10 SGH Heart Failure Project. Follow up on the leadership of this project. Leisa Rathborne advised that the SGH Heart Failure Project sits under Chris Day, Medicine 1 Stream.• 6.12 Suggestions regarding the wording and identifiable information on the volunteer vests. Completed – Update provided under the General Manager's report.• 6.12 Suggestions for the names of Hospital building. Completed
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">• 25 pages of documentation reviewed since the last meeting together with completing the online SGH CAG evaluation.• Invitation has been forwarded to consumers to consider attendance at the Consumer and Carer Leadership Colloquium on 20-21 March 2017 in Canberra.• Invitation has been forwarded to consumers to consider attendance at the Patient Experience Symposium on 2-3 May 2017 in Sydney.

6	Standing Items
	<p>6.1 SGH Patient Safety and Quality Meeting – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held on 27 February 2017. • Discussions held regarding Doctor's rounds. Currently there is no set time when rounds are held. Questions have been raised on whether each department could promote the time that rounds will be held. Broad discussions were held on extending the participation of other disciplines on the rounds.
	<p>6.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held last week. • Presentation on signage for the Acute Services Building (ASB). • Signage for the ASB will be simple but informative. • Jan Denniss did a campus walk around with David Garcia, Sign writer.
	<p>6.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Refer to the Quality Report. • Leisa Rathborne advised that the "C" grades received in the December 2016 report relate to issues with Cardiac Open Heart surgery and wound infections. To assist in addressing this issue, skin preparations will change in our Operating Theatres.
	<p>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Jan Denniss advised that the Chair of this Committee will be taking maternity leave from May 2017. • A lot of work was involved in creating a "lanyard card" for the nurses regarding falls injury prevention. Action: Copy of the information on the lanyard card will be circulated with the minutes – Kim Wrightson • Discussions held on the link nurses for infection control responding to falls. Vicki Manning advised that it is not about the training but the enacting. Some areas have falls rooms which are working well. Jan Denniss advised that it seems the issue is on how we react after a fall. The Committee was advised that there are audit processes of checking eg stickers are placed on a patients file advising of a fall; staff document a fall via our IIMS system. However, documenting a fall can improve. • It is important for a falls risk assessment to be completed. However we can improve on our follow through when there is a medical change within a patient. • Peter Brown mentioned that there is new evidence on the effect of concussion on football players that might be of interest to the organisation. • Vicki Manning advised that our compliance has greatly improved. 51% in 2015; 90% in December 2016. • Strategies are discussed with patients and families, however this can be difficult with cognitive impaired patients or when family is unavailable. • Michael Jordan asked if there were statistics on falls such as a bone breaks due to a fall etc. When falls are entered via IIMS (reporting system) they are given a SAC (Severity Assessment Code) score from 1 to 4. The Committee was advised that SAC's are discussed and monitored at Patient Safety Committee meetings. • Leisa Rathborne advised the Committee that we have had a reduction in the seriousness of falls. • Falls are documented in the discharge plan and the letter to the GP.
	<p>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Nothing to report.

	<p>6.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> Falls issues discussed in item 6.4 Paul Holdsworth questioned the attendance at the meeting. Leisa Rathborne advised that each Committee completes an annual performance evaluation. If it is acknowledged in the results that the attendance is low, then the issue is raised with the Committee.
	<p>6.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> Susan Hanrahan advised that the meeting was held last week but unfortunately she was unable to attend. Awaiting minutes.
	<p>6.8 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> Deferred
	<p>6.9 SGH Art Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> Art Committee met on 3 February 2017. Lindy Lee, artist creating the sculpture for the atrium attended and presented her design visualisation for the major piece. CAG Committee had the opportunity to view the preliminary plans.
	<p>6.10 SGH Heart Failure Project – Paul Holdsworth</p> <ul style="list-style-type: none"> Nothing to report.
	<p>6.11 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> Excerpt from the confirmed minutes for the November 2016 meeting were circulated to the Committee. Rod Lynch advised that he was unable to attend the December 2016 meeting and the January 2017 meeting was cancelled.
	<p>6.12 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> We have received a request from Vanessa Madunic, General Manager, Royal Hospital for Women and a few members of their CAG to attend and observe our CAG meeting. The Committee agreed and suggested that they attend our May 2017 meeting. Action: Invite Vanessa Madunic and CAG members from the Royal Hospital for Women to our May 2017 meeting – Kim Wrightson Thank you to those who made suggestions regarding the information to be placed on the Volunteer vests. St George Hospital recently welcomed three young adult volunteers to assist the community and the hospitals redevelopment wayfinding requirements. The volunteers are recent school leavers with a mild intellectual disability, who are volunteering as part of a transition to work programme. ASB is progression well. Some scaffolding has been removed on the outside of the building. Handover scheduled for the 1 August 2017 with a commissioning period of 4-6 weeks prior to moving wards in. Works continue on the Gray Street entrance. There are changes to patient flow due to the breakthrough of the old Cashiers office into the new ASB. Lifts to be upgraded two at a time. In negotiations with the Ministry regarding funding on opening the new building. Last two weeks have been busier than our previous winter period. A lot of work in preparing for the winter period. Official opening of the PET Scanner, Nuclear Medicine Department was held on 21 February 2017.
	<p>6.13 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> There is a lot of work around falls and high risk areas. We are actively recruiting for the ASB. An additional 180 new staff need to be recruited. We need trained experienced nurses. Overseas recruitment has commenced with the first employee starting a few weeks ago. 100 new graduates commenced over February/March 2017. International Nurses and Midwives Day will be held in May 2017. There were

