

Community Partnership Advisory Council

Ballina Education Centre, Ballina District Hospital, Cherry Street, Ballina and Via Skype/Teleconference

RECORD OF MEETING AND ACTIONS

Date: 7 December 2020

Attendance:

Community members - Jacinta Rowe, Lindsay Passfield, Fleur Dougan (in the room), Emma Walke (Chair), George Thompson, Sally Cusack, Ron Hoffman, Katrina Jeffery, Joy de Roos (teleconference/Skype).

Northern NSW LHD – Wayne Jones (NNSWLHD Chief Executive), Peter Carter (Board Member), Pat Grier (Board Member) Ged May (Community Engagement Manager), Petra Muhlfait (Consumer Relations/Privacy Manager), Corinne Maynard (Nurse Manager, Drug and Alcohol Services) Kirsty Glanville (Associate Director Aboriginal Services), Mim Weber (Mental Health Program Manager)

Healthy North Coast – Luke Elias (Director Operations)

Guest presenters: David Hutton (Director Clinical Governance), Kathryn Watson (Associate Director Health Service Planning), Hanisah Corner (Clinical Governance Information Manager)

Apologies received: John Griffin, Lynne Weir, Annalee Atia, Terry Moody, Suzanne Carey, Garry Shallala-Hudson, Aaron Moore

Minutes: Kate Greenwood (LHD)

#	Meeting item	Discussion
1.	Welcome	Emma Walke delivered an Acknowledgement of Country on behalf of the traditional Bundjalung owners of the land and welcomed everyone to the meeting.
2.	Minutes and Actions	<p>The minutes of the CPAC meeting held on 12 October 2020 were ENDORSED as a true and accurate copy.</p> <p>Moved: Jacinta Rowe Seconded: Lindsay Passfield ENDORSED</p> <p>Action from last meeting:</p> <p>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. The Committee noted the report will be available at the 1 February 2020 meeting.</p> <p>ACTION: CAGs are to be consulted on implementation of the REACH Program in ED's and Mental Health and Other</p>

		<p>Drugs inpatient settings and a progress report provided to the 1 February 2020 CPAC meeting.</p> <p>Ged to email the evaluation questionnaire link to all CAG/CPAC members with responses due by 30 October 2020. The evaluation link was emailed again to members on 12 October 2020.</p> <p>Ged to table 2020/21 CPAC/CAG evaluation report (including survey results) to CPAC, CAGs, ELT, Board This item was deferred to the first meeting of 2021 due to time constraints.</p> <p>Progress recruitment of additional members for relevant CAGs The committee noted this matter will be discussed further at relevant CAG's.</p> <p>Ged to advise CAGs/CPAC when face to face committee meetings can recommence The NNSWLHD COVID Policy and Planning Committee has approved the recommencement of face to face LHD community meetings with the understanding that physical distancing and COVID Safe plans need to be in place.</p> <p>ITEMS FOR REPORTING Nil for this meeting</p>
3.	Correspondence	Nil for this meeting
Information		
4.	NNSWLHD Chief Executive/Board Update	<p>Wayne Jones gave a brief update on current and emerging topics including:</p> <p>COVID-19 update –</p> <ul style="list-style-type: none"> • Still only 62 cases, over 84 000 tests done so far in NNSWLHD • No locally acquired cases since 25 July in NNSWLHD • Update on recent case in Sydney with 4000 people in self isolation • Spoke briefly on the importance of quarantine for return overseas travellers • Fever clinics will remain open as part of the Summer Action Plan • LHD is actively encouraging staff to take leave over Christmas / New Year period • Brief update on COVID vaccinations • Wayne acknowledged the dedication and commitment of the LHD staff during the past 9 months during this very difficult year. • Wayne wished all CPAC members a Merry Christmas and Happy New year and reminded members of the importance of remaining vigilant during the holiday season with respect to COVID • Responding to a query, Wayne gave an update on the elective surgery numbers across the LHD. • Holiday surge planning is underway for Emergency Departments in Tweed, Ballina and Byron Hospitals.

