

St George Hospital Consumer Advisory Group

Tuesday 22 May 2018 at 9.00am

Conference Room, Level 3, 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• Margaret Foreman, Consumer Representative• Sandra Grove, Clinical Quality Manager, SGH• Susan Hanrahan, Consumer Representative• Paul Holdsworth, Consumer Representative• Michael Jordan, Consumer Representative• Samantha Knight-Gifford, Aboriginal Hospital Liaison Officer• Gregory Lill, Consumer Representative• Rod Lynch, Consumer Representative (Chair)• Kristin Mills, Nursing Executive Support Manager (Representative for Vicki Manning)• Leisa Rathborne, SGH General Manager• Nick Skleparis, Director, Corporate Services SGH <p>Apologies:</p> <ul style="list-style-type: none">• Advija Huseinspahic, Consumer Representative• Elizabeth Martin, Consumer Representative• Lorena Matthews, Nurse Manager, Women's and Children's Health• Vicki Manning, SGH Director of Nursing <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 24 April 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.• 11.4 Remicate Infusion Treatment in Ambulatory Care – Investigate reason for scheduling change. Action: Deferred as Vicki Manning was unable to attend meeting.• 7.2 Re-schedule with Infection Control a viewing of the "What I Heard" – a patient's perspective of being isolated. Invitation sent to attend the June 2018 meeting.• 10.1 Suggested changes for Kensington St & Belgrave St intersection. Obtain advice with Project Director on how to proceed with this proposal. Action: Nick Skleparis to discuss with Matt Inch.

	<ul style="list-style-type: none"> • 7.7 Schedule national standard training sessions for CAG's. Sandra Grove and Kim Wrightson are in the process of organising training sessions. • 7.11 Ask Anthony Marsh, Patient Experience Manager to present "Patient Opinion" at the next CAG. Anthony Marsh presenting at the May 2018 meeting (as below). • 8.1 Add Diversity Health Committee as an agenda item. Completed
4	<p>Presentation</p>
	<p>4.1 "Patient Opinion" – Anthony Marsh</p> <ul style="list-style-type: none"> • The District is rolling out "Patient Opinion". • This is managed by a not-for-profit organisation. It has been rolled out in England. • Sydney Eye Hospital has rolled it out and has reported a 30% reduction in complaints. It was also identified that 60% of the responses were positive feedback. • The benefits of Patient Opinion over Facebook: <ul style="list-style-type: none"> - Patient Opinion is a secure and safe site that is used solely for the purpose of health service engagement and improvement - Patient Opinion is safe for patients, service users and staff, as all stories are moderated before they are published on Patient Opinion - Patients and service users are de-identified on Patient Opinion - Patients and service users do not require a Facebook account - Patients and service users do not need to access the internet, they can phone Patient Opinion or share their story by completing one of our feedback leaflets - The Patient Opinion platform is designed for health service improvement and is focused on patient experience: who is listening to them, who is responding, and what changes are being made as a result - Patient Opinion has a search engine that the public can use to explore the experience of patients with particular conditions - Patient Opinion sends an email to nominated staff when a story is posted about their service - Patient Opinion enables the appropriate people in the health service to respond - The Patient Opinion platform enables staff to generate reports regarding all patient experience stories they have received - Patient Opinion's staff work with and support health services in regards to online patient engagement and encouraging feedback - Health services can get in touch with all patients/services who have posted a story on Patient Opinion, via Patient Opinion (this way anonymity and confidentiality is maintained) - If a story is highly critical, Patient Opinion will immediately notify the health service and withhold publication for five days. The health service is encouraged and assisted to provide an appropriate response that will be published simultaneously with the story

