

St George Hospital Consumer Advisory Group

Tuesday 23 May 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• Michael Jordan, Consumer Representative• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer• Rod Lynch, Consumer Representative• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women & Children's Health• Leisa Rathborne, SGH General Manager• Nick Skleparis, Manager, Corporate Services SGH• Paul Sullivan, Consumer Representative <p>Apologies:</p> <ul style="list-style-type: none">• Jenny Denford, Central & Eastern Sydney Primary Health Network• Vicki Manning, SGH Director of Nursing <p>In Attendance:</p> <ul style="list-style-type: none">• Kim Wrightson, SGH Community Relations Officer (Secretariat)• Vanessa Madunic, General Manager, Royal Hospital for Women• Helen Mantziaris, Co-Chair, Royal Hospital for Women Community Advisory Group• Sue Rawlinson, Community Member, Royal Hospital for Women Community Advisory Group• Lif O'Connor, Clinical Nurse Consultant, SGH Women's & Children's Health Development Assessment• Vivianne Challita-Ajaka, Manager, Diversity Health
	Rod Lynch welcomed representatives from the Royal Hospital for Women to the Committee
2	<p>Presentation</p> <ul style="list-style-type: none">• Lif O'Connor presented Admission2Discharge www.a2a.healthcare• Presentation to be circulated with the minutes
3	<p>Approval of Minutes</p> <ul style="list-style-type: none">• Minutes dated 28 March 2017 were confirmed as a true and accurate record.
4	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none">• 6.1 Invitation to present at CAG's – Sarah Jones, Pressure Injuries Invitation to be sent for the July 2017 meeting• 6.5 Remove ERAS as an agenda item Completed.• 6.6 SGH Falls Prevention Committee – Discussions held on the standard of English required for staff – Speak to the Chair and provide support to staff Deferred.• 6.7 Follow up on minutes from the last SGH Food & Nutrition Committee Minutes have been circulated to Susan Hanrahan.

	<ul style="list-style-type: none"> 6.15 Investigate taxi phone at the Gray and Kensington Street entrances Nick Skleparis advised that a cabling contractor has looked at the areas. Quotes to be forwarded.
5	Declaration of Conflict of Interest <ul style="list-style-type: none"> Nothing further to report.
6	General Business
	6.1 Report from the Chair – Rod Lynch <ul style="list-style-type: none"> Thank you to Susan Hanrahan for chairing the March 2017 meeting. No request to review documentation since the March 2017 meeting. The CAG charter is due for review in June 2017. Rod Lynch and Kim Wrightson commenced updating the document. Several CAG members have received letters advising that their current term expires on 30 June 2017. Members are encouraged to participate for another term. Responses due by 27 June 2017. Invitation sent to consumers on 11 May 2017. Health Consumers NSW – 2 day health consumer representative training in June and August 2017.
7	Standing Items
	7.1 SGH Patient Safety and Quality Meeting – Jan Denniss <ul style="list-style-type: none"> Meeting held on 22 May 2017. 25 Incident reports were discussed. 1 incident referred to a gentleman who was too tall for the bed so was unable to use the pressure injury mat.
	7.2 SGH Signage Committee – Jan Denniss <ul style="list-style-type: none"> Meeting held on 4 May 2017. Campus map will be available on the electronic wayfinders. Will be available in 6 languages. Looking at the option to download the map to the phone. Unfortunately we will be unable to have the GPS map locators for phones due to the current costs. Investigating an A4 pocket map of the campus. Action: Leisa Rathborne advised that it would be beneficial if the draft map be circulated to the signage committee for comment. Looking at signage for the new front foyer. Current measurements suggested are way too small. Looking at identifying inpatient and outpatient areas separately and then alphabetically.
	7.3 SGH Infection Control Committee – Jan Denniss <ul style="list-style-type: none"> Presentation on <i>Contact Precautions</i> from CNC, Prince of Wales Hospital. Two wards have been identified to trial the project across St George and Sutherland Hospitals. Looks at hand hygiene practices in place of gloves for some duties/procedures. Infection Control had their research paper accepted.
	7.4 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss <ul style="list-style-type: none"> Presentation on <i>Electronic Medical Records Project 2</i>. War Memorial Hospital went live in March 2017 and Prince of Wales will go live in June 2017. Rates have been stable across the LHD, with an average of 4.1 falls per 1000 occupied bed days (OBDs). No SAC 1's for January to March 2017. There has been one SAC 1 reported for April 2017. SAC 2's remain within random variation. Acute sites have been below average of 3.8 falls per 1000 OBD's for 5 consecutive months. Garrawarra has been below average for 7 consecutive months.

