

# St George Hospital Consumer Advisory Group

Tuesday 25 July 2017 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>• Jan Denniss, Consumer Representative</li><li>• Sandra Gove, Clinical Quality Manager, SGH</li><li>• Susan Hanrahan, Consumer Representative (Chair)</li><li>• Paul Holdsworth, Consumer Representative</li><li>• Michael Jordan, Consumer Representative</li><li>• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer</li><li>• Rod Lynch, Consumer Representative</li><li>• Vicki Manning, SGH Director of Nursing</li><li>• Elizabeth Martin, Consumer Representative</li><li>• Leisa Rathborne, SGH General Manager</li><li>• Nick Skleparis, Manager, Corporate Services SGH</li></ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"><li>• Peter Brown, Consumer Representative</li><li>• Advija Huseinspahic, Consumer Representative</li><li>• Lorena Matthews, Nurse Manager, Women &amp; Children's Health</li><li>• Guests from The Sutherland Hospital; Colin Dent and Peter Lewis</li></ul> <p><b>In Attendance:</b></p> <ul style="list-style-type: none"><li>• Kim Wrightson, SGH Community Relations Officer (Secretariat)</li></ul>
2	<p><b>Approval of Minutes</b></p> <ul style="list-style-type: none"><li>• Minutes dated 27 June 2017 were confirmed as a true and accurate record.</li></ul>
3	<p><b>Items Arising from Action Plan</b></p> <ul style="list-style-type: none"><li>• 2.1 Draft signage options for the comprehensive information board to be circulated for further comment. Complete</li><li>• 7.9 Remove SGH Heart Failure Project from the SGH Consumer Advisory Group Agenda. Complete</li><li>• 7.10 Discuss the availability of the CAG minutes for the Clinical Council meetings with Sarah McCosker. Kim Wrightson advised that all signed minutes are available on the SESLHD Internet site.</li></ul>
4	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"><li>• Nothing further to report.</li></ul>
5	<p><b>General Business</b></p> <p><b>5.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"><li>• 4 pages of documents plus the SGH CAG Charter reviewed since the last meeting.</li><li>• CAG members conducted further review of the updated signage options.</li><li>• Orientation of SGH CAG members will be conducted via the presentations during the monthly meetings.</li><li>• The Volunteer Report, compiled by Michelle Davidson will be presented to the CAG on a quarterly basis.</li><li>• A letter of appreciation has been forwarded to Paul Sullivan on his past involvement with the SGH CAG.</li></ul>