		<ul style="list-style-type: none"> • Wayne advised there is a level of misinformation on social media websites in relation to the COVID vaccine • At an international level work is underway to keep morbidity statistics on COVID • Wayne gave an overview of the protocol should a positive case be diagnosed in the LHD. <p>Jacinta thanked the NNSWLHD Board and Executive Leadership Team (ELT) for the work undertaken in leadership and ensuring the community was kept up to date during such a difficult year. Wayne advised the NNSWLHD Board and ELT are in the process of progressing a plan to acknowledge staff across the LHD for their valuable contribution during the pandemic.</p> <p>Update on Climate Sustainability and Healthcare Working Party Peter spoke briefly on the international COVID statistics in comparison to Australia and particularly northern NSW. He thanked Wayne for his exceptional leadership and community engagement during this time.</p> <p>Peter gave a verbal update on the Climate Sustainability Working Party that commenced around May 2020 with full support of the Board. Peter spoke on the recently Board approved Statement of Commitment which acknowledges that climate change is a health issue and as a large employer, the LHD has a responsibility to reduce carbon emissions.</p> <p>An overview was given on the importance of sustainability measures regarding the Tweed Valley Hospital and the discussions underway with Health Infrastructure on how some of these can be funded and implemented, particularly around solar.</p> <p>Climate sustainability and Healthcare has now been added to the NNSWLHD Top 10 Risk Register and the mitigations planned around this are now underway.</p> <p>Work is underway to finalise the working party’s action plan for 2021 which will be submitted to the Board in due course.</p>
5.	<p>Healthy North Coast update – Mr Luke Elias, PHN Representative</p>	<p>Luke gave an update on current and emerging topics including:</p> <ul style="list-style-type: none"> • Lists of open GP practices and capacity capabilities over the Christmas period will be forwarded to the LHD • Continued work on Residential Aged Care Facilities (RACF’s) in relation to COVID • Update on demand management work with GP’s providing some insight into the data around trends and presentations in Emergency Departments with this workshop organised for early 2021. • Update on Mental Health co-design with clinicians and consumers around key reforms around prevention, early intervention for suicide attempts and improving people’s experiences in accessing and navigating mental health support <p>A query was made regarding the renaming of North Coast Primary Health Network to Healthy North Coast. Luke explained due to his recent appointment to the organisation, he will clarify further information around this and</p>

		<p>provide an update to the 1 February 2021 meeting.</p> <p>ACTION: Luke Elias to provide further information and rationale for NCPHN rebranding to Healthy North Coast to the 1 February 2021 CPAC meeting.</p>
Governance		
6.	2019/20 LHD Safety and Quality Account, Dr David Hutton, Director Clinical Governance	<p>Dr Hutton gave an overview of the NNSWLHD Safety and Quality Account including:</p> <ul style="list-style-type: none"> • Overview on governance and risk management • Reducing clinical risk around deterioration of patients and hospital acquired complications • Safety and Quality Performance across the LHD • LHD Service Agreement includes Key Performance Indicators, NSW Health Safety and Quality Account • Overview of the Priorities 2020-21 <p>David responded to several queries regarding the Safety and Quality Account including the inclusions of cold sepsis in the sepsis clinical plan, clarification on indicators around mental health and neo-natal birth trauma.</p> <p>Mim advised the KPI data around mental health currently does not get reported through the Mental Health Forum however can be reported for future meetings.</p> <p>David gave a brief update on the processes and work underway around hospital acquired complications.</p> <p>ACTION: Dr David Hutton to provide further clarification on figures from the NNSWLHD Safety and Quality Account around mental health, unplanned hospital re-admissions and neo-natal birth trauma to the 1 February 2021 CPAC meeting.</p>
7.	Patient Feedback	<p>Petra spoke briefly on the Patient Feedback Summary Report April to June 2020 advising the reports needs approval at the Health Care Quality Committee, then via the NNSWLHD Board before it can be released. Possibly due to the impact of COVID and lower activity across the LHD, the report has indicated a significant variation in data showing a drop of approximately 40% in complaints with some of these being very complex. An increase of 44% in compliments has been reported across the LHD for this time period.</p>
Partnering		
8.	NNSW LHD Strategic Service Directions – Kathryn Watson, NNSWLHD Associate Director Health Service Planning	<p>Kathryn gave an overview on her role as the LHD Associate Director Health Services Planning advising we are in an environment where consumers are now expecting more from their health services. NNSWLHD has strong demographic challenges including an ageing population and strong socio-economic disadvantage which can lead to higher use of health services. Rapid technology advances and increasing cost and budget constraints also continue to pose challenges for the LHD.</p> <p>Health Service Planning is a process that appraises the overall health needs of a geographic area or population and</p>

