

## Community Partnership Advisory Council

Via Teleconference

### RECORD OF MEETING AND ACTIONS

**Date:** 15 June 2020

**Attendance:**

Community members – Emma Walke (Chair), George Thompson, Jacinta Rowe, Gary Shallala-Hudson, Suzanne Carey, Ron Hoffman, Terry Moody, Fleur Dougan, Annalee Atia, Christine Minkov, Joy de Roos  
 Northern NSW LHD – Wayne Jones (NNSW LHD Chief Executive), John Griffin (Board Member), Peter Carter (Board Member), Ged May (Community Engagement Manager), Petra Muhlfait (Community Relations Manager)  
 North Coast Primary Health Network – Sarah Robin (Director, Integration)

**Apologies received:** Pat Grier, Aaron Moore, Lindsay Passfield, Mim Weber, Kirsty Glanville, Corinne Maynard, Lynne Weir, Christopher Cormack

**Minutes:** Kate Greenwood (LHD)

#	Meeting item	Discussion
1.	<b>Welcome</b>	Emma Walke delivered an Acknowledgement to Country on behalf of the traditional Bundjalung owners of the land and welcomed everyone to the meeting. The Committee acknowledged the recent CPAC appointment of Joy de Roos from the Maclean CAG.
2.	<b>Minutes and Actions</b>	The minutes of the CPAC meeting held on 6 April 2020 were ENDORSED as a true and accurate copy.  Moved: Annalee Atia Seconded: George Thompson <b>ENDORSED</b>  <b>Lynne to present further information on Mental Health patients and various other conditions staying in ED longer than 24 hours and how this impacts the ED KPI to a future meeting.</b> Lynne was an apology to the meeting and has advised she will follow-up this action for the next meeting.  <b>Emma Walke to forward email survey to CPAC members to gauge response regarding a closed Facebook group for advisory group members.</b> Ged informed the committee that Emma received feedback indicating that 10 members were interested in a closed

		<p>Facebook Group and one indicated a response of no. A trial will commence in the near future.</p> <p><b>Ged to circulate the draft change communication plan template to CPAC members for feedback.</b> Ged advised that draft document was in the meeting papers and would be discussed later in the meeting.</p> <p><b>Fiona will follow up with her counterparts at the Ministry of Health about terminology used to describe social distancing and self-isolation.</b> Ged advised that Fiona Baker, NNSW LHD Media Manager raised this concern with the Ministry of Health Media Unit and Ged had also contacted Health Consumers NSW. The Committee noted the change in recent wording usage from 'social distancing' to 'physical distancing' in various media and NSW Health correspondence.</p> <p>Ged advised CPAC minutes and CPAC member profiles have been added to the NNSW LHD website. <a href="https://nswlhd.health.nsw.gov.au/about/northern-nsw-local-health-district/community-and-clinical-engagement/">https://nswlhd.health.nsw.gov.au/about/northern-nsw-local-health-district/community-and-clinical-engagement/</a></p>
3.	<b>Correspondence</b>	Nil correspondence
4.	<b>NNSW LHD Chief Executive/Board Update</b>	<p>Wayne Jones gave a brief update on current and emerging topics including:</p> <ul style="list-style-type: none"> <li>• <b>COVID-19 update</b> <ul style="list-style-type: none"> <li>• NNSW LHD have had 55 positive cases with 53 recovered</li> <li>• No community acquired cases in NSW been confirmed for a two week period.</li> <li>• Still good testing numbers on the North Coast</li> <li>• In process of finalising with Aboriginal Medical Service for a fixed Respiratory Clinic in Casino with a mobile clinic for outreach into smaller communities</li> <li>• Relaxation of restrictions continue across NSW with further anticipated on 1 July 2020.</li> <li>• PPE continues to be capped and monitored accordingly</li> </ul> </li> <li>• <b>Letter of thanks from family of COVID patient</b> Wayne spoke briefly on the letter received from the family of a patient from Lismore Base Hospital ICU who has recently recovered from COVID. The letter expressed the family's gratitude to the staff of the LHD for the care received during their loved ones extended stay in ICU. Staff are also developing a patient experience story. Family members have shared their appreciation on social media and Fiona Baker, NNSW LHD Media Manager is working with the family about possible media coverage.</li> <li>• <b>Bureau of Health Information survey data</b> Wayne spoke briefly about results from NSW Health Inpatients survey advising that NNSWLHD has been trending quite well for an extended period of time across the state with patient engagement and patient experience. The information collected from patients on a regular basis indicates the care provided across</li> </ul>

