

**MINUTES OF THE NORTHERN NEW SOUTH WALES LOCAL HEALTH DISTRICT BOARD
ANNUAL PUBLIC MEETING HELD ON TUESDAY 2 DECEMBER 2016 AT THE BALLINA
SURF LIFESAVING CLUB, LIGHTHOUSE PARADE, EAST BALLINA, COMMENCING AT
3.00PM**

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PRESENT AND APOLOGIES:

Dr Brian Pezzutti (Chair), Mr David Frazer, Ms Deb Monaghan, Mr Mark Humphries, Ms Carolyn Byrne, Dr John Griffin and Mr Mitchell Cutting representing the Office of the Minister for Health.

In Attendance: Refer to the attached list.

Apologies: Mr Leone Crayden, Mr Thomas George, MP, Member for Lismore, Mr Geoff Provest, MP, Member for Tweed, Mr Chris Gulaptis, MP Member for Clarence, Mr Kevin Hogan, MP Federal Member for Page, Ms Justine Elliot, MP, Federal Member for Tweed, Professor Iain Graham, Mr Vahid Saberi, Professor Shoemaker and Dr Richard Buss.

Welcome to Country was provided by Ms Lois Cook.

Mr Wayne Jones, Chief Executive, Northern NSW Local Health District (NNSW LHD) welcomed NNSW LHD Board and Executive Members, Hospital Auxiliary Members, Non Government Organisation Members, representative of the North Coast Primary Health Network (NCPHN), Community Engagement Advisory Council (CEAC) Members, representatives of Aboriginal Medical Services and NNSW LHD Staff to the sixth NNSW LHD Annual Public Meeting.

Mr Jones introduced Dr Pezzutti, NNSW LHD Board Chair and invited him to provide a report on the Year in Review and challenges ahead for NNSW LHD.

Dr Pezzutti thanked Ms Lois Cook for providing the Welcome to Country.

Dr Pezzutti provided an overview of the Year in Review including some of the challenges ahead for NNSW LHD with the following points being made:

Changes to NNSWLHD Chief Executive

Mr Chris Crawford retired at the end of 2015 after leading health services on the North Coast for over fifteen years. The Board acknowledged Mr Crawford's significant input and achievements over this period.

The Board was pleased to announce in May 2016 that Mr Wayne Jones was appointed as the new Chief Executive. Mr Jones brings sound knowledge of NNSW LHD having served a number of roles within the organisation including as a hands on Clinician, Planning and Performance and Chief of Staff.

Changes to the NNSW LHD Board

- A number of Board Changes have occurred this year with the NNSW LHD Board Refresh.
- The Board Chair paid tribute to Mr Malcolm Marshall who has served Health Service Boards for over 20 years, also to other outgoing Board Members Professor Lesley Barclay, Ms Rosie Kew, Dr Sue Page, Ms Leone Crayden and Dr Jean Collie all of whom have been involved with and contributed to health services within Northern NSW for many years.
- The Board Chair welcomed new Board Members Mr Pat Grier, Mr Michael Carter, Professor Susan Nancarrow, Ms Carolyn Byrne and Mr John Griffin.

Community and Clinician Engagement

- Clinician Engagement has continued to be a focus of the Board with request for the NNSW LHD Executive to implement and report on the recommendations from the Clinician Engagement plan and 150 Clinicians and Management undertaking a bespoke 360 to identify areas for improvement and training for Clinician Engagement.
- Board Domestic Violence Pledge.
- This year's NNSW LHD overall Quality Awards winner "nothing about us without us – walking the talk" Mental Health Forum.
- NSW Health Awards:
 - Employee of the year Ms Rosa Flaherty
 - Local Solutions: Child at risk electronic medical record alert
 - Collaborative Team: Early Diagnosis of Dementia Memory Assessment Program
- The NNSW LHD Board has closely monitored the relationships and partnerships between the NNSW LHD and other Health Service Providers at the service level this year including:
 - Integrated Care Program with North Coast Primary Health Network (NCPHN) Aboriginal Medical Services (AMS) and NSW Ambulance Service.
 - the piloting of admission/discharge alerts to the patient's general practitioners which enhances communication between the patient's primary medical home of the general practitioner and the acute hospital setting.
 - Aboriginal Partnership with NCPHN, AMSs.
 - NSW Health contribution to new AMS Building and Dental Services at Casino.
 - \$450K in funding announced for upgrade of Cabbage Tree Island Health Post.
- Annual Northern NSW Community Engagement Conference took place on 5 and 6 December 2016 with input from a number of local Clinicians, Service Providers.

