

## Minutes

	Description
1	<p><b>Present:</b></p> <ul style="list-style-type: none"> <li>• Peter Brown, Consumer Representative</li> <li>• Jan Denniss, Consumer Representative</li> <li>• Sandra Grove, Clinical Quality Manager, SGH</li> <li>• Susan Hanrahan, Consumer Representative</li> <li>• Advija Huseinspahic, Consumer Representative</li> <li>• Michael Jordan, Consumer Representative</li> <li>• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer</li> <li>• Rod Lynch, Consumer Representative (Chair)</li> <li>• Vicki Manning, SGH Director of Nursing</li> <li>• Elizabeth Martin, Consumer Representative</li> <li>• Leisa Rathborne, SGH General Manager</li> </ul> <p><b>Apologies:</b></p> <ul style="list-style-type: none"> <li>• Paul Holdsworth, Consumer Representative</li> <li>• Gregory Lill, Consumer Representative</li> <li>• Lorena Matthews, Nurse Manager, Women's and Children's Health</li> <li>• Nick Skleparis, Manager, Corporate Services SGH</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 28 November 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>• 10.1 Raise issues of serviette size with the SGH Food and Nutrition Committee. Meeting was cancelled as there wasn't a quorum. <b>Action:</b> Deferred until the next SGH Food and Nutrition Committee meeting – Susan Hanrahan.</li> <li>• 10.1 Update CAG Brochure CAG brochure has been circulated to consumers for comment. Changes will be made and draft brochure submitted to Management for approval prior to printing. <b>Action:</b> Finalise and print brochure – Kim Wrightson</li> <li>• 10.2 Susan Hanrahan expressed an interest to join a CCC Committee as a consumer representative. Vicki Manning has advised that CCC would be happy for Susan Hanrahan to join a Committee. <b>Action:</b> Follow up with CCC to include consumer representative – Vicki Manning</li> <li>• 10.3 Reported that a fan is not working and the uncleanliness of the male toilets, Ground Floor, TWB. Cleaning services report these toilets are cleaned 3 times within a 24hr period and spot checks are conducted if required in accordance with the Environmental Cleaning Policy. A cleaner will respond within 15mins when they receive a report. Cleaning services will monitor this area in the next 2 months and review practices if required.</li> <li>• Add National Standards 2 Working Party to the CAG Agenda – Consumer representative is Paul Holdsworth Completed</li> </ul>

