

Minutes of the Hunter New England Local Health District Board

Seventy Fifth Meeting

15th and 16th May 2018

Venue: Denman Hospital and Singleton Hospital

Present

Associate Professor Lyn Fragar (Chair), Dr Helen Belcher, Mrs Janelle Speed, , Mrs Barbara Clark, Ms Lyn Raines, Mr Peter Johnston, Mr Ken White, Dr Martin Cohen , Dr Patrick Farrell and Dr Ian Kamerman,

Apologies

Mr Fergus Fitzsimons, Dr Felicity Barr (approved leave).

In Attendance

Mr Michael DiRienzo, Ms Susan Heyman, Dr Stephen Oakley (MSEC Representative - attended the Singleton meeting only) and Ms Desiree Chymiak.

Order of Business: 1.1 – 9.3

TUESDAY 15TH MAY 2018 COMMENCING AT 2.00PM

TOUR OF THE DENMAN MULTI-PURPOSE SERVICE

The Board was given a tour of the Denman Multi-purpose Service led by Health Service Manager Jean Larkin and Yvonne Patricks, General Manager Hunter Valley Sector.

AFTERNOON TEA WITH DEMAN HEALTH COMMITTEE AND HEALTH SERVICE STAFF

The Board was joined by the Denman Local Health Committee representatives and staff for afternoon tea.

The following were discussed and NOTED:

- More members are required for the Local Health Committee
- Programs being run by the Committee and Health Service include:
 - Pit Stop program run over the last few years
 - Falls prevention programs in the community
 - Advance Care Planning
 - Advertising Community Health Clinics

Health matters raised by the Committee were NOTED:

- Survey conducted last year with limited number of replies.
- Transport to large facilities for services is a problem. Buses come to and from Muswellbrook.
- Telehealth is utilized and there is a keen interest in the use of Scopia – Susan Hayman will raise with Ashley Young

ACTION BY: Susan Hayman

- A telehealth fracture clinic at Muswellbrook on a weekly basis.
- There is strong community support for the facility. Positive staff and residents demonstrably happy.
- Mental Health issues exist in the community and their concerns about the needs for this to be addressed.
- Drought is causing concerns with stress on farmers and the flow on effects to local businesses.

The Chair THANKED the Health Committee members for their work and strong links to the community, and the Committee was advised of the date for the next Community Partnerships Forum - 27th November 2018.

BUSINESS OF THE MEETING

PRELIMINARY

1.1 Welcome, Apologies and Acknowledgment of Country

The Chair, Professor Lyn Fragar opened the meeting at 9.30am.

The Board Chair ACKNOWLEDGED the traditional owners of the country on which the meeting was held and paid respects to elders past and present.

1.2 Conflicts of Interest

There were no conflicts of interest declared by Board members.

1.3 Adoption of Minutes

The minutes of the meeting held on the 18th April 2018 had been circulated. The minutes were ADOPTED by the Board.

The minutes will be published on the Hunter New England Health internet site.

ACTION BY: Desiree Chymiak

1.4 Action List

Progress on action items was DISCUSSED and NOTED by the Board.

1.5 Board Chair Report

The Board Chair reported the following:

- Along with the HETI Chief Executive Annette Solman and ELT members, she had attended the presentation day of the Peel Cohort, NSW Health Leadership Program held 1st May 2018 in Tamworth. The 25 participants have been addressing three of the Peel Sector's challenging issues: Telehealth; Prostate Cancer; and Palliative Care. During the Program the participants have identified strategies for progressing their ongoing learning and the application of leadership practice principles.
- The Chair had attended the two Consumer Partnership Forum, Tamworth and Newcastle, and THANKED Dr Helen Belcher for her facilitation of the two very successful days.
- She had attended the introductory sessions of the Lower Hunter Sector Accreditation survey at Maitland - Di Peers had led the presentation.