6	<b>Standing Items</b>
6.1	<p><b>SGH Patient Safety and Quality Meeting – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Jan Denniss was unable to attend due to the time change for this meeting.</li> </ul>
6.2	<p><b>SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Meeting to be held on Thursday 27 July 2017.</li> </ul>
6.3	<p><b>SGH Infection Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>Meeting was cancelled.</li> </ul>
6.4	<p><b>District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>No meeting</li> </ul>
6.5	<p><b>SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>Paul Holdsworth was unable to attend the meeting.</li> <li>Carmel Moses, Head of the Falls Committee advised Paul that the film clip is available.</li> </ul> <p><b>Action:</b> Organise a screening of the clip – Kim Wrightson</p>
6.6	<p><b>SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>No meeting</li> </ul>
6.7	<p><b>SGH Patient Flow &amp; Demand Management Strategic Committee</b></p> <ul style="list-style-type: none"> <li>Discussions to be held with Leisa Rathborne regarding a new consumer representative for this Committee.</li> <li>Paul Holdsworth has expressed an interest in attending.</li> </ul>
6.8	<p><b>SGH Art Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>Meeting to be held on 26 July 2017.</li> <li>It is anticipated that the installation of the heritage wall will be next week.</li> </ul>
6.9	<p><b>Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>Excerpts of the unconfirmed June 2017 meeting minutes have been circulated.</li> <li>Rod Lynch attended the meeting held on 21 July 2017 where presentations/discussions included Institute for Healthcare Improvement (IHI) Global Trigger Tool (introduction at SGH); Basic Physician Training (BPT) Network across Sutherland and St George Hospitals; and Hand Hygiene Audit Results.</li> <li>Rod Lynch asked Leisa Rathborne to clarify the IHI Global Trigger Tool to the Committee. This is an internationally recognised measure looking at harm to patients. Currently staff are asked to voluntarily report incidences through our IIMS incident reporting system. IHI is an audit of clinical notes. 20 patient records are reviewed each month. Staff will be identified to complete these investigations. Trends will be identified and addressed. This tool will make staff accountable.</li> <li>Rod Lynch sought clarification on the Hand Hygiene Audit and asked if it was our intention to “name and shame” or to “educate” our staff. The Committee was advised that the hand hygiene national benchmark is 80%. All staff, with the exception of medical staff reach the 85%. Information sessions will be held with departments regarding their hand hygiene results. If there is no improvement then counselling will be identified. Hand hygiene reports are displayed at all ward entries.</li> </ul>
6.10	<p><b>General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li><u>SESLHD Improvement and Innovation – St George Hospital Award Winners</u>  <b>Integrated Health Care Award</b>  Community Assessment and Liver Liaison – CALL project for Chronic Liver Disease  Professor Amany Zekry, Lisa Dowdell, Ling Zhang, Carlie Stevens, Amy Ko, Sarah Rolls, Jill Cameron  <b>Preventative Health Award</b>  Better Health for Homeless Men  Professor Amany Zekry, Lisa Dowdell, Dr Anna</li> </ul>



**Harry Collins Award**

Improving Patient Flow and Reducing Access Block during Peak Activity and Influenza Season

Lauren Sturgess, Julie Cosgrove, Belinda Boston, Christine Cook, Dr Chris Weatheral, Dr Peter Taylor, Mary Dunford, Christine Day, Leanne Zhou, Stephen O'Brien, Caitlin Keighley, Dr Steven Lindstrom

**Journey to Excellence Award**

Nurse Lead Discharge in the ED

Dr Peter Grant, Rochelle Cummins, Lauren Neuhaus, Alana Clements, Dr Trevor Chan, Antoinette Borg

**Translational Research Award**

Hope: Helping Older People with End-stage Kidney Disease

Professor Mark Brown, Dr Frank Brennan, Elizabeth Josland, Alison Smith, Anna Hoffman, Jessica Stevenson

**Volunteer of the Year Award**

Douglas Park –Recreational and Leisure Program (Aged Care Precinct)

- Acute Services Building
- 77 days to handover - 9 October 2017.
- Community Open Day tentatively scheduled for 14 October 2017. Minister to open the building.
- Western entry/Patient enquiries opens this Friday.
- The Committee were advised that the funding process for redevelopment projects is activity based. Justifiable reasons regarding activity increase are submitted to the Ministry. Activity base funding is a mechanism to compare costs. Not an ideal tool for new services.
- Paul Holdsworth asked with the additional operational areas with the opening of the ASB, will this reduce waiting times. The Committee advised that this is the intension.
- Out of area patients are continually being reviewed. Winter season has hit. Some nursing homes have been closed due to the flu virus. Winter strategies are in place. Ambulatory care hours have been extended. MRI's are being extended to Saturdays; Flying Squad visit nursing homes; extra orderlies have been placed in the Emergency Department; additional Allied Health staff covering weekends; trialling a weekend discharge Doctor (as of 14 August 2017). These trial services could be of assistance when the ASB opens.

**6.11 Nursing Update – Vicki Manning**

- Recruitment continuing for the ASB. Strategies and initiatives are in place. Gradually building up staff. Increased new Graduates. Recruitment process commenced last year as it was anticipated it would be a slow process.

**6.12 Quality and Safety Update – Sandra Grove**

- No significant issues reported.
- Rod Lynch raised the improvement of "Inadequate Hand Over Incidents" from the May report where we received a "C". The current report we received a "B". Sandra Grove advised that the 'C' related to 13 incidents in March 2017; we are now back to the normal range.