4	<p><b>Presentation</b></p>
	<p><b>4.1 St George Integrated Health Services Plan – Alison Sneddon</b></p> <ul style="list-style-type: none"> <li>• Alison Sneddon presented the draft version of the St George Integrated Health Services Plan (dated 20.12.17).</li> <li>• Why are we doing this planning? <ul style="list-style-type: none"> <li>- Align with State and District strategic directions</li> <li>- Capital/facility planning</li> <li>- Framework for service development and operational/business plans</li> </ul> </li> <li>• The recommendation is to create a 9 storey building</li> <li>• Shifting the balance of care. Key recommendations are: <ul style="list-style-type: none"> <li>- An ambulatory care precinct to drive efficiency and integration across disciplines</li> <li>- Increasing capacity for prevention and self-management of long term conditions</li> <li>- Increasing access to subacute beds to improve whole of hospital flow</li> <li>- High volume short stay unit for improved streaming of surgical patients</li> <li>- Building capacity for new models of care to prevent admission</li> <li>- Improved access to diagnostic imaging for rapid diagnosis</li> <li>- Improved birthing suites and women’s and children’s services</li> <li>- More day only rehabilitation</li> </ul> </li> <li>• Proposal is to establish a Brain Injury Unit for post-acute mild to moderate acquired brain injuries.</li> <li>• Steps in planning for capital redevelopment are:  Planning → Design → Delivery  Planning: Clinical Services Plan, Master Plan, Functional Brief, Business Case  Design: Concept, Schematic Design, Detailed Design  Delivery: Procurement, Construction, Completion, Evaluation</li> <li>• It is essential for consumer involvement in the process.</li> <li>• Advija Huseinspahic asked if the predictions are based on projected population. The Committee was advised that they have looked at the increased population rates as well as the mix eg aged population etc.</li> <li>• Rod Lynch raised the strong reliance from GP’s to support this plan. The Committee was advised that we have worked closely with the GP’s and the Primary Health Network (PHN) with all being very supportive. Peter Brown expressed the need for PHN working with the Hospital during this process and beyond. Alison Sneddon advised that our Clinicians are keen to work closely with GP’s regarding the promoting of ambulatory care and the clinics. The plan/services is about filling the gap. Our goal is to build the relationships with GP’s and Specialists.</li> <li>• Jan Denniss raised the issue of staffing and budget. Leisa Rathborne advised that part of the planning process is to look at the staffing levels and plan the growth. The plan will be for clinics to open progressively based on activity. Projected activity is submitted to the Ministry.</li> </ul> <p><b>Action:</b> Presentation to be circulated to Committee – Kim Wrightson</p>
5	<p><b>Declaration of Conflict of Interest</b></p> <ul style="list-style-type: none"> <li>• Nothing further to report.</li> </ul>
6	<p><b>General Business</b></p>
	<p><b>6.1 Report from the Chair – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Since the November 2017 meeting, consumers have reviewed more than 44 pages of documentation. Several consumers reviewed an additional 28 pages of documentation and made suggestions/comments to assist the Safe Medication Management Forum.</li> <li>• Consumers participating on the Executive Steering Committee and the Planning Advisory Group for the St George Integrated Health Services Plan were asked to review and comment on three documents comprising of several hundred pages.</li> </ul>

	<ul style="list-style-type: none"> <li>• One applicant for membership to the CAG was interviewed on 10 January 2018. Mr Greg Lil has been successful and will join the Committee for the March 2018 meeting.</li> <li>• Bruce Hancock, consumer representative on the Safety &amp; Quality Board Committee has expressed an interest in the SGH CAG activities. Unfortunately due to his commitments, Mr Hancock is unable to join our Committee. Mr Hancock has been supplied with a link to our approved minutes.</li> </ul>
7	<b>Standing Items</b>
	<p><b>7.1 SGH Signage Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Meeting held on Thursday 22 February 2018.</li> <li>• Discussions held on the electronic kiosks that are now up and running. Kiosks are located in the Gray street foyer; Kensington street foyer; ASB atrium and Belgrave Street entrance (near the new retail precinct). Leisa Rathborne would like to encourage our consumers to view the wayfinders and submit any comments to Kim Wrightson.</li> <li>• Jan Denniss will conduct a walk around to review signage in the Prince William Wing and the Prichard Building with David Garcia, sign writer this week.</li> </ul>
	<p><b>7.2 SGH Infection Control Committee – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Discussions held regarding Quality Improvement Projects for 2018 <ul style="list-style-type: none"> <li>- National Standards</li> <li>- More immunisation opportunities</li> <li>- Gastro outbreak review</li> </ul> </li> <li>• Committee evaluation for 2017 was positive overall.</li> <li>• Belinda Boston has been involved in a clinic with Professor M Brown for homeless men in Darlinghurst. Belinda has been able to source donations to obtain a fridge to hold vaccines.</li> </ul>
	<p><b>7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</b></p> <ul style="list-style-type: none"> <li>• Care Champion for Falls Prevention – Guideline has been endorsed by the Clinical and Quality Council and has been published on the intranet.</li> <li>• Falls data report for October/November/December 2017. HAC: Hospital Acquired Complications eg pressure injuries, falls, and infections. From July 2018 there will be a funding cost implication for when any of these HAC's happen in hospital.</li> <li>• 5 x SAC 1's for 2017; same as 2016 and 2015</li> <li>• 68 x SAC 2's in 2017; significant increase from 47 in 2016</li> <li>• Falls resulting in fracture or intracranial injury are trending down and were below NSW data in December 2017.</li> </ul>
	<p><b>7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Deferred as Paul was an apology at the CAG meeting.</li> </ul>
	<p><b>7.5 SGH Falls Prevention Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Deferred as Paul was an apology at the CAG meeting.</li> </ul>
	<p><b>7.6 SGH Access to Care Committee – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Deferred as Paul was an apology at the CAG meeting.</li> </ul>
	<p><b>7.7 National Standards 2 Working Party – Paul Holdsworth</b></p> <ul style="list-style-type: none"> <li>• Deferred as Paul was an apology at the CAG meeting.</li> </ul>
	<p><b>7.8 SGH Food &amp; Nutrition Committee – Susan Hanrahan</b></p> <ul style="list-style-type: none"> <li>• Meeting was cancelled as there wasn't a quorum. However, an item that was to be discussed was release of the new version of the Nutrition Care Policy. Key changes are the emphasis on identification and management of overweight and obese patients. The need for the District to complete height and weight recording, monitoring it is done and reporting on it.</li> </ul>