	<ul style="list-style-type: none"> - Patient Opinion has a rating section after each story posted, so that the health service can also have some quantitative measure of patient experience - Patients, service users and staff receive individual log in details allowing them to see how many views their story/response has received, and which staff have read their story - Patient Opinion's independence ensure that only the patient can remove their story • How do visitors/patients find out about "Patient Opinion"? <ul style="list-style-type: none"> - Patient brochures to be created - Information to be published on our Internet site - Advertisement in the St George Leader - Pull-up banners to be located on campus • Training will be provided to hospital staff on how to respond to complaints/compliments. • Committee was advised that a Working Group is being organised and seeking consumer representation. An initial face-to-face meeting will be set up. Follow up correspondence for the working group will be via emails. Greg Lill and Susan Hanrahan expressed an interest in attending. Action: Once Charter has been completed, send to consumers to seek further participation – Anthony Marsh/Kim wrightson • Rod Lynch asked if patient/visitors might use this system instead of REACH. The Committee was advised that Patient Opinion is different from REACH. REACH is around escalation of care; immediate response for family/patient. This will be considered when creating the brochure information for Patient Opinion. • Approximately 80% of incidents aren't being reported by patients/visitors. There is concern that if they submit a complaint their care could be affected. The anonymity of Patient Opinion will allow patients/visitors to submit their concerns.
5	<p>Declaration of Conflict of Interest</p> <ul style="list-style-type: none"> • Nil
6	<p>General Business</p>
	<p>6.1 Report from the Chair – Rod Lynch</p> <ul style="list-style-type: none"> • Since the April 2018 meeting, there have been no documents for review. Consumers were concerned that they will be inundated with brochure reviews prior to accreditation. The Committee was advised that previously this was due to a new business rule created prior to accreditation. This should not occur prior to this accreditation. • As a result of a request by the Chair and Deputy Chair of the Chris O'Brien Lifeshouse Partnership Advisory Council a meeting was held where the procedures/methodologies of the SGH CAG were discussed. An email of appreciation has been received.

7	Standing Items
	<p>7.1 SGH Signage Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Meeting held on 26 April 2018. Jan Denniss went for a walk around campus with David Garcia, Hospital Signwrighter. David has implemented changes. • Blinds have been installed in the Information Booth. • Peter Brown advised that there is a District Signage Committee.
	<p>7.2 SGH Infection Control Committee – Jan Denniss</p> <ul style="list-style-type: none"> • Mass influenza clinics underway. 776 staff attended the first day. • To eliminate bad odours, a new air flow system has been installed in some toilets on campus. • 2018 Winter planning: <ul style="list-style-type: none"> - Rapid testing for viral stool samples will be available 7 days per week from Prince of Wales (POW) laboratory - Rapid flu testing is available at the moment but should be reserved for the flu season
	<p>7.3 District Steering Committee for Falls Injury Prevention in Health Facilities – Jan Denniss</p> <ul style="list-style-type: none"> • A one hour presentation given from the eMR2 team outlining the results of the audit completed at POW hospital comparing falls documentation pre April 2017, and post eMR2 August 2017 implications: <ul style="list-style-type: none"> - Most falls occur on day one and day three of a patients admission - Most common times for falls are 11am and 2pm - 42% of patients had sepsis (blood poisoning) at the time of a fall • Falls data report (January/February/March 2018) <ul style="list-style-type: none"> - Between January – March 2018 there have been four SAC 1 events - Between January – March 2018 there have been seven SAC 2's which is five less falls reported that the same quarter last year
	<p>7.4 SGH Patient Safety and Quality Meeting – Paul Holdsworth</p> <ul style="list-style-type: none"> • Next meeting on 28 May 2018.
	<p>7.5 SGH Falls Prevention Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • April 2018 was the highest rate of falls. Looking at recommendations to be placed on falls report. The cord on the air mattress can be a trip hazard for staff.
	<p>7.6 SGH Access to Care Committee – Paul Holdsworth</p> <ul style="list-style-type: none"> • Paul Holdsworth presented information discussed at the SGH Access to Care Committee. Due to the highly sensitive and confidential nature of the information this has not been minuted.
	<p>7.7 National Standards 2 Working Party – Paul Holdsworth</p> <ul style="list-style-type: none"> • Next meeting 25 May 2018.
	<p>7.8 SGH Food & Nutrition Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Susan Hanrahan was unable to attend the last meeting.