	<p>7.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> It was reported that the falls for the last 6 months are below average. Problem around repeat fallers. The Committee is looking at having a consistent nursing representative at this meeting.
	<p>7.6 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> Susan Hanrahan advised that the team is very pro-active. Currently reviewing the Nutrition Care Policy. Peter Brown raised the issue of meals for a patient on their first Hospital admittance day. Susan Hanrahan advised that this is one of the issues that they are currently reviewing. Leisa Rathborne advised that Healthshare (who provides our meals) are looking at a Statewide change regarding this issue. Unfortunately SGH cannot implement the change until we go live with Wi-Fi. Patients will be able to order their meals up to 4 hours prior to delivery via an iPad. Looking at implementation for SGH in March 2018. An advantage of this system is that we can also audit the food to see what has or has not been eaten. <p>Action: Recommendation of this system made by the Committee. Susan Hanrahan to advise the SGH Food and Nutrition Committee.</p>
	<p>7.7 SGH Patient Flow & Demand Management Strategic Committee – Paul Sullivan</p> <ul style="list-style-type: none"> Deferred
	<p>7.8 SGH Art Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> Budget for the art work is on-track. Progress with the Heritage wall. Large vinyl with black and white heritage photos interspersed with colour modern photos. Happy Face Project has been held on-site on several different dates. The artwork will be located on the link Bridge, Level 1. Photography Project – Competition has closed. Photos of the St George district were submitted. Art Committee to review and choose photos for several areas. Construction of the Lindy Lee sculpture has commenced.
	<p>7.9 SGH Heart Failure Project – Paul Holdsworth</p> <ul style="list-style-type: none"> Publish final report in health review in June 2017.
	<p>7.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> Excerpts of the confirmed April 2017 meeting have been circulated. Clinical Council meeting was held on 19 May 2017. Presentations were held on <i>Procurement Project Beacon (Ernst & Young); 2017 Winter Plan; Elseview Order Sets and Clinical Key.</i> Excerpts of the May meeting will be circulated once they have been confirmed.
	<p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> <u>Acute Services Building</u> Due to 27 rain affected days in the month of March, the ASB opening has been set back. Handover will be on 9 October 2017. Proposed Community Open Day will be the weekend of 14th October 2017. Minister to open the new build. VIP tours for staff will be held in the afternoon. Stage effect for the move: <ul style="list-style-type: none"> First departments to move will be SSD and Catheter Labs (occur 2 weeks after handover) Theatres will move 1 at a time ICU (week after). Elective surgeries to wind-down while moves occur After ICU moves the wards will move in by mid-December December 2017 – 17 extra beds; 1 extra theatre to open Mid-January 2018 – Additional Theatre February 2018 – Total 42 extra beds will be open; Open 3rd Theatre; Open additional 2 ICU beds. Other wards will then move around – Planned for February 2018 March 2018 – Additional 2 HDU beds

