



MINUTES

1. Attendance & Apologies

Attendees	
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
Apologies	
TSH Diversity Health	Patty Loukas
SGSHHS Corporate Services Manager	Nick Skleparis
Consumer Representative	Colleen Loder
Consumer Representative	Jim Hankins
Consumer Representative	Linden Harper
Absent	
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 they staff can learn from.

BD related a story that he heard regarding Coinda 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 Coinda.

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 this committee needed to be contacted regarding BH's involvement. BH was to be issued with a TOR, a schedule of meetings and 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 Haragli 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 can come to the hospital.

A trial in Sutherland (Cooinda) began in November. Awaiting feedback in the new year. Discussions have been had regarding the detail required in the form, location of 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 to work out.

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.

4.2 *Hospital Update*

- The Charter for the CAG will be amended to show a Co-Chair structure. An EOI for the position of Co-Chair will be advertised shortly with a view to the Co-Chair commencing in February 2014.
- Positions for new members to join the committee have been advertised and close late November. Following interviews, the new members will be inducted mid-December. A brochure to be given to the new representatives is underway.
- National Standard 2 (Partnering with Consumers) – the final assessment has been uploaded. Committee members will be asked to participate during the periodic review on 26 – 29 November (awaiting schedule of meetings).
- Consumer Participation Framework for the District – awaiting draft for review and input.
- Annual Evaluation of the Committee – urgently awaiting returns.
- There is an EOI for participation in an Aboriginal Health Workshop to translate the MOH strategy into ward-based operational solutions.
- There is an EOI for participation in staff and consumers reading patient stories for staff training purposes.
- The Health Minister and Premier are providing Sutherland Hospital with \$400,000 for planning funding.

4.3 *Corporate Services Update*

- The car park refurbishment has commenced and site sheds have been erected. There is residual funding in the budget to enhance the scope of works.
- The 6 sub-acute beds in Killara have been completed and are ready for occupation. JH advised that the new beds have been staffed.
- CL expressed concern regarding the bamboo that is growing through the awnings and causing damage. In general, the gardens require tidying.

4.4 *Hospital Dashboard*

- JH tabled the September 2013 Dashboard.



The Sutherland Hospital Consumer Advisory Group

4 December 2013 at 3.00pm
TSH Executive Meeting Room

Targets are being met in the Emergency Access area. BD stated that staff should be applauded for the excellent triage results achieved from moving patients through the system.

Action: *JH to invite surgical wait list people to come to the next meeting.*

4.5 Volunteer Report

- The on-line orientation link was distributed to all members of the committee. Those members of the committee yet to complete the orientation are Shirley Smith, Brendan Hagan and Deborah Allison. BD stated that they are required to complete this by end of November.

Action: *SS, BH and DA are to complete the on-line orientation by end November 2013.*

4.6 CPIU Report

- Held over

4.7 Diversity Health

- A survey will be sent out to nursing staff regarding working in a diversity health environment.
- There is a new project with the Egyptian Coptic community regarding settling issues for refugees settling in this area. The first meeting will be held next week.
- A file audit will be undertaken in the hospital during the quiet Christmas/New Year period.

4.8 Business Plan

- BD advised that the Business Plan is almost complete and will be distributed shortly.

4.9 Medicare Local Update

- LH tabled a flyer and survey card advertising a Public Forum "It's Your Health – Have Your Say". Residents are invited to attend and share views on the health needs of the local community.
- Head Space at Miranda and Hurstville – a Head Space Co-ordinator is to be employed.
- Partners in Recovery Programme – the new Manager commences in 4 weeks.
- Connecting Care – two new full-time staff members will be commencing.
- Health One – final comments on the draft are due.
- The After Hours service at St George Private was accredited yesterday.
- Allied Health – A staff member has been employed to look at Allied Health needs. PL attended the Allied Health Planning Day at which the issue of becoming a 7-day industry was discussed.

5. New Business- Nil

6. Business Without Notice

The Sutherland Hospital Consumer Advisory Group

4 December 2013 at 3.00pm
TSH Executive Meeting Room



PL advised that he runs a “Coffee Group” for men at Tradies at Caringbah from 10 – 11am on Wednesdays.

7. *Correspondence*

The minutes of the St George Hospital Consumer Advisory Committee were distributed to committee members, for information only.

Next Meeting: 4 December 2013 at 3.00pm in the TSH Executive Meeting Room, Level 4.

Minutes Endorsed:

Signed: _____

Dated: _____