Service Enhancements

A number of Staffing and Service Enhancements have been made or commenced this year a sample of which include:

- Opening of the Emergency and Renal Departments for Lismore Base Hospital (LBH) Stage 3a redevelopment
- LBH Stage 3b redevelopment
- The Tweed Hospital (TTH) Stage 1

- New \$88 million Byron Central Hospital
 - 43 beds
 - 3 Birthing suites
 - 14 bed Emergency Department
 - Higher role delineation.
- Implementation of Community Health and Outpatient Care records system and the Electronic Medical Record 2 (EMR2)
- Commencement of building the Coraki HealthOne facility
- Ballina District Hospital – Medical Imaging Department upgrade as Stage 1 and redevelopment of the Operating Theatre as Stage 2.
- Bonalbo Multipurpose Service.

Planning

- Aboriginal Health has continued as a focus for the Board this year with the development of the NNSW LHD Reconciliation Action Plan and an Aboriginal Workforce and Retention Plan.
- Development of Maternity and Newborn Clinical Services Plan.
- Mental Health Strategic Plan 2016-2021
- Drug and Alcohol Strategic Plan 2017-2022
- Ballina District Hospital Clinical Services Plan and Master Plan
- Grafton Ambulatory Care Plan
- Grafton Base Hospital Master Plan
- Murwillumbah District Hospital Renal Dialysis Unit
- Lismore Older Persons Mental Health Unit

Budget and Performance

- By the end of the financial year, the District had met the Emergency Department Access Target of 81% with an end-year result of 81 per cent of patients presenting being managed within four hours. In addition, the District met the Elective Surgical Access Targets in Categories one and two and narrowly missed out on achieving Category three.
- The 2016/2017 NNSW LHD Budget does contain positive news but as with previous years will also require some challenges to be met through careful management to optimise the delivery of high quality patient care from the available funding.
- Bureau of Health Information Surveys have continued reporting from our patients who rank the quality of care and quality of staff as superior.
- At this point NNSW LHD is performing well against our Service Agreement Targets with the Ministry of Health.

Strategic Direction

- The Board continues to monitor 36 Priority Strategic initiatives which fit within ten Strategic Objectives
 1. Protect the health of our community and include promotion of better health in everything we do.
 2. Continually improve the quality of and access to a comprehensive range of integrated health services including in partnership with key external health partners
 3. Develop a valued, skilled and motivated workforce in a culture based on our core values
 4. Ensure good stewardship and leadership through strong corporate and clinical governance
 5. Embed research and education as an integral element of clinical services
 6. Work in partnership to improve child wellbeing health and safety
 7. Work with the Aboriginal community and partners to improve the health of Indigenous Australians
 8. Maintain the LHDs counter-disaster and bio-preparedness system
 9. Involve the community in decision-making
 10. Deliver capital works projects on time and on budget.

Collaborations

NNSW LHD continues to collaborate with NSW Health Entities and other key organisations. This has included:

- Combined Board Meetings with North Coast Primary Health Network
- Agency for Clinical Innovation
- Clinical Excellence Commission
- Cross Border Committees

Questions to Board and Executive on NNSW LHD activities.

The Board Chair invited questions from the floor to the Board and Executive on NNSW LHD activities.

Mr David Wright, Mayor, Ballina Shire Council queried when the second stage of the Ballina District Hospital redevelopment will commence?

The Board Chair responded that currently the LHD is awaiting additional funding to become available to progress the second stage of the Ballina District Hospital redevelopment.