		<p>the LHD is valued by the community.</p> <p>Wayne responded to a query regarding COVID tracing, explaining the various layers involved with this process. The NNSWLHD Public Health Unit has a dedicated team for testing and tracing as does NSW Health that complements the efforts of the local unit should the need arise.</p> <p><b>CLIMATE SUSTAINABILITY</b></p> <p>Peter Carter spoke about a climate sustainability project instigated by the NNSW LHD Board including the establishment of a working party to consider NNSWLHD’s climate change impact. Peter spoke about the importance of organisations addressing climate change as good corporate citizens. As a health service with a responsibility for the health and well-being of the community, it was important to address this issue due to the expected impact of climate change on the health of the population.</p> <p>General discussion followed on the areas that the climate sustainability working party would be looking at. Consultation with staff and Board members has commenced and community will also be given the opportunity to provide input. John Griffin spoke about the significant work already underway across the LHD with regards to recycling of materials and energy consumption. John said a whole community approach would be important.</p> <p>Wayne informed the committee that the working party is in the process of understanding what the LHD’s carbon footprint is and what is driving that result. This will identify what the priorities will be moving forward. NSW Health’s input will also be important.</p>
5.	<p><b>North Coast Primary Health Network Update – Ms Sarah Robin, PHN Community Advisory Representative</b></p>	<p>Sarah advised that Anne-Maree Parry had changed roles within the NCPHN and will no longer be attending CPAC meetings. Sarah thanked and acknowledged Anne-Maree for the work she had undertaken in her community advisory role. Sarah will be the primary NCPHN representative on CPAC.</p> <p>Sarah provided an update on the PHN’s work during COVID. She explained that a lot of activities supported and complemented LHD’s activities. The PHN has respiratory clinics in Murwillumbah, Ballina and Yamba. Responding to a query, Sarah advised the initial Commonwealth commitment to the respiratory clinic was for a three-month period, with a further three months extension, should the government deem it necessary.</p> <p>NCPHN has four Aboriginal Health Officers and are working hard on building community connections through this team which is overseen by Marni Tuala, Deputy Director Aboriginal Health. Sarah gave a brief overview of Marni’s role within the PHN and suggested she present at a future CPAC meeting.</p> <p><b>ACTION:</b>  <b>Marni Tuala, Deputy Director Aboriginal Health, NCPHN to attend a future meeting to share on work undertaken by the NCPHN with regards to Aboriginal Health.</b></p>

		<p>Sarah advised that 80% of General Practices across the region have taken up telehealth during the pandemic and approximately 50% are using video-conferencing. NCPHN is working with the LHD to create a survey to gather information on people's experiences with telehealth. George suggested the survey commence with CPAC members as an already established cohort of community members.</p> <p>An overview was provided on the work undertaken by NCPHN around mental health and the recent bushfires and the importance of people feeling connected to community to help ensure a quicker recovery.</p> <p>Sarah advised she will forward the document on Healthy Living and Ageing to the committee for feedback. Any comments or questions can be forwarded to her directly.</p>
6.	<b>Clarence Accreditation – Dan Madden, General Manager, Clarence Health Service</b>	<p>Dan gave an overview of National Safety and Quality Health Service (NSQHS) Standards Organisation-Wide Assessment and the recent Accreditation Feedback report for the Clarence Health Service. The overview included:</p> <ul style="list-style-type: none"> <li>• Purpose to develop national safety and quality standards, clinical standards and provide information, publication and resources.</li> <li>• The eight Standards included in an accreditation process</li> <li>• Overview of the Standards the accreditation assessors noted improvement was required</li> <li>• Achievements were noted in regard to partnering with consumers, including the recent review of the consumer advisory process that led to the establishment of the Clarence Community Advisory Group</li> <li>• Assessors understood the Clarence Health Service is actively engaged in principles of patient-centred care</li> <li>• An explanation of the procedure involved around the radiology standard.</li> </ul> <p>Joy informed the committee of the importance of advisory group members being involved in their relevant areas accreditation process.</p> <p>Responding to a query, Ged advised that due to the current COVID situation accreditation assessments have been postponed. NNSW LHD is awaiting advice on the timing for the Tweed/Byron and Richmond accreditation surveys.</p>
7.	<b>Advisory Group Items</b>	<p>Reporting items escalated from CAG's:</p> <p><b>Murwillumbah:</b> Murwillumbah CAG Chair Ron Hoffman gave an overview of the recent letter he sent to Mark Coulton, Minister for Regional Health, Regional Communication and Local Government regarding the recent decision on the rurality change to the Murwillumbah area and the impact on the LHD and the community. Ron advised he is yet to receive a response from the Minister to date and will follow up this week.</p>
8.	<b>Patient Feedback</b>	<p>Petra gave an overview of the January – March 2020 Patient Feedback Summary Report advising for this quarter the NNSWLHD recorded 127 general complaints. There were 31 compliments received by the Clinical Governance</p>