1.6 Chief Executive's Report

The Chief Executive's report had been circulated in the business papers. The report included the following:

- Update on kangaroo issue at Morisset Hospital
 - Acknowledgement of Nurses and Midwives Day
 - Update on Premier's Awards submissions.
 - Hunter New England Health Excellence Awards celebration
 - New Maitland Hospital community information session
- ACTION: Health Infrastructure is to be invited to do a presentation to the Board on the New Maitland Hospital in 2-3 months.

ACTION BY: Chief Executive

- Premier's Visit to John Hunter Hospital
- Update on the Manning Cardiology review
- Update on John Hunter Hospital campus planning
- Update on Merriwa x-ray
- Warialda Men's Health night
- Aboriginal Health Worker Certificate IV Graduation Program
- Community Home Support Program Contracts
- Inverell White Ribbon Community
- Peel Cohort, NSW Health Leadership Program

The Board DISCUSSED and NOTED the information in the Chief Executive Report

WEDNESDAY 16TH MAY 2018

TOUR OF SINGLETON HOSPITAL

The Board was given a tour of Singleton Hospital led by Ms Yvonne Patricks and Ms Wendy Mason-Jones.

Board members were given the opportunity to TASTE TEST the My Choices patient food menu while on the tour.

COMMUNITY – THE PEOPLE WE SERVE

2.1 Community and Consumers Partnership Committee Minutes

The minutes from the meeting held on the 17th April 2018 had been distributed in the Board papers. The minutes were NOTED by the Board.

Dr Helen Belcher advised that the Forums went very well both in Tamworth and Medowie. The feedback from participants was very positive.

The Board Chair thanked Dr Helen Belcher and the Community Partnerships Committee for their planning and leadership of the forums.

2.2 Good Health Committee

The minutes from the meeting held on the 17th April 2018 had been distributed in the Board papers. The minutes were NOTED by the Board.

2.3 Aboriginal Health Committee Meeting

There were no papers for this meeting.

2.4 New Business

There was no new business relating to COMMUNITY – THE PEOPLE WE SERVE.

2.5 For Information

2.5.1 Health Food and Drink in NSW Health Facilities for Staff and Visitors Framework

A paper had been distributed in the business papers.

The paper was NOTED by the Board.

SERVICE – THE SERVICE WE PROVIDE

3.1 District Clinical Council Minutes

The report and minutes from the meeting held on the 11th April 2018 had been circulated in the business papers.

The minutes were NOTED by the Board.

3.2 Medical Staff Executive Council Report

Dr Stephen Oakley advised the Board of the following:

- A Medical Staff Executive Council meeting has been scheduled for the 7th June 2018.
- The John Hunter Medical Staff Council has been quite active and has held approximately 4 meetings.
- A sports day was held in December 2017 which was successful.
- The annual dinner of the chairs has been increasingly successful.
- Stephen has regularly attended the District Clinical Council and hospital Clinical Council meetings.
- The NSW Medical Staff Council Chairs meeting have been meeting quite regularly for the past 18 months and establishing a means of communication for Chairs.

3.3 New Business

There was no new business relating to SERVICE – THE SERVICE WE PROVIDE.

3.4 For Information

There was no further information relating to SERVICE – THE SERVICE WE PROVIDE.

MORNING TEA WITH THE SINGLETON LOCAL COMMITTEE

The Board was joined by members of the Local Committee over morning tea.

The following were discussed and NOTED:

- A new subdivision is being developed which will mean that there will be an extra 250 houses in the area.
- Coal mining is still occurring in the area. There is still dust in the air.
- Obstetrics services will be affected at Singleton due to the new housing development in the area. Have a good obstetrics services including caesareans. Another operating theatre would be useful.
- The issue with helipads is slowly being fixed. Currently this hospital is transporting patients by road ambulance to JHH for services.

What's Working Well?

