

**MINUTES****1. Attendance & Apologies**

<b>Attendees</b>	
Consumer Representative (Chair)	Peter Lewis
Sector Manager, Operations, Allied Health & Revenue	Brendan Docherty
TSH Manager, Community Relations	Wendy Fyfe
TSH Director of Nursing & Midwifery Services	Jan Heiler
SGSHHS Director of Operations	Cath Whitehurst
Consumer Representative	Shirley Smith
Consumer Representative	Tracy Harding
SGSHHS Manager, Volunteers	Linda Vari
Consumer Representative (Vice Chair)	Brenda Hagen
Sector Manager, Clinical Practice Improvement Unit	Trish Wills
Minutes	Jennifer Gluskie
<b>Apologies</b>	
TSH Diversity Health	Patty Loukas
SGSHHS Corporate Services Manager	Nick Skleparis
Consumer Representative	Colleen Loder
Consumer Representative	Jim Hankins
Consumer Representative	Linden Harper
<b>Absent</b>	
Consumer Representative	Deborah Allison
TSH A/Deputy Director of Nursing & Midwifery Services	Fiona Lendon

**2. Confirmation of Previous Minutes**

The minutes dated 2 October and 6 November 2013 were accepted. TH noted that her “update” that was previously emailed, was not included in the minutes. The update will be minuted in these minutes.

**3. Patient Story**

BD advised that “Patient Story” will be a new standing agenda item. Committee members are requested to relate a patient story that they may hear during the month to the committee. The story is to relate positive or negative issues that the staff can learn from.

BD related a story that he heard regarding Cooina Ward. The positive aspect of the story was that the food was good and the nursing staff smiled. The negative aspect of the story was that a patient



in a four-bedded room requested assistance from a nurse across the room. The nurse replied to the patient "You are not my patient", as the room was split between two nurses. Patient bed allocation and ways of dealing with this issue are to be considered by Cooida.

#### **4. Business Arising:**

##### *Chairman's Report*

PL advised that he attended several meetings with the Accreditation surveyors and the Accreditation summation meeting last week.

#### **5. Standing Agenda Items:**

##### *5.1 Feedback from Allocated Committees*

###### a) Food and Nutrition

BH advised that she has not attended a meeting in recent times. CW stated that the Chair of the Food & Nutrition Committee needed to be contacted regarding BH's involvement. BH was to be issued with a TOR, a schedule of meetings and be invited to the meetings.

CW advised that during the food trials, the new dietary food standards were strictly adhered to. A Steering Committee (chaired by the District) will convene to discuss the roll out of the new menu. There will also be a local District Working Group on which there will be consumer representation.

###### b) Emergency Dept - Held over.

###### c) Diversity Health

TW reported:

- Khalil Haraghi has surveyed the Arab community. Two issues of concern highlighted were 1) women in shared rooms and 2) the number of visitors. Use of a visitors book will be trialled.
- "Your Healthcare Rights & Responsibilities" posters have been displayed at both sites.
- Tablet Project – well received.
- Vivianne Challita-Ajaka was congratulated on her award.
- "Faith & Religion" Week – to be organised.

###### d) Falls Prevention Committee - Held over.

###### e) TSH Emergency Response Committee - Held over.

###### f) Clinical Council

PL attended a meeting of the Clinical Council. PL highlighted the following two issues that were discussed: 1) Cost of end of life (to be discussed further) and 2) Loss of revenue due to not tapping into private patients.

**Action:** *Dominique Grogard (A/Clinical Stream Manager, Aged Care & Rehabilitation/Cardiac & Respiratory) and Associate Professor Peter Gonski (Director of Southcare) are to be invited to the February meeting to discuss the Amber Care Bundle.*



g) Care Co-ordination Committee

The purpose of the committee is to ensure discharge occurs in a timely and well-organised manner by Registrars. Patients are discharged according to criteria lead discharge, not waiting until the Consultant comes to the hospital.

A trial in Sutherland (Cooinda) began in November. Awaiting feedback in the new year. Discussions have occurred regarding the detail required in the form, location of the form and that it is double workload for documentation. Awareness of changeover of Registrars caused a small issue for implementation and will be an ongoing issue for the project team.

A trial at St George Hospital (5 South) will begin on 16 December. The Project Manager will be providing a plan to implement this method of discharge to all areas/wards next year.