	<p>6.14 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> Leisa Rathborne discussed the Summary Patient Safety and Clinical Quality Report for December 2016 (circulated with agenda). As part of National Standards we are looking at audit processes. We will be trialling a patient bedside audit. Nurses will complete the audits. Audit maybe difficult with cognitively impaired patients. Patients will be asked questions such as: <ul style="list-style-type: none"> Have you been involved in handover Have we completed a risk assessment on you ASB – Boards to be installed for patients to say “what matters to me”. This idea might also assist with falls. The question was raised on hand hygiene for Doctors and if there has been an improvement. An action plan has been implemented. Doctors had the opportunity to attend a face to face session or on-line training on hand hygiene. We have good leadership around our medical staff who will assist with this process. Rod Lynch raised the issue on counterfeit feed medications at Westmead and asked if we had a process/strategy at St George Hospital. Leisa Rathborne advised that this is part of our audit policy. District is looking at processes such as purchasing medication for the District creating a better buying power.
	<p>6.15 Corporate Services Update – Jonathan Devasagayam</p> <ul style="list-style-type: none"> Jonathan Devasagayam provided an update. The Volunteer Booth, Belgrave Street is staffed three days per week. Volunteer recruitment will continue. James Laws House – Stage 1 has been completed. \$40K under budget. Investigating funds for the next stage. Security Department – Work has been completed. Jonathan Devasagayam presented information on a project for Bezzina House. Due to the highly sensitive and confidential nature of the information this has not been minuted. Children’s Ward Project – The official fundraising launch of the Kids at Play project kicked off on 2 February 2017 to transform the Children’s Ward into a magical and enchanting space. The project includes the transformation of the outdoor and indoor play area, parents retreat and the inclusion of a “fairy garden” with a glowing tree. Retail Vendor – The Committee was advised that the two bathrooms located near the Cafeteria/coffee shop will be part of the Retail Vendors Stage 2 refurbishment plan.
	<p>6.16 Confidential Items</p> <ul style="list-style-type: none"> Discussions held regarding Bezzina House under 6.15 Corporate Services Update.
7	Reports for Noting
	<p>7.1 Volunteer Report</p> <ul style="list-style-type: none"> Report circulated and tabled.
	<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"> Report not received.
8	<p>Governance Items</p> <ul style="list-style-type: none"> Nil
9	New Business
	<p>9.1 2017 SGH CAG Chair and Co-Chair</p> <ul style="list-style-type: none"> Voting was held for the Chair and Co-Chair. Chair for 2017 – Rod Lynch Co-Chair for 2017 – Susan Hanrahan

	<p>9.2 CAG Performance Evaluation – SGH 2016</p> <ul style="list-style-type: none"> Leisa Rathborne discussed the results of the CAG Performance Evaluation for 2016. Evaluations are held annually on all Committees. These audits identify areas of improvement. Rod Lynch advised that there might be a discrepancy with the results regarding Question 8 <i>Have you been provided with a copy of the Terms of Reference?</i> The SGH Consumer Advisory Group does not refer to a Terms of Reference but a Charter. Action: When reviewing the Charter, we need to investigate the appropriate titles/headings. Comment: <i>Difficult to recruit new members I know but more members of varying age and backgrounds would be great. A very hard task to find!</i> Leisa Rathborne advised that we might like to investigate the volunteer's recruitment process to identify anyone who would like to join the CAG. The results do not identify any other issues
10	<p>Business Without Notice</p>
	<p>10.1 Hurstville Private Hospital – Jan Denniss</p> <ul style="list-style-type: none"> During a recent stay at Hurstville Private Hospital Jan Denniss noticed that there were additional patients from St George Hospital. Leisa Rathborne advised that we currently have 9 theatres in which 60% is used for emergency procedures. To assist with the surgery load, urology patients were sent to Hurstville Private. The new ASB will have an additional 7 theatres with 3 opening this financial year.
	<p>10.2 Outdoor areas for patients/visitors – Jan Denniss</p> <ul style="list-style-type: none"> Enquiries were made on whether outdoor courtyard areas were part of the new build. The Committee was advised that ICU has a courtyard with a vertical garden. Vicki Manning advised that there is a lot of service planning for the site and that courtyards/outside areas will be recommended.
	<p>10.3 Consumer Information Feedback Tool – Michael Jordan</p> <ul style="list-style-type: none"> Michael Jordan suggested that a response date be added to the Consumer Information Feedback Tool. Action: Add response date to the form – Kim Wrightson
11	<p>Meeting Closed Date of next meeting – Tuesday 28 March 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD	
Name	Susan Hanrahan
Signature	
Date	28th March 2017