

St George Hospital Consumer Advisory Group

Tuesday 24 April 2018 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"> • Maria Bulmer, A/Nurse Manager, Women's and Children's Health • Jan Denniss, Consumer Representative • Sandra Grove, Clinical Quality Manager, SGH • Paul Holdsworth, 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 • Leisa Rathborne, SGH General Manager • Lauren Sturgess, A/SGH Director of Nursing <p>Apologies:</p> <ul style="list-style-type: none"> • Peter Brown, Consumer Representative • Susan Hanrahan, Consumer Representative • Vicki Manning, SGH Director of Nursing • Lorena Matthews, Nurse Manager, Women's and Children's Health • Nick Skleparis, Director, Corporate Services SGH <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 March 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. Action: Deferred until the next SGH Food and Nutrition Committee meeting – Susan Hanrahan. • 10.1 Circulate new CAG brochure to CAG members Circulated at the April 2018 meeting - Completed • 7.2 Discuss with Infection Control if a viewing of the "What I heard" – a patient's perspective of being isolated could be organised for the CAG. Action: Infection Control did not attend the April 2018 meeting. Send invite to attend the May 2018 meeting – Kim Wrightson • 7.7 Consumers agreed to hold training sessions as part of our CAG meetings leading up to accreditation. Action: Organise training sessions – Sandra Grove/Kim Wrightson

	<ul style="list-style-type: none"> • 10.1 Suggested changes for Kensington St & Belgrave St intersection. Obtain advice with Project Director on how to proceed with this proposal. Action: Deferred as Nick Skleparis was an apology at the meeting. • 11.4 Remicate Infusion Treatment in Ambulatory Care – Investigate reason for scheduling change. Action: Deferred as Vicki Manning was unable to attend meeting.
4	Presentation
	<p>4.1 “What I heard” – a patient’s perspective of being isolated – Belinda Boston</p> <ul style="list-style-type: none"> • Belinda did not attend the meeting. Action: Send invitation to attend the May 2018 meeting – Kim Wrightson
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 March 2018 meeting, consumers have reviewed 3 pages of documentation. • Margaret Foreman has been successful in applying to join our CAG. She is currently on leave and will attend the May 2018 meeting. • A number of invitations to apply to join forums/committees have been circulated during the month: <ul style="list-style-type: none"> - NSW CMS Design - My Food Choice – Taste testing - EOI, SESLHD DIAP Implementation Committee • During a meeting with David Coleman, Federal Member for Banks and Assistance Finance Minister he raised the subject and made glowing supportive remarks regarding the SGH Microbiome Research Centre. Article in the St George Leader: <ul style="list-style-type: none"> - The Microbiome Research Centre is leading the study of how microbiota play a vital role in our overall health and how it can prevent and cure diseases - Research into how bacteria in the human body can transform health - Refurbished centre planned to open in February 2019. Laboratories will be located on Level 2, Research & Education Building - The Foundation received \$4m from the Federal Government to establish the Centre plus \$1.5 million from the State Government towards its completion - Collaboration with the St George and Sutherland Medical Research Foundation, University of New South Wales and the South Eastern Sydney Local Health District - This will be the only centre in Australia dedicated to undertaking research in microbiota - Dysfunctional microbiomes are associated with chronic diseases including cancer, obesity, diabetes, asthma, Alzheimer’s and autoimmune diseases including multiple sclerosis and rheumatoid arthritis, and various neurodevelopment disorders like autism.

7	Standing Items
	<p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting on Thursday 26 April 2018.
	<p>7.2 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • 2018 Winter planning: <ul style="list-style-type: none"> - Rapid Viral Gastro test - Health Pathology • Penalties for hospital acquired infection complications. Unknown what will be penalised. Potentially more impact on Infection Control resources. The Committee were advised that the Commonwealth will impose penalties on the State from the next financial year. There are seven complications that hospitals will be penalised on such as falls, hospital pressure injuries, hospital acquired infections, UTI's, thrombosis.
	<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"> • Committee welcomed Paul back to our meeting. As this was his first meeting for 2018, he was unable to report on SGH Patient Safety and Quality meeting; SGH Falls Prevention Committee; SGH Access to Care Committee; National Standards 2 Working Party.
	<p>7.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • As per Item 7.4.
	<p>7.6 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • As per Item 7.4
	<p>7.7 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • As per Item 7.4
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Deferred as Susan was unable to attend the CAG.
	<p>7.9 District Community & Consumer Council (DCCC) – Peter Brown</p> <ul style="list-style-type: none"> • Peter was an apology as he was attending the DCCC meeting at the same time as CAG.
	<p>7.10 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpts of the unconfirmed March 2018 meeting handed to CAG members for information. • Meeting held on 20 April 2018. The following items were discussed: <ul style="list-style-type: none"> - Clinical Council – Evaluation - Hand Hygiene audit results (substantial improvement) - National Standards 6 – Clinical handover - End of Life Care Plan Lead - Discharge Summary template