5.2 *Hospital Update*

CW reported:

- The Health Minister and Premier are providing Sutherland Hospital with \$400,000 for planning funding. The plan is to redevelop the Emergency Department and increase the number of inpatient beds by 60. Melanie Gholami, Project Planner is to be invited to present at a future meeting.
- The carpark redevelopment is underway. The project is on target and it will be commissioned early next year. During the redevelopment, the maximum number of car spaces lost at any one time is 56. At the completion of the project, there will be an additional 800 car spaces on site. There will be future discussions regarding Kareena Hospital renting spaces.
- The redevelopment of Kareena Hospital was discussed.
- Full accreditation has been granted for another 2 years. *National Standard 2 (Partnering with Consumers)*: BD thanked the consumers who participated during the periodic review.
- A Staff Forum is scheduled for next week – 1) Accreditation Overview, 2) Planning for the Redevelopment of TSH and 3) Business Plan will be discussed.
- Fiona Lendon will continue in the position of Acting Director of Nursing at TSH until February 2014.
- Smokers Space – a smokers hut is to be erected on site (near TSH Chapel). Smoking on site outside of this area will incur a fine of \$220. This issue is currently under negotiation with Unions.
- Radiology reporting is out to tender – the existing service will be replaced.
- CW is on leave 20 December 2013 – 20 January 2014. A roster outlining Executive leave will be published shortly. Administrative staff have been encouraged to take two weeks leave over the Christmas/New Year period.
- The committee agreed that an Open Day should be scheduled in 2014.

**Action:** *Melanie Gholami, Project Planner, Health Infrastructure is to be invited to present at a meeting early 2014.*



### 5.3 Corporate Services Update

CW reported:

- An electricity cable is to be installed to service the car park and the Health One building (next to the Southcare building).
- There was an asbestos disposal issue near the car park, however this has been resolved.
- Koala Child Care Centre is for sale.
- Private Sleep Clinic – rent to be retrieved and increased.
- Signposting on site – to be upgraded.

### 5.4 Hospital Dashboard

- JH tabled the October 2013 Dashboard.

Targets are being met in the Emergency Access area and there has been an improvement in Access 4 hr NEAT on last year's result.

JH tabled the MOH Fact Sheet entitled "National Elective Surgery Targets (NEST) for NSW", for information.

CW advised that the major performance indicators are 1) Budget, 2) NEST (on target) and 3) NEAT (on target). We currently sit on performance level 3 as we are not on target for budget. As we enter the summer platform, activity will be reduced and beds will be reduced (38 beds at TSH).

**Action:** JH to invite Andrew Bridgeman, Acting Group Manager Surgery & Perioperative Services to a meeting early in 2014 to discuss NEST targets.

### 5.5 Volunteer Report

- The volunteer Christmas party is at midday on 13 December in the Atrium. Consumers are invited to attend. Please respond to Wendy Fyfe or Linda Vari.
- The Chaplaincy Co-ordinator will retire in February – a new co-ordinator is to be elected.
- The "Working With Children Check" will become an on-line statewide check in future. New volunteers need to obtain the new on-line check and existing volunteers will have until 2016 to obtain an updated check.
- One of our volunteers (Peggy) received a NSW Volunteers Award.
- The volunteer Christmas/New Year break will be from 20 December – 6 January. A few lilac ladies will be on duty for falls and feeding.



5.6 *CPIU Report*

- In future, Accreditation will be aligned across the Southern Sector and will include Mental Health, Drug & Alcohol and Dental services. Representatives will be included on the committee.
- A survey will be uploaded onto Survey Monkey for those staff to complete who were interviewed by the surveyors.
- Awaiting report from the surveyors.

5.7 *Diversity Health*

As minuted in point 5.1 (c) .

5.8 *Business Plan*

The Business Plan has been emailed to committee members. Kimberley advised that she is happy to attend the February meeting to discuss further.

**Action:** *Comments are due back to Kimberley Thomsett by the end of December.*

5.9 *Medicare Local Update* – Held over.

6. *New Business* - Nil

7. *Business Without Notice*

(a) National Standard 2

BD tabled a document entitled “National Standard 2: Partnering with Consumers; 2014 Priorities/Action Plan”. BD stated that consumers will be invited to join the Working Party.

(b) Committee Membership

Seven applications were received from members of the public wishing join the committee. Interviews will be held mid-December.

(c) PL received a letter from Terry Clout inviting him to attend the Annual General Meeting of the Local Health District on 18 December at 10am at St George Hospital.

8. *Correspondence*

The meeting dates for 2014 were circulated to the committee members.

St George/Sutherland Hospitals and Health Services

**The Sutherland Hospital Consumer Advisory Group**

4 December 2013 at 3.00pm  
TSH Executive Meeting Room

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**Health**  
South Eastern Sydney  
Local Health District

**Next Meeting:** 5 February 2014 at 3.00pm in the TSH Executive Meeting Room, Level 4.

Minutes Endorsed:

Signed: \_\_\_\_\_

Dated: \_\_\_\_\_