	<p>7.9 SGH Cancer Services Patient Safety & Clinical Quality Committee – Susan Hanrahan</p> <ul style="list-style-type: none"> • Discussions were held regarding the flu vaccinations (refer to item 7.13). • Discussions held on the waste of chemotherapy drugs. • Redevelopment works on the Cancer Care Centre (CCC) continue.
	<p>7.10 District Community & Consumer Council (DCCC) – Peter Brown</p> <ul style="list-style-type: none"> • Peter Brown advised that he has joined a sub-committee which will be looking at the first year plan for consumers.
	<p>7.11 SGH/TSH Diversity Health Committee – Advija Huseinspahic</p> <ul style="list-style-type: none"> • Meeting has not been held.
	<p>7.12 Clinical Council Report – Rod Lynch</p> <ul style="list-style-type: none"> • Excerpts of the unconfirmed April 2018 meeting have been circulated to CAG members for information. • Meeting held on 18 May 2018. The following items were discussed: <ul style="list-style-type: none"> - Ambulatory Care/Outpatient Department - Clinical Council terms of reference (TOR) and Agenda schedule 2018 - Health roundtable – executive briefing - Clinical Business Rule – Emergency Department Admission Acceptance
	<p>7.13 General Manager Report – Leisa Rathborne</p> <ul style="list-style-type: none"> • Building works on campus are progressing. <ul style="list-style-type: none"> - The Gray Street carpark received the section 96 approval from planning allowing the fence to be installed. Works to be finished by July/August 2018. A Car Park Working Party will be created to look at the access for staff (due to the additional levels). Currently there is a 7 year waiting list for staff to obtain a parking pass. - Day Surgery Unit – there was an issue with an extension built in the 70's. This has caused a delay as strengthening works need to be completed. • Winter period – Social Media campaign will once again be circulated advising visitors to save our Emergency Department for emergencies. • Ambulatory Care Unit will be moving on 30 May 2018 to 2 East. Once this move has been completed we will look at the outpatient areas. • Hospital staff are working towards accreditation in November 2018. • Susan Hanrahan raised the issue of the Ministry of Health issuing a policy to mandate flu vaccinations to hospital staff. The Committee was advised that flu vaccination has been mandated to staff in the areas of: <ul style="list-style-type: none"> - Intensive Care Unit (ICU) - Transplant wards - Cancer Care wards - Women's and Children's Health - Staff who also attend these areas regularly eg Radiology staff attending ICU will also need to be vaccinated <p>Management is currently in discussions with the Ministry to clarify procedures on staff, visitors to the above areas who do not have a flu vaccination. Appropriate masks are being investigated. The Committee was advised that staff can be redeployed into another area if they are unable or refuse to have a flu vaccination. Currently 2589 hospital staff have been vaccinated.</p>

	<ul style="list-style-type: none"> Rod Lynch raised the media advertisement regarding a union campaign alleging dangerous nurse/patient ratios in hospitals and asked what the situation is with St George Hospital. Kristin Mills advised that the unions are looking at a campaign over the next 12 months, visiting our wards. If we transfer to ratios then there may be an issue with acute patients.
	<p>7.14 Nursing Update – Kristin Mills on behalf of Vicki Manning</p> <ul style="list-style-type: none"> International Nurses and Midwives Day held on 12 May 2018. Awards night held on 11 May 2018. We received over 450 nominations across 15 categories. Very successful night celebrating our nurses and midwives. Nursing engagement survey is currently underway. This 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>7.15 Quality and Safety Update – Sandra Grove</p> <ul style="list-style-type: none"> Patient Safety dashboard was presented. Received mainly A's and B's. We received a C for surgical site infections. We received a SAC 1 in March 2018. We had seven submissions to the Improvement Awards. Three have been selected to present.
	<p>7.16 Corporate Services Update – Nick Skleparis</p> <ul style="list-style-type: none"> Awaiting on final proposal from Zouki for the gift store and coffee cart in the ASB. Due to the CCC works there will be a major gas disruption. This will have major implications to the organisation. This will occur over the next few weeks. Audio visual and lighting is being updated in the Research and Education building. The Fire Safety Department has received new training equipment. Bike racks being installed on campus. We have purchased two new waste compactors. The impact is that there will be less trucks coming to the campus and a savings of approximately \$30K on leasing costs. Wi-Fi rollout on campus continues.
8	Reports for Noting
	<p>8.1 Volunteer Report</p> <ul style="list-style-type: none"> Next report circulated to Committee in July 2018.
9	Governance Items
	<ul style="list-style-type: none"> Nil
10	New Business
	<ul style="list-style-type: none"> Nil
11	Business Without Notice
	<p>11.1 eHealth records – Peter Brown</p> <ul style="list-style-type: none"> Peter Brown advised the Committee that the Federal Government will be advertising the eHealth record system. People will be able to opt out of this. Peter asked what information is handed over by St George Hospital for this system. <p>Action: Investigate if possible – Sandra Grove/Kim Wrightson</p>

12	Confidential Items <ul style="list-style-type: none">• Discussions held under 7.6 SGH Access to Care Committee.
13	Meeting Closed Date of next meeting – Tuesday 26 June 2018 at 9.00am, Boardroom, 4 th Floor James Laws House, St George Hospital

CERTIFIED A CORRECT RECORD

Name RODNEY E LYNCH

Signature 

Date 26-6-18