

Community Partnership Advisory Council

Via Skype/Teleconference

RECORD OF MEETING AND ACTIONS

Date: 12 October 2020

Attendance:

Community members – Jacinta Rowe (Acting Chair), Suzanne Carey, Ron Hoffman, Terry Moody, Fleur Dougan, Katrina Jeffery, Joy de Roos, Annalee Atia

Northern NSW LHD – Wayne Jones (NNSWLHD Chief Executive), John Griffin (Board Member), Peter Carter (Board Member), Pat Grier (Board Member) Ged May (Community Engagement Manager), Petra Muhlfait (Consumer Relations/Privacy Manager),

North Coast Primary Health Network – Sarah Robin (Director, Integration)

Guest presenters: Pam Mitchell (NNSWLHD Clinical Quality Manager), Tracy Schipp (NNSWLHD Program Manager)

Apologies received: Emma Walke (Chair), Lindsay Passfield, Sally Cusack, Gary Shallala-Hudson, Corinne Maynard, George Thompson, Lynne Weir, Aaron Moore, Kirsty Glanville, Mim Weber

Minutes: Kate Greenwood (LHD)

#	Meeting item	Discussion
1.	Welcome	Jacinta Rowe acknowledgement the traditional Bundjalung owners of the land paying respect to both elders past and present and welcomed everyone to the meeting.
2.	Minutes and Actions	<p>The minutes of the CPAC meeting held on 10 August 2020 were ENDORSED as a true and accurate copy.</p> <p>Moved: Joy De Roos Seconded: Suzanne Carey ENDORSED</p> <p>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.</p> <p>In Lynne's absence, Wayne gave an update, advising one of the KPI's for mental health is patients staying in ED longer than 24 hours. Wayne had advised whilst there has been an increase around this in the last 12 months due to some bed closures and staffing issues, this matter has been resolved with all relevant bed numbers now open. Due to COVID-19 lockdown there was a decrease in patients coming through ED. Post-lockdown has now seen an</p>

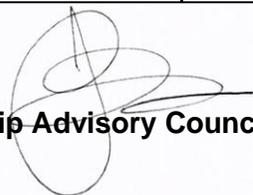
		<p>increase in numbers again presenting to ED. Mental Health is a small percentage of patients presenting to ED's. Emergency Treatment Performance for the LHD is around 76% which is one of the better performing LHD's at present.</p> <p>Responding to a query, Mr Jones advised mental health patients are only secluded or restrained on a needs basis if they represent a risk to themselves, patients or others. Only 2-3% of mental health presentations are aggressive.</p> <p>Ged to provide an update email on undertakings by NNSWLHD to Minister Coulton regarding the Murwillumbah rurality status. The Committee noted the update email was sent on 12 August 2020. Wayne advised he has met with Minister Coulton and Mr Kevin Hogan, Federal Member for Page re-emphasising the LHD's position. Wayne indicated that advice from the Federal Government has not changed.</p> <p>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. The Committee noted this email was sent on 10 August 2020.</p> <p>Ged to email EOI to members for potential candidates from under-represented groups such as young people. Ged advised he will discuss later in the meeting.</p> <p>Ged to resend the various details for upcoming projects requesting community participation. The Committee noted this email was sent on 12 August 2020.</p> <p>Ged to email the committee the Terms for Reference for Sustainability working party The Committee noted this email was sent on 10 August 2020.</p> <p>ITEMS FOR REPORTING: Discussion around decision on CAG's to have profiles displayed on NNSW LH website Ged advised he has discussed this with relevant CAG's.</p> <p>Needle dispensing concerns at LBH Ged advised that this matter has been raised with the Drug and Alcohol team.</p>
3.	Correspondence	Nil for this meeting
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 - Case numbers have not changed; remain at 58 with no cases for 79 days • Testing numbers are currently low, due to the end of the winter period. NSW Health continues to promote testing.