- The redevelopment and refurbishment – the community is very pleased with this – a very different, welcoming environment for patients.
- Further extensions of the hospital will be occurring in the future and the community will be involved in that.
- Funding for the hospital – positive contributions from the community.
- My Food Choice – the quality is good, with tailored meals for diabetes patients.
- Six dialysis beds which is great for patients.
- Safe room for mental health patients is now available which is very positive.
- Morale is very good at the hospital and a very pleasant place to work.
- Aboriginal Health - Partnered with an Aboriginal Corporation in Singleton where they are looking at eyes and ears and doing immunisations for Aboriginal people. Would like to look at the Shake a Leg Program. Also looking at dental and optometry for Aboriginal people. A lot of work has been done at the hospital around cultural competency, which is improving all the time.
- The Aboriginal Hospital Liaison Officer advised that they do not have the capacity to provide a service to inpatients as the service is based in Maitland. Looking at using Telehealth however this will be a challenge as not all Aboriginal people will want to use Telehealth. There is a demand for this service at Singleton.

Issues that were raised for the Board's attention:

- The helipad
- A chemotherapy room is not available at Singleton. This is impacting on the people in the community as they have to go to John Hunter Hospital or the Mater for treatment. Patients then have an impact on their income as they have to travel and take the day off work. There are a large number of cancer patients in the community.

It was AGREED that the Chief Executive will speak to Dr Tony Proietto to get a background from him and will respond back to the committee. The Chief Executive advised that the New Maitland Hospital will have 12 Chemotherapy chairs which will also look after this community.

ACTION BY: Chief Executive

SAFETY AND QUALITY – EXCELLENCE – EVERY PATIENT, EVERY TIME

4.1 Health Care Quality Committee Minutes

The report and minutes from the meeting held on the 2nd May 2018 had been circulated in the business papers.

The minutes were NOTED by the Board.

There was discussion regarding Safety and Quality reporting to the Board and it was suggested that it would be useful for local health services to provide their Safety and Quality dashboards to the Board within the briefing paper at the time of Board visits.

It was recognised that Safety and Quality should be at the centre of all that we do, and that Board leadership is important. It was AGREED that priorities for Safety and Quality will be a focus of discussion at the Annual Board Performance Review meeting in August.

4.2 Patient Story

The Patient Story had been distributed in the business papers.

The patient story was DISCUSSED and NOTED by the Board.

4.3 New Business

There was no New Business relating to SAFETY AND QUALITY for this meeting.

4.4 For Information

4.4.1 Letter of Thanks from Dr Kelvin Kong

A paper had been distributed in the business papers.

The paper was NOTED by the Board.

4.4.2 Safety and Quality Accounts 2016/17

A response from the Ministry to the District's submitted Safety and Quality Account had been distributed in the business papers.

The paper was NOTED by the Board, and the priorities identified in the Safety and Quality Account will be a basis for the discussion at the Annual Board Performance review meeting.

RESOURCES – MANAGING OUR SERVICES WELL

5.1 Finance and Performance Report

The Finance Management reports for the month ending 30th April 2018 had been circulated in the business papers.

The Board DISCUSSED and NOTED the Finance and Performance Report.

Deep Dive – Dr Ian Kamerman provided a summary of the report. The Board THANKED Dr Kamerman and NOTED his report.

5.2 Finance and Performance Committee Minutes

The report and minutes of the meeting held on the 17th April 2018 had been distributed in the business papers.

The minutes were NOTED by the Board.

5.3 Audit and Risk Management Committee

There were no papers for this meeting.

5.4 Work, Health and Safety Report

The report was distributed in the business papers.

The report was DISCUSSED and NOTED by the Board.

5.5 New Business

There was no New Business relating to MANAGING OUR SERVICES WELL for this meeting.

5.6 For Information

There was no New Information relating to MANAGING OUR SERVICES WELL for this meeting.

POSITIONING FOR THE FUTURE

6.1 Innovation and Research Report

There were no papers for this meeting.

6.2 New Maitland Hospital Committee

There were no papers for this meeting.