		<p>determines how these needs can be met in the most effective manner through the allocation of existing and anticipated future resources.</p> <p>The NNSWLHD COVID-19 Response Reflections and Insights documents was noted with some of the challenges and achievements highlighted in managing the COVID response.</p> <p>The draft Health Care Services Plan (HCSP) was placed on hold due to COVID as some of the key learnings and opportunities from COVID were to be incorporated into the plan. In the absence of having the HCSP, the LHD has drafted the NNSWLHD Strategic Service Directions based upon the consultation and analysis in the development of the HCSP, insights learnt from this year and guided by the work undertaken this year by the Ministry of Health in drafting the new state-wide Future Health Strategy Plan.</p> <p>Kathryn spoke on the preliminary service directions including:</p> <ul style="list-style-type: none"> • Prevention and early intervention of disease and promotion of health lifestyle and well-being • Improving people’s outcomes and experiences • Embracing digital transformation • Strengthening, enabling and support functions • Improving system and service sustainability <p>An overview was given of the term ‘enhancing the human experience’: designing our services and infrastructure from the perspective of the people who use them to enhance the human experience outcomes. This definition is designed to include the patient, the community and the staff members.</p> <p>Kathryn gave a brief overview on out of hospital care which provides integrated and coordinated health services in community-based settings and patients’ homes to reduce the reliance on hospital care.</p> <p>The committee members logged on to the interactive web-site www.menti.com to provide feedback on the interim Strategic Directions and members’ experience of healthcare. The committee provided key words to best describe what they would like in their LHD to like in 10 years. Some words provided were: integrated, responsive, professional, cohesive, positive culture compassionate.</p> <p>General discussion followed on both the advantages and disadvantages of telehealth both for maternity care and the ageing population.</p> <p>The committee thanked Kathryn for her professional and comprehensive overview of the draft Strategic Directions.</p>
9.	Advisory Group Evaluation	<p>Due to time constraints, the Committee agreed the Advisory Group Evaluation will be presented at the next CPAC meeting. Ged advised that the Terms of Reference and membership will be reviewed at the 1 February 2021 CPAC meeting.</p>

		<p>ACTION: Ged to provide an update on the Advisory Group Evaluation and CPAC committee to review the Terms of Reference and membership at the 1 February 2021 meeting.</p>
10.	<p>CPAC Priorities – draft Patient Feedback Questionnaire Hanisah Corner, Clinical Governance Information Manager</p>	<p>Hanisah and Ged gave a brief overview on the draft Patient Feedback questionnaire. Work to develop a single tool feedback form commenced with the Health Literacy team. Hanisah gave an overview on measures involved with developing the questionnaire and focusing on routinely collecting information around the patient experience. Ged requested members to email any responses or feedback to and will provide an update to the next meeting.</p> <p>ACTION: Members to email Ged any feedback on the draft patient feedback survey. An update will be provided to the 1 February 2021 meeting.</p>
11.	<p>General Business</p>	<ul style="list-style-type: none"> • A query was raised around the length of time for the implementation of the Ballina Nurse Call. Ged advised he will follow up on further information and report back at the next meeting. <p>ACTION: Ged to follow-up on the length of time on implementing the Ballina Nurse Call System and report back to the 1 February 2020 Board meeting.</p> <ul style="list-style-type: none"> • Fleur gave a brief update on the Tweed CAG and some strategies for further engagement in 2021. • Fleur thanked Wayne and the LHD for the valuable contribution and engagement with the community during this time • Responding to a query, Ged advised the member retention rate across CPAC and CAG's has been quite good.
Review		
12.	<p>Meeting Review</p>	<p>How did we go today?</p> <ul style="list-style-type: none"> • Those committee members present enjoyed being back face to face. <p>NEXT MEETING: 1 February 2020</p>
13.	<p>Future agenda items</p>	<p>Topics for future meeting: Refer action list Meeting closed 12.35pm</p>

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	12/10/20 07/12/20	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	07/12/20	Luke Elias to provide further information and rationale for NCPHN rebranding to Healthy North Coast to the 1 February 2021 CPAC meeting.	Luke Elias	1 February 2021
3	07/12/20	Dr David Hutton to provide further clarification on figures from the NNSWLHD Safety and Quality Account around mental health, unplanned hospital re-admissions and neo-natal birth trauma to the 1 February 2021 CPAC meeting.	David Hutton	1 February 2021
4	07/12/20	Ged to provide an update on the Advisory Group Evaluation and CPAC committee to review the Terms of Reference and membership at the 1 February 2021 meeting.	Ged May	1 February 2021
5	07/12/20	Members to email Ged any feedback on the draft patient feedback survey. An update will be provided to the 1 February 2021 meeting.	Ged May	1 February 2021
6	06/04/20 15/06/20 10/08/20	Topics for future meetings: <ul style="list-style-type: none"> • Vale Based Healthcare • Rural Adversity Mental Health Program (RAMHP) • Marni Tuala, Deputy Director Aboriginal Health, NCPHN • Youth engagement – Melissa Rahmate • Multicultural health engagement – Emily Raso • Snapchat 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 	Ged May	

		<ul style="list-style-type: none">• Remote service provision issues – i.e. MPS• Discuss with Dr Alex Stephens, Director Research NNSWLHD on ways to engage community members with Research		
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Items for Reporting

Community Partnership Advisory Council

To be reported to:

Local Management - 1

Other CAGs - 2

NNSWLHD Executive – 3

NNSWLHD Board – 4

Date of Meeting	Number	Description/Comments	Recommended Actions
07/12/20	3	Ballina Nurse Call System	Ged to follow-up on the length of time on implementing the Ballina Nurse Call System and report back to the 1 February 2020 Board meeting.