		<ul style="list-style-type: none"> • Sewerage testing has commenced across the LHD footprint, with no virus detected since testing commenced • Hospital visitation and face to face meetings across the LHD will be reviewed this week • Update provided on continued work across the LHD with various stakeholders in managing a potential outbreak in the Residential Aged Care Facilities (RACF's) • Activity in ED's is commencing to increase across NSW since the easing of lockdown • Update on border restrictions and the reduction in the burden on the LHD with Qld Border Zone extension • Budget management and planning for the new financial year continues across the LHD <p>Wayne responded to a query regarding the budget, giving an overview on the increased expenditure during COVID whilst hospital activity was down. Workforce preparedness played a large part in the budget outlay in the anticipation of a COVID outbreak.</p> <p>Update on Climate Sustainability and Healthcare Working Party Peter spoke briefly on the report provided advising Mr Paul Williamson has joined the working group. Paul was appointed as Senior Environmental Health Officer to work in the NNSWLHD region. Peter informed the committee that the CE is seeking to clarify with Health Infrastructure what strategies are proposed to mitigate the impacts of climate change in the planning and construction of the Tweed Valley Hospital. Responding to a query regarding the disposal of PPE in relation to COVID, Peter advised he will raise this query with the working group.</p>
5.	North Coast Primary Health Network Update – Ms Sarah Robin, PHN Community Advisory Representative	<p>Sarah Robin gave an update on current and emerging topics including:</p> <ul style="list-style-type: none"> • Update provided on work still underway with support to RACF's and GP support in the facilities • Ensuring Telehealth capabilities are working well within the RACF's. • Some funding is available for Mental Health support for RACF's • Demand for Mental Health support has increased since the commencement of COVID <p>Sarah responded to a query giving an overview of the mental health services and funding available to NNSWLHD residents. An update was also given on the Disaster Response Hub focusing on the recovery stage after disasters, e.g. bushfires, pandemic</p> <p>Sarah provided an update to the committee on the current community engagement programs currently underway within the PHN.</p>
6.	REACH Presentation Pam Mitchell, NNSW LHD Clinical Quality Manager Tracy Schipp, NNSW LHD Program Manager	<p>REACH Program is a system that helps patients, family and carers escalate concerns with staff about worrying changes in a patient's condition. Pam and Tracy gave an overview of the REACH Program in NNSW LHD including:</p> <ul style="list-style-type: none"> • Patient/family/carer-focused system developed by the Clinical Excellence Commission in 2013 • Encourages patients, families and carers to engage with clinical staff if they notice 'something just isn't right' • Provides a way for patients, families and carers to call for help if they continue to be worried.

		<p>REACH (Recognise, Engage, Act, Call, Help is on the way) information is distributed through the NNSWLHD website, brochures in all patient information packs, posters found at most bedsides and in common patient care areas and staff are asked to explain REACH to patients, families and carers on or soon after admission. Annual surveys are undertaken LHD-wide.</p> <p>From July 2017 – September 2020 there have been a total of 16 REACH calls across NNSWLHD.</p> <p>A discussion followed on the implementation of the REACH Program in ED's across the LHD and Mental Health and Other Drugs inpatient settings. It was agreed that CAGs are to be consulted on implementation of the REACH Program in ED's and Mental Health and Other Drugs inpatient settings and a progress report provided to the 1 February 2020 CPAC meeting.</p> <p>ACTION: CAGs are to be consulted on implementation of the REACH Program in ED's and Mental Health and Other Drugs inpatient settings and a progress report provided to the 1 February 2020 CPAC meeting.</p> <p>The Chair thanked Pam and Tracy for their presentation.</p> <p>Peter Carter left the meeting.</p>
7.	Healthcare Quarterly Report	<p>Bureau of Health Information (BHI) surveys</p> <p>Mr Jones gave a brief update on the BHI surveys for April- June 2020 drawing attention to the reduction in numbers was due to COVID-19.</p>
8.	Advisory Group Items	<p>Mental Health Forum and Drug and Alcohol Community Advisory Committee update</p> <p>The members noted the information in the bi-annual update report.</p> <p>Reporting items escalated from CAG's:</p> <p>Tweed CAG: Fleur advised the Tweed CAG will be having an informal meeting to review this year and plan for 2021.</p> <p>Maclean CAG: Wayne responded to a query regarding the Nurse Practitioner who was re-purposed from the Maclean Hospital to a local nursing home from March – December 2020. Wayne advised this was reviewed at the beginning of the pandemic in support of the RACF's and the In-Reach Program and to minimise risk posed from RACF's patients needing to attend hospital.</p> <p>At this stage, the Nurse Practitioner will return to their substantive position in early 2021 with recruitment to commence on a permanent In-REACH program within the RACF's.</p> <p>Wayne advised the visiting hours determined by the RACF's is not decided by the In-REACH program but agreed the visiting hours should be standardised whilst still maintaining risk aversion.</p> <p>CAG Recruitment: Ged gave a brief update on the recruitment process for CAGs to include community</p>

