

Community Partnership Advisory Council

Via Teleconference

RECORD OF MEETING AND ACTIONS

Date: 10 August 2020

Attendance:

Community members – Emma Walke (Chair), George Thompson, Gary Shallala-Hudson, Suzanne Carey, Ron Hoffman, Terry Moody, Fleur Dougan, Katrina Jeffery, Joy de Roos, Lindsay Passfield, Sally Cusack
Northern NSW LHD – Wayne Jones (NNSW LHD Chief Executive), John Griffin (Board Member), Peter Carter (Board Member), Ged May (Community Engagement Manager), Petra Muhlfait (Consumer Relations/Privacy Manager), Lyndal Smith (Manager Aboriginal Health)
North Coast Primary Health Network – Sarah Robin (Director, Integration)

Apologies received: Annalee Atia, Corinne Maynard, Pat Grier, Lynne Weir, Jacinta Rowe, Aaron Moore, Kirsty Glanville, Mim Weber

Minutes: Kate Greenwood (LHD)

#	Meeting item	Discussion
1.	Welcome	Emma Walke delivered an Acknowledgement to Country on behalf of the traditional Bundjalung owners of the land and welcomed everyone to the meeting. A moment of silence was held to acknowledge those who have recently passed. The Committee acknowledged the recent CPAC resignation of Ms Christine Minkov and Mr Christopher Cormack. Ms Katrina Jeffery has been appointed the Lismore CAG rep. Ms Joy de Roos is the CPAC rep for both Maclean and Clarence CAGs.
2.	Minutes and Actions	The minutes of the CPAC meeting held on 15 June 2020 were ENDORSED as a true and accurate copy. Moved: Joy de Roos Seconded: Ron Hoffman ENDORSED 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 was an apology to the meeting and has advised she will follow-up this action for the next meeting.

		<p>Marni Tuala, Deputy Director Aboriginal Health NCPHN to attend a future meeting to share on work undertaken by the NCPHN with regard to Aboriginal Health.</p> <p>The Committee agreed to wait for a return on face to face meetings so Marni can present on her work.</p>
3.	Correspondence	<p>Reply from Minister Mark Coulton to Ron Hoffman regarding Murwillumbah rurality status</p> <p>Ron gave a brief update on the above correspondence.</p> <p>General discussion followed on other possible strategies or avenues in approaching the matter moving forward. CPAC members agreed that due to the present health crisis, this should be re-visited at a later date. Ged advised he will forward to CPAC members, all correspondence undertaken by the NNSW LHD Board regarding this matter.</p> <p>ACTION: Ged to provide an update email on undertakings by NNSW LHD to Minister Coulton regarding the Murwillumbah rurality status.</p>
4.	NNSW LHD Chief Executive/Board Update	<p>Wayne Jones gave a brief update on current and emerging topics including:</p> <ul style="list-style-type: none"> • COVID-19 update <ul style="list-style-type: none"> • Positive case numbers continue to be a concern in Victoria. • Sitting on precipice in NSW, numbers are still low however, greatest concern at the moment is around not being able to trace some cases back to clusters. • Still a push for testing in the community • No known community virus in NNSW LHD • Update on Qld border closure and the impact on NNSW LHD staff who live in Queensland and work outside the NSW border zone. • Service provision is business as usual but will be monitored accordingly • Work continues with residential aged care facilities to ensure necessary support should the need arise • Two COVID patients continue to be treated in Lismore Base Hospital with 58 cases across the LHD since the pandemic commenced
5.	North Coast Primary Health Network Update – Ms Sarah Robin, PHN Community Advisory Representative	<p>Sarah Robin gave a brief update on current and emerging topics including:</p> <ul style="list-style-type: none"> • Involvement in scenario planning for community transmission in residential aged cared facilities • Scenario planning has also been underway for Aboriginal communities, and working with the homeless, itinerant workers and disability sector. • Brief overview of general practitioners' role in managing COVID cases in the community and how the Health Pathways program works • GP led respiratory clinics continue to operate at Murwillumbah, Ballina and Yamba. Mobile testing clinic is managed by Bulgarr Ngaru Aboriginal Medical Service and operates where needed most. <p>General discussion followed on the protocols of testing, receiving results and the recommendations on face masks</p>