6.3 New Business

6.3.1 Strategic Plan

The final draft of the Strategic Plan had been distributed in the business papers for approval.

The Chair THANKED the Executive Leadership Team for the work undertaken and the Strategic Plan was ENDORSED by the Board.

6.4 For Information

There was no new information relating to POSITION FOR THE FUTURE.

LUNCH WITH SINGLETON HOSPITAL CLINICIANS AND STAFF

The Board was joined by the staff and clinicians from Singleton Hospital over lunch. The following were DISCUSSED and NOTED:

What are staff proud of/what's working well/achievements

- Community Health, x-ray and radiology is wonderful for the community and staff are very involved in health promotion.
- Vaccinations for schools.
- Eye and ear check-ups for all schools in the Singleton community.
- The Community Health Team does a lot of health promotion in men's health. Run health promotion days.
- Community Health - Youth pitstop program – go to the high school around reducing risks of self harm.
- There is positive feedback from the community around the new building.
- Community Health - Nice play area for children.
- Support of midwives is very good. Staff are very proud of this.
- GP's and doctors at the hospital work well together to improve patient services.
- Looking at having another theatre for minor surgery. Community are involved in raising money for this.

- Good will and trust between staff – “Good people attract good people.”
- Trainees are attracted to the area.
- Teamwork and morale keeps the place going well with clear communication between staff.
- Emergency Department – struggling to meet demand. Singleton have met all benchmarks. All staff working very well together.
- Falls prevention – a lot of good work has been done. Falls data in the sector – there are real improvements being made. Safety huddles developed to help with falls reduction.
- Very proud that Singleton was the first facility to roll out med chart. Has really improved patient safety. Updated references are on the screen and makes communication easier between clinicians.
- Proud of all staff through the refurbishment as there was a lot of disruption during this time.
- Proactive around financial management.
- NUMs meet everyday with admission and ward clerk staff to ensure all patients are correctly classified.
- Looking forward to the roll out of patient track.

Challenges

- Mental health is a struggle. It is often difficult to treat patients in the Emergency Department.
- Transport in the rural sector is an issue.
- Would like to see a fracture clinic so that patients do not have to travel - transport is not good in Singleton for patients to travel to other facilities.
- Rural GP training cannot get the training done within 12 months. Procedural training is fantastic. Juniors are willing to come to Singleton.

Excellence

- Follow up phone are now going well. Staff and patients appreciate the benefit of the calls.
- Follow up calls are valuable in finding out from the patient where help is needed. Get more real time feedback where staff can make improvements then and there.

OUR STAFF AND WORKPLACE CULTURE

7.1 Medical and Dental Appointments Advisory Committee

The report of the meeting of the Medical Dental Appointments Advisory Committee held in April 2018 was distributed with the business papers.

The paper was NOTED by the Board.

7.2 New Business

There was no new business relating to OUR STAFF AND WORKPLACE CULTURE.

7.3 For Information

There was no new information relating to OUR STAFF AND WORKPLACE CULTURE

BOARD DEVELOPMENT

8.1 Board Performance Report

8.1.1 New Business

8.2 Board Members Development Report

There were no papers for this meeting.

8.3 New Business

The Chair raised the issue of Board succession planning and the need to identify and develop governance skills within HNE. It was AGREED that the Chief Executive and Chair will identify opportunities to develop such leadership.

The issues of rotation of administrative staff in John Hunter Hospital was raised. This will be considered by the Chief Executive and taken up with the General Manager.

There was no further new business relating to BOARD DEVELOPMENT for this meeting.

8.4 For Information

There was no further information relating to BOARD DEVELOPMENT.

MEETING REVIEW AND FEEDBACK

9.1 Member's issues not covered elsewhere

9.2 Feedback from the Previous Meeting

The feedback report from the April meeting had been distributed in the business papers. The paper was NOTED by the Board.

9.3 Next Meeting

The next meeting will be held on the 20th June 2018 at John Hunter Hospital.