	<p><b>7.9 Clinical Council Report – Rod Lynch</b></p> <ul style="list-style-type: none"> <li>• Excerpts of the confirmed November and December 2017 meetings have been circulated.</li> <li>• Meeting held on 16 December 2017. The following item was discussed: <ul style="list-style-type: none"> <li>- Trauma Restructure Proposal</li> </ul> </li> <li>• The January 2018 meeting was cancelled.</li> <li>• Meeting held on 16 February 2018. The following items were discussed: <ul style="list-style-type: none"> <li>- Advanced Care Planning</li> <li>- Pharmacy Review</li> <li>- Clinical Ethics</li> </ul> </li> <li>• Rod raised a question regarding the Advanced Care Planning. GP's suggested that their care plans come to the Hospital. The Committee was advised that this is not an automatic link, but the plan can be added.</li> </ul>
	<p><b>7.10 General Manager Report – Leisa Rathborne</b></p> <ul style="list-style-type: none"> <li>• Work on the Gray Street carpark continues. Due to be completed in June 2018.</li> <li>• Works continue on the back of Theatres for Day Surgery. Due to be completed by the end of May 2018.</li> <li>• Back of house works continue in the Services Centre.</li> <li>• Stage 2.5 – reconfiguring wards in the Tower Ward Block. Works to commence 13 March 2018. The last stage will be for Ambulatory Care to relocate to 2 East. With this move, we can expand outpatients with the start of the new clinics.</li> <li>• Accreditation in November 2018. 7 surveyors will be on campus.</li> </ul>
	<p><b>7.11 Nursing Update – Vicki Manning</b></p> <ul style="list-style-type: none"> <li>• Starting the new transitional nurses. 120 new graduates (additional 20). Transition into clinical areas is a big task.</li> <li>• 18 overseas experienced nurses from the UK have commenced. Majority of the nurses are relocating to Australia.</li> </ul>
	<p><b>7.12 Quality and Safety Update – Sandra Grove</b></p> <ul style="list-style-type: none"> <li>• Due to equipment issues, Sandra was unable to project the Patient Safety Dashboard. However, the Committee was advised that we had A's and B's for January 2018 (no red or orange).</li> <li>• Accreditation will be held on week commencing 5 November 2018. Recommendation is to hold the CAG meeting during that week for the surveyors to attend.</li> <li>• SGH have commenced using a new programme called MAPS, Management Planning System. This allows us to upload our QI Projects. Currently there are approximately 50 projects added. They can also be linked to National Standards.</li> </ul>
	<p><b>7.13 Corporate Services Update – Leisa Rathborne (on behalf of Nick Skleparis)</b></p> <ul style="list-style-type: none"> <li>• The Cancer Care Centre will be doubling in capacity of some cancer services, thanks to a \$5 million redevelopment. NSW Minister of Health Brad Hazzard, joined by Member for Oatley Mark Couré MP, toured the facility on 20 February 2018, as the final stage of works for expansion of the Haematology Oncology Day Centre and Outpatient Clinic kicked off.</li> <li>• Zouki retail zone is nearing completion with the anticipated open date of 7 March 2018. Kensington Street Café refurbishment to commence shortly after. Remaining retail zones to commence over the next 2-3 months.</li> <li>• Jan Dennis raised the issue of the flooring near the Birthing Suite area. Leisa Rathborne advised that we are investigating this area.</li> </ul>