		<p>in the community.</p> <p>ACTION: Ged to follow up from NSW Health and advise the committee via email of the protocols for testing, receiving results and recommendations on face masks in the community.</p>
6.	Bureau of Health Information (BHI) surveys	<p>Wayne gave a brief update on the BHI Rural Hospital Emergency Care Patient Survey 2019. This surveys patients who attended a small rural hospital between January to April 2019 that included Kyogle Memorial Hospital and Nimbin Multipurpose Services.</p> <p>Results continue to be outstanding with a 13-percentage point improvement on the 2015-16 results with patients reporting a very high satisfaction with emergency department staff, doctors and nurses in these sites.</p> <p>Reporting generally on the Emergency Department Patient Survey 2019 for larger sites, Wayne advised NNSW LHD consistently rate in the top few sites for care-related measures.</p> <p>Responding to a query, Wayne advised the group that separate surveys are undertaken across the MPS's in relation to residents in aged care.</p> <p>The emergency department concierge service continues to be rolled out across various LHD sites with excellent feedback.</p>
7.	Advisory Group Items	<p>Reporting items escalated from CAG's:</p> <p>Byron CAG: Sally expressed the gratitude of the Bryon CAG members in the excellent work undertaken by the LHD in their response to COVID and keeping the community informed.</p> <p>Tweed CAG: Fleur advised the committee she will follow up with Tweed CAG as to whether there was anything the group to do to be more pro-active during the pandemic.</p> <p>Murwillumbah CAG: Ron gave a brief update on the "No touch package" being distributed to patients who attend hospital.</p>
8.	CPAC Priority Initiatives	<p>Ged spoke briefly on the CPAC community priority initiatives.</p> <p>Training continues to be on hold due to COVID.</p> <p>The change communication process circulated to CPAC recently for comment will be tabled with NNSWLHD Executive.</p> <p>Lyndal advised there is currently Aboriginal / Torres Strait Islander representation on 5 out of the 8 CAG's. Casino, Byron Bay and Maclean are still in the process of sourcing Indigenous members.</p>

		<p>CPAC profiles are displayed on the NSW LHD website. Following a brief discussion, it was agreed for each CAG to decide if they would like their profiles displayed on the website.</p> <p>Responding to a query regarding the minimum age to join a CAG, Ged advised it was 18 due to the need for a Police Check. Discussion followed on the potential members from under-represented groups such as young people.</p> <p>ACTION: Ged to email EOI to members for potential candidates from under-represented groups such as young people.</p>
9.	Consumer participation	<p>Ged gave an update on the various opportunities for community involvement underway across the LHD:</p> <ul style="list-style-type: none"> • Patient information co-design • Nursing and Midwifery Excellence Program • Excellence in Nursing and Midwifery Awards Panel • Richmond Clarence Patient Blood Management Committee • <u>Clarence</u>: Comprehensive Care Committee; Deteriorating Patient meeting, Maternity Governance Meeting <p>ACTION: Ged to resend the various details for upcoming projects requesting community engagement</p>
10.	General Business	<ul style="list-style-type: none"> • Ged advised he had received information from a member regarding concerns with needle dispensing at the LBH. Ged indicated he will forward these concerns to the Drug and Alcohol Community Advisory Committee. • Responding to a query regarding the Climate Sustainability working group, Peter gave a brief update on the group and requested the Terms of Reference be distributed to the committee. <p>ACTION: Ged to email the committee the Terms for Reference for Sustainability working party</p> <ul style="list-style-type: none"> • NSW LHD in the process of scheduling an Executive Leadership Team COVID workshop to monitor the lesson identified during COVID. A report will be submitted to a future CPAC meeting for comment in due course. • Ged informed following discussion with Wayne Jones and the NCPHN, the Annual Community Conference will be cancelled this year due to the current health crisis.
11.	Meeting Review	<p>How did we go today:</p> <ul style="list-style-type: none"> • Teleconference facilities worked well. The committee will be kept up to date on when face to face meetings will re-occur.

		NEXT MEETING: 12 October 2020
12.	Future agenda items	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	12 October 2020
2	10/08/20	Ged to provide an update email on undertakings by NNSW LHD to Minister Coulton regarding the Murwillumbah rurality status.	Ged May	Email sent 12 August 2020
3	10/08/20	Ged to follow up from NSW Health and advise the committee via email of the protocols for testing, receiving results and recommendations on face masks in the community.	Ged May	Email sent 10 August 2020
4	10/08/20	Ged to email EOI to members for potential candidates from under-represented groups such as young people.	Ged May	Ged to follow up
5	10/08/20	Ged to resend the various details for upcoming projects requesting community engagement	Ged May	Email sent 12 August 2020
6	10/08/20	Ged to email the committee the Terms for Reference for Sustainability working party	Ged May	Email sent 10 August 2020
7	06/04/20 15/06/20 10/08/20	Topics for future meetings: <ul style="list-style-type: none"> • Special interest presentations • Snapshot with an Executive – first presentation to be Dee Robinson, General Manager for Mental Health Services, Drug and Alcohol Services • Updates on North Coast Collective • Patient Reported Measures • Compassionate Communities • Remote Service Provision issues – ie MPS • Measurement and evaluation of community engagement • Discuss with Dr Alex Stephens, Director Research NNSW LHD on ways to engage community members with Research 	Ged May	REACH program presentation scheduled for face to face meeting Marni Tuala to present when face to face meetings occur

		<ul style="list-style-type: none">• REACH Program• Marni Tuala, Deputy Director Aboriginal Health, NCPHN to attend a future meeting		
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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
10/08/20	2	Discussion around decision on CAG's to have profiles displayed on NNSW LHD website	CAG members to discuss with respective CAG's on this matter
10/08/20	1	Needle dispensing concerns at LBH	Ged to forward concerns to Drug and Alcohol team