

St George Hospital Consumer Advisory Group

Tuesday 27 March 2018 at 9.00am
Boardroom, Level 4, James Laws House
St George Hospital



Minutes	
	Description
1	<p>Present:</p> <ul style="list-style-type: none"> • Peter Brown, Consumer Representative • Jan Denniss, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Susan Hanrahan, Consumer Representative • Advija Huseinspahic, Consumer Representative • Michael Jordan, Consumer Representative • Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer • Gregory Lill, Consumer Representative • Rod Lynch, Consumer Representative (Chair) • Elizabeth Martin, Consumer Representative • Nick Skleparis, Director, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none"> • Paul Holdsworth, Consumer Representative • Vicki Manning, SGH Director of Nursing • Lorena Matthews, Nurse Manager, Women's and Children's Health • Leisa Rathborne, SGH General Manager <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 27 February 2018 were confirmed as a true and accurate record.
3	<p>Items Arising from Action Plan</p> <ul style="list-style-type: none"> • 10.1 Raise issues of serviette size with the SGH Food and Nutrition Committee. Meeting was cancelled as there wasn't a quorum. Action: Deferred until the next SGH Food and Nutrition Committee meeting – Susan Hanrahan. • 10.1 Finalise and print CAG brochure. CAG brochure has been reviewed and is with the printer for processing. Action: Circulate final brochure to CAG members – Kim Wrightson • 10.2 Susan Hanrahan expressed an interest to join a CCC Committee as a consumer representative. Susan has attended her first SGH Cancer Services Patient Safety and Clinical Quality meeting. • 4.1 St George Integrated Health Services Plan – slide presentation to be circulated to Committee. Completed

	<ul style="list-style-type: none"> • 11.3 Add District Community & Consumer Council (DCCC) as a CAG agenda item. Peter Brown in attendance. Completed • 11.4 Remicate Infusion Treatment in Ambulatory Care – Investigate reason for scheduling change. Deferred as Vicki Manning was unable to attend meeting.
4	Presentation
	<p>4.1 Surgery Update including Enhance Recovery After Surgery (ERAS) – Janine Bothe</p> <ul style="list-style-type: none"> • Janine Bothe presented a surgery update including ERAS. • Presentation included: <ul style="list-style-type: none"> - New environment (Acute Services Building) - ERAS – Accelerating toward 2020 - Optimising frail patients for surgery • Preoperative nourishment – patient surveys have been completed regarding eating/drinking prior to surgery. Patients are encouraged to have normal dietary intake until six hours prior to surgery. <ul style="list-style-type: none"> - Morning list – for those scheduled on the morning list a snack pack must be available on each surgical ward - Afternoon list – for those scheduled for surgery after 12 midday, an early light breakfast is to be delivered before 0630hrs - Fluid Intake – patients are to be encouraged to drink up to 100ml/hour of clear fluids until two hours prior to surgery • Rod Lynch asked if the “End of Life Care Plan” (as discussed at the Clinical Council meeting) has been addressed. The Committee was advised that this has been discussed as part of the Frailty Project and will be incorporated in the Frailty Pathway. • Elizabeth Martin asked if ERAS was routine for all patients or are they being selected? The Committee was advised that ERAS is being done for all colorectal patients, including frail patents. We are looking at rolling out ERAS procedures across an additional five surgical areas within the Hospital.
5	Declaration of Conflict of Interest <ul style="list-style-type: none"> • Nothing further to report.
6	General Business
	<p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the February 2018 meeting, consumers have reviewed more than 44 pages of documentation. • The revised CAG brochure is at the printers. • Advija Huseinspahic will represent the CAG on the Diversity Health Committee. Elizabeth Martin has agreed to attend in Advija’s absence. Thank you to all the consumers who indicated their interest in joining this Committee. • We have received an application to join the CAG. Interview will be held on Tuesday 27 March 2018. • Over the last month consumers have received invitations to join forums/committees.