8	<b>Reports for Noting</b>
	<b>8.1 Volunteer Report</b> <ul style="list-style-type: none"> <li>No report received.</li> </ul>
	<b>8.2 Diversity Health Report</b> <ul style="list-style-type: none"> <li>Report circulated and tabled.</li> </ul>
	<b>8.3 Central and Eastern Sydney Primary Health Network Report</b> <ul style="list-style-type: none"> <li>No report received.</li> </ul>
9	<b>Governance Items</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>
10	<b>New Business</b>
	<b>10.1 2018 SGH CAG Chair &amp; Co-Chair positions – Leisa Rathborne</b> <ul style="list-style-type: none"> <li>Leisa Rathborne thanked the current Chair and Co-Chair for their work in 2017 and opened the positions for 2018.</li> <li>Position of Chair for 2018 – Rod Lynch; Co-Chair – Susan Hanrahan</li> </ul>
	<b>10.2 SGH CAG Performance Evaluation 2017 – Sandra Grove</b> <ul style="list-style-type: none"> <li>Results of the Consumer Advisory Group Performance Evaluation 2017 were circulated with the agenda. Sandra advised that 7 people responded to the survey and the results were very positive.</li> <li>Rod Lynch advised that our aim for 2018 is to get 100% for each question. The Committee was advised that if they have any issues regarding the CAG, he is more than happy to discuss and rectify.</li> </ul>
11	<b>Business Without Notice</b>
	<b>11.1 Privatisation of patient transport – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch asked if the privatisation of the majority of patient transport entities impacted upon this service and if the difficulties of parking also have an impact? The Committee was advised that the vehicles have been encouraged to use the Kensington street entrance as well as the Gray street entrance.</li> </ul>
	<b>11.2 Privatisation of Hospitals in regional areas – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch raised the issue of privatisation of hospitals. The Committee was advised that St George Hospital is definitely not targeted.</li> </ul>
	<b>11.3 District Community &amp; Consumer Council DCCC – Peter Brown</b> <ul style="list-style-type: none"> <li>The first DCCC meeting has been held. Peter advised that due to the discussions, they were unable to get through the agenda. Charter is still in draft form. Role of the Council is unique - no issues are barred from discussions.</li> </ul> <b>Action:</b> Add DCCC to the CAG Agenda – Kim Wrightson
	<b>11.4 Remicade Infusion Treatment in Ambulatory Care – Rod Lynch</b> <ul style="list-style-type: none"> <li>Rod Lynch enquired about the reason for the scheduling change for the remicade infusion treatment and asked if there was a patient survey performed. The Committee was advised that this might have been around scheduling the workload of the unit or sourcing the drugs from the Pharmacy department.</li> </ul> <b>Action:</b> Investigate further – Vicki Manning
12	<b>Confidential Items</b> <ul style="list-style-type: none"> <li>Nil</li> </ul>

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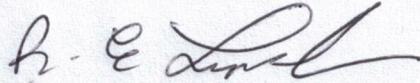
**Meeting Closed**

Date of next meeting – Tuesday 27 March 2018 at 9.00am, Boardroom, Level 4 James Laws House, St George Hospital

**CERTIFIED A CORRECT RECORD**

RODNEY E. LYNCH

Name



Signature

27-3-18

Date