- April 2018 – GMU move to 6A. Plan for next additional beds to open to a total of 58 and then increase again to 68
- Better Value Projects
A new service level agreement will commence in the new financial year by NSW Health. It is to encourage a better patient outcome. All 8 streams have to be completed in the financial year. 4 streams per 6 months. Funding will be provided.
- For the first 6 month period, SGH will concentrate on:
 - Falls – Clinical campaign for each site
 - Re-Fracture Prevention Programme – check bone density; prevent secondary fractures
 - Renal Supportive Care – We are currently leading the State and other sites will follow our initiatives
 - Osteoporosis Program for Hip and Knee Replacement
- Tick Projects
- We have received funding from the District for:
 - PARTY Programme – Teaching local high schools about the risks of alcohol and drugs. They will visit the Resus room in our Emergency Department; and the Rehabilitation Ward. This programme is currently running across Australian. North Shore and Westmead Hospitals have implemented the programme.
 - ERAS – Expand
 - Frailty Programme – Addresses patients prior to elective surgeries.
- District Health Awards
- We received 17 submissions from SGH. 9 were submitted to the District Health Awards. 8 are finalists.
 - HOPE: Helping Older People with End-stage Kidney Disease.
Professor Mark Brown, Director, Department of Renal Medicine, SGH
 - Community Assessment and Liver Liaison – CALL project for chronic liver diseases (CLD).
Associate Professor Amany Zekry, Director of Medicine, SGH
 - Keeping our patients nourished and hydrated.
Janine Bothe, Clinical Nurse Consultant, Surgery, SGH
 - A Rapid Assessment Liaison Nurse: Improving Access in Aged Care.
Rebel Lyon, Nursing Unit Manager, SGH
 - Better health for homeless men.
Professor Mark Brown, Director of Renal Medicine, SGH
 - Improving patient flow and reducing access block during peak activity and influenza season.
Julie Cosgrove/Christine Day, Nurse Manager, Critical Care, SGH
 - A pilot study on improving the appropriateness of urine specimen collection among catheterised patients in acute aged care.
Belinda Boston/Christine Cook, Infection Prevention and Control Department, SGH
 - Nurse Lead Discharge in the Emergency Department.
Dr Peter Grant, Deputy Director, Emergency Department, SGH
- Winter Planning
- Presentation held at the recent Clinical Council meeting.
- There was an 11% increase in patient admissions during the winter period last year. We expect the same increase for this year.
- Funding has been provided from the District to increase the hours and medical staff support for the Flying Squad. The Flying Squad can view an ambulance booking submitted by a Nursing Home. They will contact the Nursing Home and visit the patient prior to coming to our Emergency Department. 144 admissions to our ED have been prevented due to this initiative.
- Discussions are being held with Doctors to hold their rounds early and submit details on the boards in the wards.
- Discussions also being held with medical staff to discharge patients back to their facility once the acute medical issue has been treated.
- For those Doctors who have private rooms across Sydney, they will be encouraged to send patients to their community Hospital.

	<ul style="list-style-type: none"> • Winter planning started in November 2016. Also looking at increasing allied health staff and the pharmacy service over the weekends. • St George Private Hospital has a 24 hour pharmacy. In discussions with them as they can distribute Webster packs. • District Winter Forum held 22 May 2017. Discussions held on transferring patients to other Hospitals if our Emergency Department becomes full. • Peter Brown raised issues regarding his recent Hospital admission. Committee was advised that there is an initiative regarding <i>Extended Care Paramedics</i>. Training has been provided to some paramedics to treat patients in their home. This service will be linked to our Geriatric Flying Squad.
	<p>7.12 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Leisa Rathborne advised that Vicki Manning did not have anything to report.
	<p>7.13 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • The Summary Patient Safety and Clinical Quality Report was discussed. • We received 1 “C” for inadequate hand over incidents (clinical handover). There were 13 inadequate hand over incidents reported in IIMS in March 2017. These are currently being investigated.
	<p>7.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Continuing with recruitment for the Information Booth. • An additional 8 new students have commenced as volunteers. • Quotes have been received for the works on Burt Wing, Kensington Street. • Children’s Ward Project – Meeting to be organised to discuss future progress • Retail contracts are with the Chief Executive for signing. Proposal from the new vendor has been submitted to take over the real estate currently occupied by Villiers Street Canteen. They have also indicated that they will submit proposals for the three retail spaces at the Gray Street front entrance. • Suitable location for bicycle parking has been identified in the Kensington street entrance which will accommodate 32 bikes.
	<p>7.15 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"> • Report circulated and tabled.
	<p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Report circulated and tabled.
	<p>8.3 Central and Eastern Sydney Primary Health Network Report</p> <ul style="list-style-type: none"> • Report not received.
9	Governance Items
	<ul style="list-style-type: none"> • Nil
10	New Business
	Nil
11	Business Without Notice
	<p>11.1 Stage 3 Planning – Leisa Rathborne</p> <ul style="list-style-type: none"> • Leisa Rathborne discussed the plans for Stage 3. The plan is to move outpatient services to a new building on Kensington Street. • First meeting to discuss plans will be held on 8 June 2017 at 11am, Boardroom, James Laws House. • Request for two consumers to participate in these meetings. <p>Action: Advise Kim Wrightson (via email) if you are interested in attending this meeting.</p>