	<ul style="list-style-type: none"> • Claude Gauchat, Deputy Chair, Chris O'Brien Lifehouse Partnership Advisory Council has sought interaction with our CAG. Currently in the process of organising a meeting.
7	Standing Items
	<p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held on Thursday 22 March 2018. • Discussions held on placing a map of SGH as the front screen on the electronic kiosks. • Updating signing continues with the ASB moves. • Signage for Emergency has been installed. When observing the new signage, it was identified that signage advising “main entry” is absent.
	<p>7.2 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • A training session for staff to enhance their skills in “What I heard” – a patient’s perspective of being isolated was held on Friday 16 March 2018. Jan Denniss was asked to participate as the “patient”. Session was filmed. Action: Discuss with Infection Control if a viewing of this session could be organised for CAG.
	<p>7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • Committee did not meet.
	<p>7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred as Paul was an apology at the CAG meeting.
	<p>7.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred as Paul was an apology at the CAG meeting.
	<p>7.6 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred as Paul was an apology at the CAG meeting.
	<p>7.7 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • Deferred as Paul was an apology at the CAG meeting. • Sandra Grove advised that as we have been asked to hold the CAG meeting during the accreditation period for the surveyors to attend, would consumers like training in preparation for accreditation. Action: Consumers agreed to hold training sessions as part of our CAG meetings leading up to accreditation – Sandra Grove
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Committee did not meet.
	<p>7.9 District Community & Consumer Council (DCCC) – Peter Brown</p> <ul style="list-style-type: none"> • Working Group held. • Chair and Co-Chair positions were finalised. • Charter approved and to be reviewed in 2 years. • Preliminary Executive discussed set up work. • Formal meeting will be held at the end of April 2018. • Creation of a newsletter.
	<p>7.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpts of the confirmed February 2018 meeting handed to CAG members for information.

	<ul style="list-style-type: none"> • Meeting held on 16 March 2017. The following items were discussed: <ul style="list-style-type: none"> - End of Life Care Plan - RCA and Clinical Incident Reviews (root cause analysis) - Clinical Council Committee evaluation • Relevant excerpt of minutes will be circulated in due course.
	<p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Deferred as Leisa was an apology at the CAG meeting.
	<p>7.12 Nursing Update – Vicki Manning</p> <ul style="list-style-type: none"> • Deferred as Vicki was an apology at the CAG meeting.
	<p>7.13 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Patient Safety dashboard was presented. • Significant decrease in SAC 2's. • We received a "C" due to inadequate handover of notes. • We received a SAC 1 (harm or unexpected death). This is the first in six months.
	<p>7.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • The Cancer Care Centre project works continue. Large trees have been removed to make way for the project, however an interactive garden will be created for the patients. • Zouki Café opened Monday 26 March 2018. Currently it will be opened Monday to Friday but this will be reviewed. Other retail zones will be open on the weekends. • Kensington Street Café is due to open within the next few weeks. An outside seating area will be part of the works. This means that the bike parking area (for 32 bikes) will be relocated. The Hospital will build this area on behalf of Brookfields. • As part of the Green Strategy we will be collating information for example, how many staff ride bikes to work; take public transport etc. • Florist retail space (Gray street entrance) – designers are currently scoping the works. • Auditorium, Research and Education Building is receiving an audio visual upgrade. Vendor has been engaged. The University of NSW has contributed to the investment. We are currently investigating lighting and painting of the area.
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • No report received.
	<p>8.2 Diversity Health Report</p> <ul style="list-style-type: none"> • Report circulated and tabled. • Discussions held that now a consumer will be attending this Diversity Health Committee (quarterly), should we still receive monthly reports or place this Committee as a regular agenda item. <p>Action: Raise item with Leisa Rathborne – Kim Wrightson</p>
9	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil •

10	<p>New Business</p> <p>10.1 Intersection – Kensington Street & Belgrave Street – Jan Denniss</p> <ul style="list-style-type: none"> • Due to the Integrated Health Services Plan, Jan Denniss asked if we should start considering the demand on the intersection of Kensington St & Belgrave St. • Jan suggested that we might like to investigate a similar crossing process as the Railway Pde & Montgomery St crossings. Lights allow crossing in any direction and they are timed. • Committee approved the proposal. • Nick Skleparis advised that he will run this past the Project Director to obtain advise on how to proceed with this proposal. <p>Action: Obtain advise with Project Director on how to proceed with this proposal – Nick Skleparis</p>
11	<p>Business Without Notice</p> <p>11.1 Violent and aggressive patients towards staff – Michael Jordan</p> <ul style="list-style-type: none"> • Michael Jordan advised that he has reviewed statistics on violent and aggressive patients towards staff in Hospitals and asked if we have similar statistics. • Sandra Grove advised that there has been an increase in reporting throughout our Hospital. We have a process, especially when dealing with aggressive family members. Discussions are held with family members advising that their behaviour is unacceptable. If however the unacceptable behaviour continues they are sent a final warning letter. This is enforced by our Security Department. <p>11.2 Electronic Health Records – Peter Brown</p> <ul style="list-style-type: none"> • Peter Brown advised that he has viewed reports from Hospitals regarding the electronic health records. Blue Mountains did a survey where 98.5% were in favour. • There is a programme to look at the system (up until the end of December 2018). • Peter Brown will raise the issue of electronic health records at the April 2018 meeting.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil
13	<p>Meeting Closed</p> <p>Date of next meeting – Tuesday 24 April 2018 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

Name *RODNEY E. LYNCH*

Signature *[Handwritten Signature]*

Date *24-4-18*