NNSW LHD Board Staff Appreciation and Volunteer Contribution Awards

Dr Pezzutti advised that this year two Certificates of Staff Appreciation Awards will be made, eight Board Awards for Volunteer/Community Contribution for sustained or particularly outstanding contributions and three Outstanding Service Awards will be given out. Dr Pezzutti advised that the NNSW LHD Board thanks all Award recipients and the Staff who provided the nominations.

The Certificates of Staff Appreciation were awarded to:

- Trish O'Brien, Clinical Nurse Consultant, Women's Care Richmond.
- Mr Howard Clare, Nurse Unit Manager, The Tweed Hospital Intensive Care Unit.

The Board Awards for Community and Volunteer Contribution were presented to:

- Lisa Hoffman, Volunteer Mental Health
- Tweed Renal Dialysis Volunteer Massage Buddies
- Meg Gordon, Volunteer Ballina Hospital Program
- Stephanye Holden, Volunteer Oncology Haematology Grafton Base Hospital
- Jean Ruttley, United Hospital Auxiliary Casino and District Hospital
- Eugenie McQuade, Volunteer Cancer Care Oncology Palliative Care Lismore
- Barbara Swain, Volunteer Mental Health
- Brian Kirk, Volunteer Visiting Veteran Affairs Patients, The Tweed Hospital

The Board Outstanding Service Awards were presented to the following recipients for their selfless actions during the November 2015 severe storm event that caused scaffolding from the Lismore Base Hospital to fall on the Maternity Pod:

- Mary-Anne Hyde – Lismore Base Hospital Midwife
- Greg Bryant – Domestic Services
- Leanne Chamberlain – Lismore Base Hospital Maternity Nurse Specialist

Dr Brian Pezzutti introduced Ms Rosa Flaherty, NNSW LHD Child Protection Manager and NSW Health Employee of the Year 2016 and invited Ms Flaherty to address the meeting.

Ms Flaherty commenced her address with a story from a counselling session and stated that too often in health care, assessing the risk of child neglect or abuse is seen as an add on where at times the obvious presenting issue is treated first and then consideration on whether there is a child protection concern occurs later on.

Recent statistics from the statutory child protection agency, Family and Community Services for children in the NNSW LHD catchment area show that in the 2015-2016 year, 4,417 children and young people were reported as 'suspected' risk of significant harm. These are the confronting reality of child abuse and neglect in our community.

Ms Flaherty indicated that NNSW LHD health workers do a good job of child protection and she stated that she is really proud to work for the NNSW LHD, primarily due to the leadership that she has been exposed to over the years. Leadership where there is high expectation of her and her team's performance, while being given the autonomy and latitude to make decisions and enact change. Ms Flaherty thanked her current and past leaders and the NNSW LHD Governing Board for making her work life so satisfying.

Ms Flaherty reported that in July 2015, the NNSW LHD established its own full time child protection service. Previously, dating back to the North Coast Area Health Service days, the small team was responsible for all things child protection from Tweed Heads to Port Macquarie – 42 facilities, many thousands of staff to train and respond to the clinical and systems issues they raised.

Now in the first year of the operation of the NNSW LHD Child Protection Service, an enormous amount, including the recent accolade of two NSW Health Quality Awards has been achieved. The first Award was in the Local Solutions category – which is the Governing Board's category and it is a local solution, done in partnership, or with consent of, the Governing Board. The Governing Board's role in winning this award was accepting child protection was the number one corporate risk for the LHD in 2015 and requiring remediation of that problem. One of the suite of strategies to reduce that risk was the implementation of the child at risk alert.

The child-at-risk electronic medical record or "eMR" alert is an alert applied to the EMR of children who have been reported to the NSW Health child wellbeing unit, or the NSW Family and Community Services child protection helpline and to the eMRs of at-risk pregnant women who have been prenatally reported. When the alert is applied, the next treating clinician to see the alert has to ask themselves three primary questions. This information sharing system is phenomenal. It is also "contemporary" child protection best practice internationally with the United Kingdom investing (only last year) 9 million pounds to implement a similar system. eMR alerts are also operational in countries like New Zealand and the United States.