		Unit during this period.
9.	<b>CPAC Priority Initiatives</b>	<p>Ged spoke briefly on the CPAC community priority initiatives.</p> <ul style="list-style-type: none"> <li>• Change communication plan template - Ged spoke on the importance of involving and consulting with advisory groups when there is a change proposed by the LHD which may have an impact on the community. A template has been developed for NNSWLHD teams to use when implementing changes which may have a community impact. Feedback to be emailed to Ged by 30 June.</li> <li>• Standard patient feedback form – Ged gave a brief overview on CPAC priority action to develop a standardised patient feedback form. This process is its early stages with support from the Health Literacy team. CPAC will be kept informed.</li> </ul>
10.	<b>NNSWLHD volunteer framework</b>	<p>Ged gave an update on the recent review of volunteering across NNSW LHD. Following the review, the NNSW LHD Executive Team endorsed the development of a NNSW LHD Volunteer Framework to standardise volunteering processes across the LHD. A steering committee has been established which includes a community representative.</p> <p>Discussion followed on the possibility of Community Advisory Groups and volunteers meeting in their respective areas to discuss matters in the interest of information sharing. Ged suggested this matter be raised at individual CAG meetings moving forward.</p>
11.	<b>General Business</b>	Ged advised the group the NNSW LHD Organisational Development and Learning Unit are developing processes to facilitate the return of face-to-face meetings as COVID restrictions are eased. At this stage, no face-to-face CPAC or CAG meetings should be convened until further notice from the LHD.
12.	<b>Meeting Review</b>	<p>How did we go today:</p> <ul style="list-style-type: none"> <li>• Teleconference facilities worked well. Committee thanked Emma for her great work chairing the meeting due to the difficulties that can arise during a teleconference meeting.</li> </ul> <p><b>NEXT MEETING:</b> 10 August 2020</p>
13.	<b>Future agenda items</b>	Topics for future meeting: Refer action list

**Ms Emma Walke**  
Chair  
Community Partnership Advisory Council

**Mr Wayne Jones**  
Chief Executive  
Northern NSW Local Health District

## Action List

### Community Partnership Advisory Council

#	Meeting date	Action	Responsible officer	By When / Status
1	09/12/19 06/04/20 15/06/20	Lynne to present further information on Mental Health patients and various other conditions staying in ED longer than 24 hours and how this impacts the ED KPI to a future meeting.	Lynne Weir	10 August meeting
2	15/06/20	Marni Tuala, Deputy Director Aboriginal Health, NCPHN to attend a future meeting to share on work undertaken by the NCPHN with regards to Aboriginal Health Outcomes.	Sarah Robin	TBA
5	06/04/20 15/06/20	<p>Topics for future meetings:</p> <ul style="list-style-type: none"> <li>• Special interest presentations</li> <li>• Snapshot with an Executive – first presentation to be Dee Robinson, General Manager for Mental Health Services, Drug and Alcohol Services</li> <li>• Updates on North Coast Collective</li> <li>• Patient Reported Measures</li> <li>• Compassionate Communities</li> <li>• Remote Service Provision issues – ie MPS</li> <li>• Measurement and evaluation of community engagement</li> <li>• Discuss with Dr Alex Stephens, Director Research NNSW LHD on ways to engage community members with Research</li> <li>• REACH Program</li> </ul>	Ged May	REACH program presentation scheduled for 10 August meeting

## Items for Reporting

Community Partnership Advisory Council

To be reported to:

Local Management - 1

Other CAGs - 2

NNSW LHD Executive – 3

NNSW LHD Board – 4

Date of Meeting	Number	Description/Comments	Recommended Actions
15/06/20	1	Healthy Living and Ageing document	Sarah to forward Healthy Living and Ageing document to group for feedback
15/06/20	1	Change Communication Template	Ged to follow-up any feedback on communication template by 30 June