**6.13 Corporate Services Update – Nick Skleparis**

- Retail Project has commenced. Builders are currently on-site. Stage 1 includes the upgrade of the public bathrooms. There will be a pop up store where the vending machines are currently located (near the old Coffee Shop). There will be outdoor sitting areas. The timeframe for completion is 6 months for the entire zone. Zouki have expressed an interest to take over Villiers Street Canteen. Minor fit out to be completed. This will be a 2 year lease due to the anticipated Stage 3 works. There will be pop up stores at the front of the Hospital which will hopefully include a florist and gift shop.
- Concessional Car Parking Policy commenced 1 July 2017. To date there has not been any issues with the availability of parking spaces.
- Recruitment has commenced for new Corporate Services positions for the ASB.



	<ul style="list-style-type: none"> <li>Jan Denniss advised that additional volunteers are required and that we should investigate an advertisement in the Leader. After the meeting, Michelle Davidson, Volunteer Manager advised the following: <ul style="list-style-type: none"> <li>The promotion of wayfinding volunteers is constantly being advertised upon receiving any phone or email inquiries, advertising is also on the internet site to source more community interest.</li> <li>There has been no interested received from the existing volunteers to assist with this program.</li> <li>The focus has been on Gray Street due to redevelopment changes and assisting with the confusion this has created.</li> </ul> </li> <li>Jan Denniss reported that there is a glare in the Information Booth in the mornings and suggested that we might like to investigate a blind. <b>Action:</b> Nick Skleparis to discuss with Michelle Davidson, Volunteer Manager Nick Skleparis advised that ISS clean the booth once a month. Jan Denniss suggested that the fly screens be removed as it makes it difficult to see in the booth.</li> </ul>
7	<b>Reports for Noting</b>
	<b>7.1 Volunteer Report</b> <ul style="list-style-type: none"> <li>Report will be circulated quarterly.</li> </ul>
	<b>7.2 Diversity Health Report</b> <ul style="list-style-type: none"> <li>Report circulated and tabled.</li> </ul>
	<b>7.3 Central and Eastern Sydney Primary Health Network Report</b> <ul style="list-style-type: none"> <li>Report circulated at the meeting.</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 Recruitment of CAG members – Susan Hanrahan</b> <ul style="list-style-type: none"> <li>Susan Hanrahan suggested that we hold a recruitment process for consumers for the Committee.</li> <li>Kim Wrightson advised that this has been on hold as we were waiting for finalisation of the policy on “Consumer and Carer Representatives – Paid participation in South Eastern Sydney Local Health District (SESLHD) Committees” from the District Community Partnership Office.</li> <li>Committee agreed to commence the process. <b>Action:</b> Commence recruitment process – Kim Wrightson</li> </ul>
	<b>10.2 New signage/Hospital Map – Nick Skleparis</b> <ul style="list-style-type: none"> <li>New signage and Hospital map will be presented by to the SGH Signage Committee on 27 July 2017.</li> </ul>
	<b>10.3 Report in the Sydney Morning Herald – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch raised an article in the Sydney Morning Herald on 11 June 2017 which refers generally to the lack of training of Doctors in the use of the critical medical device, Ultrasound in Emergency Departments, which can create a predicament where “Point-of-care” ultrasounds (POCUS) cannot offer patients faster and more accurate care.</li> <li>Rod Lynch asked how this might relate to SGH. <b>Action:</b> Investigate the training for our Doctors in ED – Leisa Rathborne</li> </ul>
11	<b>Confidential Items</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>



12	<b>Meeting Closed</b> Date of next meeting – Tuesday 22 August 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital
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**CERTIFIED A CORRECT RECORD**

..... RODNEY E. LYNCH .....

Name

..... *R. E. Lynch* .....

Signature

..... 22-8-2017 .....

Date