There are currently two NSW Health policy directives that require all LHDs to have such an alert system and NNSW LHD is the only LHD in the state to now be compliant with these policy directives. Ms Flaherty indicated that this was a brave, sensible and ethical step for the LHD to implement such a system and it is repaying the LHD ten-fold with clinical outcomes for patients. There have been over 500 alerts added in 18 months. The LHD Child Protection Service maintains this system.

Ms Flaherty provided an overview of the NNSW LHD Child Protection Service Staffing and some of the highlights that were achieved in 2016:

- Assisted 411 children and families, including providing health assessments to 206 children removed from their parents and placed into out of home care.
- Trained 1795 staff (that included a large roadshow which provided training on the child at risk alert system).
- Provided 1255 responses to child protection information requests to 30 prescribed agencies across NSW.
- Redirected interstate queries for child protection information; and
- Attended 90 child protection meetings with agencies such as Police, our statutory child protection agencies in NSW & QLD, non-government organisations who provide family support services and foster carers, and other government departments.

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Ms Flaherty noted that all of the work undertaken by the LHD Child Protection Services is undertaken in partnership with others.

Ms Flaherty also spoke the thrill of receiving the NSW Health Staff Member of the Year Award.

Ms Flaherty noted that in the last decade of undertaken the role of Manager NSW LHD Child Protection Services she has not only 'survived' in this work, but better than that, she has been able to keep others motivated and inspired, train and mentor new staff, implement government reform by setting up new services, educating thousands of staff and attending the organisational cultural change that comes with government reform, and deal with the day to day horribleness of child abuse cases and the horribleness of interagency conflict all of which need a robust system of personal restoration.

Ms Flaherty asked that NNSW LHD continue its commitment to vigilance, being brave and implementing change like the child at risk eMR alert system, doing all we can to continue the good work of the NNSW LHD Child Protection Service.

Mr Jones thanked Ms Flaherty for her informative address.

Mr Jones thanked the Community Members for attending the NNSW LHD Annual Public Meeting Community to receive the NNSW LHD Annual Report back to the Community and Stakeholders and to give recognition to Staff and Volunteers, who have made special contributions to the LHD over the past year.

Mr Jones thanked everyone for their support and hard work during 2016 and wished them a Merry Christmas and a very good 2017.

As there was no further business the meeting was closed at 4.45pm.

Signed
The Hon Dr Brian Pezzutti
Chair, Northern NSW Local Health District



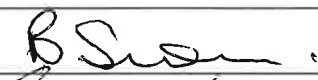
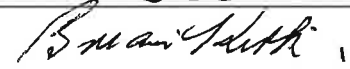
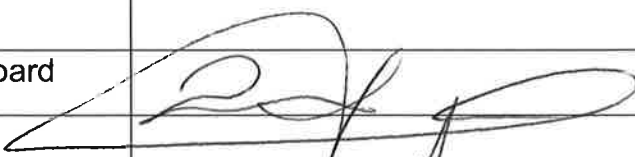
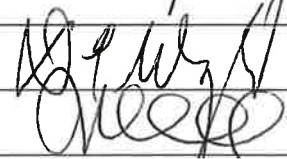
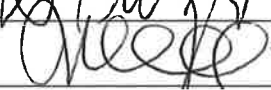

Date 23.3.17

**NSW LHD BOARD ANNUAL PUBLIC MEETING 2016
RSVPS**

APOLOGIES

- Thomas George Member for Lismore
- Geoff Provest Member for Tweed
- Chris Galuptis Member for Clarence
- Mollie Strong, Maureen Weir, Pam Mcrae Byron Bay Hospital Auxiliary
- Kevin Hogan Member for Page
- Marie Dudgeon
- Justine Elliott Member for
- Iain Graham Southern Cross University
- Vahid Saberi NCPHN
- Leone Crayden NNSWLHD Board
- Professor Shoemaker Southern Cross University
- Richard Buss Executive Director Mental Health and Drug and Alcohol Services


