

St George Hospital Consumer Advisory Group

Tuesday 28 March 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 • Sandra Gove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative (Chair) • Paul Holdsworth, Consumer Representative • 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>Apologies:</p> <ul style="list-style-type: none"> • Jenny Denford, Central & Eastern Sydney Primary Health Network • Michael Jordan, Consumer Representative • Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer • Rod Lynch, Consumer Representative • Paul Sullivan, Consumer Representative <p>In Attendance:</p> <ul style="list-style-type: none"> • Kim Wrightson, SGH Community Relations Officer (Secretariat)
2	<p>Approval of Minutes</p> <ul style="list-style-type: none"> • Minutes dated 28 February 2017 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none"> • 6.4 District Falls Committee – Copy of the information on the lanyard card to be circulated with the February minutes. Completed. • 6.12 Invite Vanessa Madunic and CAG members from the Royal Hospital for Women to observe our May 2017 meeting. Invitation sent. • 9.2 CAG Performance Evaluation – When reviewing the Charter, we need to investigate the appropriate titles/headings. Charter due for review in June 2017. • Consumer Information Feedback Tool – Add response date to the form. 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"> • 38 pages of documentation reviewed since the last meeting. • Invitations sent to consumers for <ul style="list-style-type: none"> - Patient Experience Symposium on 2 and 3 May 2017; - Join the selection panel for the Improvement and Innovation Awards


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 March 2017. • Presentation on Pressure Injuries. Jan Denniss suggested that this be presented at a CAG meeting. <p>Action: Invite Sarah Jones to present at CAG's on Pressure Injuries – Sandra Grove/Kim Wrightson</p>
	<p>6.2 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • David Garcia has installed additional signage on campus. • St George Hospital sign has been placed at the top of the ASB building. Lights up at night.
	<p>6.3 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Refer to the Quality Report. • Infection Control won an award in Canberra at the Respiratory Conference on the <i>Risk Matrix</i>.
	<p>6.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting is held every three months. No meeting has been held since the last CAG's.
	<p>6.5 Enhanced Recovery After Surgery Committee (ERAS) – Elizabeth Martin</p> <ul style="list-style-type: none"> • Nothing to report. • Elizabeth Martin believes that a consumer is no longer needed on this committee. However, she is happy to return and assist when new proposals are presented. <p>Action: Remove ERAS as an agenda item until further notice – Kim Wrightson</p>
	<p>6.6 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth asked if there was a standard of English required for nurses. • The Committee was advised that there is an English standard. Overseas applicants have to pass a standard (written and verbal) when going through their registration. Testing is done through the Universities. All employees of the Hospital also go through an interview process with a Hospital panel. <p>Action: Speak to the Chair of the SGH Falls Prevention Committee and provide support to staff – Vicki Manning</p>
	<p>6.7 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan advised that she is waiting for the minutes of the last meeting. <p>Action: Follow up on the minutes – Kim Wrightson</p>
	<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"> • Photography workshop held at St George Hospital on 8 March 2017. 18 staff members attended. Very successful. The Georges River Council have expressed an interest in the Photographer holding workshops for their seniors/disabled groups. Closing date for the competition is 30 April 2017. • First session of the Happy Face Project was held on Friday 24 March 2017 during the Harmony Day Celebrations. The event was successful with approximately 50 staff members participating. Enquiries have been made to see if the Children's Ward and Rehabilitation Ward would like to participate. • Heritage Wall design is underway. Historical photos have been sorted into decades. The photographer will sort through the photos to get a sense of the design. Photos chosen for the design will be laid out and viewed/approved by the Executive. • Workshop has been organised with Megan Cope and the local Aboriginal Elders and

	<ul style="list-style-type: none"> • The Atrium sculpture is underway. • A major sponsor has been identified for the art work.
6.10	<p>SGH Heart Failure Project – Paul Holdsworth</p> <ul style="list-style-type: none"> • Integrated Care project linking with the Primary Health Network will be submitted to the Ethics Committee. Permission will be sought to do the research. • Paul Holdsworth asked for clarification on what the Ethics Committee provided. The Committee was advised that there are several processes, one being the approval process for research.
6.11	<p>Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Deferred
6.12	<p>General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • A new service level agreement will commence in the new financial year by NSW Health. It is to encourage a better patient outcome. 8 streams have been set up: <ul style="list-style-type: none"> - Falls - Preparing patients for hip and knee replacement - Programme on fractures – bone density studies - Diabetes - Chronic Heart Failure - High risk diabetes foot clinic - Renal Support Care - Heart Failure <p>All 8 streams have to be completed in the financial year. 4 streams per 6 months. Funding will be provided.</p> • Tick Projects – we have been asked to pitch projects for funding. \$4m has been provided by the District. We will put forward: <ul style="list-style-type: none"> - ERAS - Infection Control – looking at a device for difficult cannulations - Party Programme – Risk related injuries of drug related issues for youth - Diversional Therapy - After Hours Social Worker in the Emergency Department • District Health Awards – We will be submitting the Risk Matrix by Infection Control. • ASB – Works going well. Handover of the building is scheduled for the 1 August 2017. Staff and community open days to be organised. Works continue in the Gray Street car park to go up two levels.
6.13	<p>Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • International Nurses and Midwives Day will be held in May 2017. Nominations are open. Function will be held at Botany Bay Restaurant. Over 300 staff were in attendance at last year's function.
6.14	<p>Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • The Summary Patient Safety and Clinical Quality Report for March 2017 was discussed. • CPIU has been receiving submissions for the Improvement Awards. There will be an internal judging panel. • Accreditation dates have been advised. Progressive report is to be submitted in October 2017. Surveyors visit will be held in November 2018.
6.15	<p>Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Continuing with recruitment for the Information Booth. Working with the Work Health Safety team in placing staff who are on reduced hours in the booth. • Quote received to replace four windows and repaint at the Burt Wing, Kensington Street. • Meeting held last week regarding the Children's Ward Project – Kids at Play. Multiplex has expressed an interest in the building works for these projects. • Retail contacts have been sent to the retail vendor. Once signed, works need to be completed within 60 days.

	<ul style="list-style-type: none"> • Draft policy on concessional parking is being reviewed. Go live of the concessional parking will be 1 July 2017. There are resource implications to be considered. State Government will pay the gap. The criteria for concessional parking is broad. • Suitable location for bicycle parking has been identified. Preferred location is near the Kensington Street entrance. The area will be able to hold 32 bikes and will require swipe access. • Gray Street Entrance – Waterproofing to be completed. Bollards installed. • Jan Denniss asked if there was going to be a taxi phone at the Gray Street and Kensington Street entrances. <p>Action: Investigate taxi phone at the Gray and Kensington Street entrances – Nick Skleparis</p>
	<p>6.16 Confidential Items</p> <ul style="list-style-type: none"> • Nil
7	<p>Reports for Noting</p>
	<p>7.1 Volunteer Report</p> <ul style="list-style-type: none"> • Report not received.
	<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	<p>New Business</p>
	<p>9.1 Julian's Key Report – Susan Hanrahan for Rod Lynch</p> <ul style="list-style-type: none"> • An article called <i>Julian's Key</i> was circulated with the agenda. It talks about a mobile app helping patients with disabilities communicate their specific care needs to health professionals. • Leisa Rathborne circulated the information to Vivian Challita-Ajaka, Manager, Diversity Health who made enquiries. Unfortunately this app is not compatible with NSW Health.
10	<p>Business Without Notice</p>
	<p>Nil</p>
11	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 23 May 2017 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

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Name RODNEY E. LYNCH

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Signature 

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Date 23-5-17