		<p>representatives from under-represented groups. Whilst there is good representation across the District, particular CAG's (Casino, Murwillumbah, Byron) need more members. Ged advised further work will be done around recruiting when face to face meetings reconvene.</p> <p>ACTION: Progress recruitment of additional members for relevant CAGs</p> <p>Ged advised the LHD is assessing the possible return of face to face CAG/CPAC meetings and will advise committees when a decision is made.</p> <p>ACTION: Ged to advise CAGs/CPAC when face to face committee meetings can recommence</p>
9.	Patient Feedback	Petra advised the Patient Feedback report will be submitted to the 13 October 2020 Health Care Quality and Research Committee meeting and will report back to the 7 December 2020 CPAC meeting.
10.	Advisory Groups Evaluation	<p>Ged advised that CAGs/CPAC have been underway for approximately a year and that an evaluation would be completed via survey questionnaire to all members. Ged requested any feedback on the questionnaire to be provided. Terry Moody suggested that a question be included about achievements.</p> <p>ACTION: Ged to email the evaluation questionnaire link to all CAG/CPAC members with responses due by 30 October 2020.</p> <p>ACTION: Ged to table 2020/21 CPAC/CAG evaluation report (including survey results) to CPAC, CAGs, ELT, Board</p>
11.	General Business	Nil general business
12.	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 recommence. <p>NEXT MEETING: 7 December 2020</p>
13.	Future agenda items	<p>Topics for future meeting: Refer action list</p> <p>Meeting closed 11.55am</p>

Ms Jacinta Rowe
Acting 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	12/10/20	CAGs are to be consulted on implementation of the REACH Program in ED's and Mental Health and Other Drugs inpatient settings and a progress report provided to the 1 February 2020 CPAC meeting	Pam Mitchell	1 February 2021
2	12/10/20	Ged to email the evaluation questionnaire link to all CAG/CPAC members with responses due by 30 October 2020	Ged May	Emailed 12/10/20 – responses due 30 October 2020
3	12/10/20	Ged to table 2020/21 CPAC/CAG evaluation report (including survey results) to CPAC, CAGs, ELT, Board	Ged May	CPAC: 7 December meeting
4	12/10/20	Progress recruitment of additional members for relevant CAGs (under-represented groups, Aboriginal representatives)	Ged May	Discuss at CAG meetings.
5	12/10/20	Ged to advise CAGs/CPAC when face to face committee meetings can recommence	Ged May	Proposal tabled with exec team
6	06/04/20 15/06/20 10/08/20	Topics for future meetings: <ul style="list-style-type: none"> • Special interest presentations • Rural Adversity Mental Health Program (RAMHP) • Marni Tuala, Deputy Director Aboriginal Health, NCPHN to attend a future meeting • Youth engagement – Melissa Rahmate • Multicultural health engagement – Emily Raso • 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 – i.e. MPS • Discuss with Dr Alex Stephens, Director Research NNSW LHD on ways to engage community members with Research 	Ged May	RAMHP Program to present when face to face meetings occur Marni Tuala to present when face to face meetings occur

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
12/10/20	4	NNSWLHD CAGs and CPAC have been in operation for 12 months. An evaluation will be completed including survey questionnaire to all committee members.	2020/21 CPAC/CAG evaluation report to be submitted to January 2021 Board meeting.