SIGNATURE

1. Anne Maree Parry	NCPHN	
2. Barbara McFadden	Ballina UHA	
3. Barbara Swain	Mental Health Forum	
4. Brian Kirk	Volunteer	
5. Brian Pezzutti	NNSWLHD Board Chair	
6. Carolyn Byrne	NNSWLHD Board	
7. Dale Williams	Community	
8. David Wright	Ballina Mayor	
9. Deb Monaghan	NNSWLHD Board	
10. Diane Miller	LBH UHA	
11. Diane Miller plus one	LBH UHA	

37. Susan Nancarrow	NNSWLHD Board	
38. Tamara Smith	Member for Ballina	Tamara Smith
39. Trish Obrien	Women's Health	Trish Obrien
40. Victoria LeQuesne	TAFE/Community Representative	Victoria LeQuesne
41. Wayne Jones	NNSWLHD CE	
42. GAIL WILLIAMS	COMMUNITY	Gail Williams
43. VICKI RYDER	PLD - TTH	Vicki Ryder
44. Rosa Flaherty	NNSWLHD	Rosa Flaherty
45. Jane Ramsey	Community	Jane Ramsey
46. Greg Telford	L&M.	Greg Telford
47. Wendy Swain	MHS6	Wendy Swain
48. Fiona Silcock	TTH ICU	Fiona Silcock
49. Renee Bragg	Wellways	Renee Bragg
50. David Foote	BOARD	David Foote
51. Bernadette Longman	Exec	Bernadette Longman
52. Greg Telford		Greg Telford
53. Julie McKay	Vol. Insp.	Julie McKay
54. KATHERINE WILLIS	SUMMER	Katherine Willis
55. Grant Rogers	DMS TBHS6	Grant Rogers
56. Tony Beaman	CFU Lismore	Tony Beaman
57. GAE FERRIS	NNSWLHD	Gae Ferris
58. VICKI ROSE	NNSWLHD	Vicki Rose
59. BOB MORRIS	COOAKI HEALTH	Bob Morris
60. Jenny Craze	NNSWLHD	Jenny Craze
61.		
62.		
63.		
64.		

APCOA

65.	Alice Street	NUM, General ward,	Ballina Hospital
66.	Meg Gordon	Volunteer	General Ward, Ballina Hospital
67.	JEAN Ruttle	Volunteer	Casino, NSW
68.	Bruce Jeanette Ruttle	Visitor	" "
69.	Jane-Marie Thomas	NSWLHD	Community Palliative Care
70.			
71.			
72.			
73.			
74.			
75.			
76.			
77.			

12. Donald Burgess	Coraki Reference Group	
13. Elizabeth Dolan	NNSWLHD Staff Member	Elizabeth Dolan.
14. Emma Beitz	DACAC	E Beitz
15. Heidi Keevers	NNSWLHD	H. Keevers
16. Howard Clare	NNSWLHD	Howard Clare
17. Jane Bright	CEAC	J. Bright
18. Jenny Cleaver	NNSWLHD	J. Cleaver
19. John Griffin	NNSWLHD Board	John Griffin
20. John Mundy	CEO Buttery	J. Mundy
21. Karuna Felden	NGO	
22. Kerrie Bowtell	TAFE/Community Representative	
23. Leisa Hoffman	Mental Health Forum	
24. Lisa Hoffmann	CEAC ...	
25. Lynne Weir	NNSWLHD	
26. Marie Gray	Ballina UHA	Marie Gray
27. Mark Humphries	NNSWLHD Board	
28. Michael Carter	NNSWLHD Board	
29. Mick Roberts	Ngayundi	M. Roberts
30. Mitchell Clemens Cuttery	Minister's Office	
31. Murray Spriggs	NNSWLHD	
32. Narelle O'Donnell	Ballina UHA	
33. Patrick Grier	NNSWLHD Board	
34. Stephanye Holden	Community	S. Holden
35. Sue Follent	Ngayundi	
36. Susan Howland	Community Representative	S. Howland