	<p>7.11 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Zouki opened the Belgrave Café. It has been well attended. A florist/gift shop will be located in the vacant area, Gray street foyer. Coffee cart to be installed in the atrium. Coffee shop, Kensington Street entrance has also opened. They are however, still reviewing the outdoor seating area. Jan Denniss raised the issue that the doors to the outdoor area of the Belgrave Café are heavy and difficult to open if you are carrying your food. Automatic doors would be suitable. • Ward moves are still occurring. Last major ward move was two weeks ago – MAU. General Medical Unit will eventually go into ASB. Awaiting works on the Day Surgery Unit to be completed. Last move is Ambulatory Care Unit into 2 East. • In the next few months the “Patient Opinion” roll out will occur. This program was started in Sydney Hospital. It offers patients an opportunity to feedback on-line regarding their hospital experience. If they do not have access to a computer, they can write it down and ask the nurse to enter their information. Names can be removed from the entry. Over a 12 month period, Sydney Hospital’s complaints dropped by 30%. We have the opportunity to respond to the comments. An email will be sent to the person once they have entered their feedback. They will also receive an email if we have responded to their post. These posts will help us identify themes eg what we do well and what areas we need to improve. Advija Huseinspahic asked if we should look at having a computer available for patients on each ward. The Committee was advised that due to space it might be difficult to place a computer in each ward, but we can certainly investigate a computer in common areas such as the Belgrave café. <p>Action: Invite Anthony Marsh, Patient Experience Manager to present “Patient Opinion” at the next CAG meeting – Kim Wrightson</p>
	<p>7.12 Nursing Update – Lauren Sturgess on behalf of Vicki Manning</p> <ul style="list-style-type: none"> • International Nurses and Midwives Day on 12 May 2018. We hold an annual ball with 300 staff attending. There is also an award dinner in collaboration with Hurstville Rotary. • Transitional nurses commenced during the months of February/March 2018. 120 recruited across the facility. We have a robust mentorship program. • 11 Irish nurses have also commenced (arrived in March 2018). • Nursing engagement survey is completed every 2 years across the District. The survey covers issues such as job satisfaction, wellbeing etc. The outcomes drive our future visions.
	<p>7.13 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> • Patient Safety dashboard was presented. • Received mainly A’s. • C’s still within acceptable range. • We received a SAC 1 (harm or unexpected death). This is the 2nd reported SAC 1 for 2018. We received two SAC 1’s in 2017. • Hand hygiene audit from November 2017 to March 2018 showed a significant increase in compliance for Doctors 60% to 75%. • Innovation and Improvement Awards have closed. We have had a submission for every category.

	<p>7.14 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> • Deferred as Nick was an apology to the meeting.
8	<p>Reports for Noting</p>
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> • Report circulated and tabled. • Item raised by Rod Lynch regarding the recruitment process. The Committee was advised of the problems with the new system and the subsequent processing delays.
	<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 the Diversity Health Committee (quarterly) we do not need to receive a report. Add Diversity Health Committee as an agenda item. <p>Action: Add as an agenda item – Kim Wrightson</p>
9	<p>Governance Items</p> <ul style="list-style-type: none"> • Nil
10	<p>New Business</p> <ul style="list-style-type: none"> • Nil
11	<p>Business Without Notice</p>
	<p>11.1 Clinical Excellence Commission’s REACH Initiative – Rod Lynch</p> <ul style="list-style-type: none"> • Rod Lynch asked if the REACH initiative has been introduced to SGH. • REACH – A rapid response programme designed to enable patients and their families to escalate their concerns when worried that a patient’s condition was deteriorating and clinical staff were not responding – aims to become a key patient safety tool across all NSW hospitals. • The Committee was advised that this was developed from a patient outcome in Queensland. • Posters have been developed to communicate this initiative to visitors, families and carers. Brochures have been printed in 6 different languages and are available on the wards. • If a family member, carer or friend have concerns regarding the patient care, they can initially speak to their nurse. If they don’t believe they are being heard, it can be escalated to the Nurse Manager (or in-charge); then to a senior medical staff member. The final course of action would be to submit a PACE call. • We rolled out this imitative two years ago. A recent audit has identified gaps that we are addressing. • Information about this is also in the Patient Information Booklet.
	<p>11.2 Director of Clinical Services – Rod Lynch</p> <ul style="list-style-type: none"> • Rod asked if there was an impact on patient safety and quality with the absence of the Director of Clinical Services. • The Committee was advised that we have put initiatives in place. Senior Doctors are taking carriage of particular areas such as: <ul style="list-style-type: none"> - Ensuring staff are credentialed - Review of death certificates - Reviewing high cost medications

	<p>11.3 CAG Meeting during Accreditation week – Rod Lynch</p> <ul style="list-style-type: none"> • Surveyors would like to attend a CAG meeting during accreditation week (5 to 9 November 2018). • At this stage we will keep the scheduled October and November meetings in our diary. Committee will be notified of dates once finalised.
12	<p>Confidential Items</p> <ul style="list-style-type: none"> • Nil
13	<p>Meeting Closed Date of next meeting – Tuesday 22 May 2018 at 9.00am, 3rd Floor Conference Room, James Laws House, St George Hospital</p>

CERTIFIED A CORRECT RECORD

Name RODNEY E. LYNCH.

Signature 

Date 22-5-18.