

Meeting of the Southern NSW Local Health District Board

No. 2022/1

Date: Thursday, 13 January 2022

Time: 10am

Venue: Lotus Room, Peppertree Lodge, Queanbeyan

Minutes for disclosure

In Attendance

Dr Allan Hawke AC, Board Chair

Beth Hoskins, Deputy Chair

Dr Ken Crofts, Board Member

Narelle Davis, Board Member

Margaret Lyons, Board Member

Geoffrey Kettle, Board Member

Leanne Barnes OAM PSM, Board Member

Lana Callaghan, Board Member

Terry Clout PSM, Board Member

Dr Duncan MacKinnon, Board Member

Margaret Bennett, Chief Executive

Tim Griffiths, Executive Director Operations

Julie Mooney, Acting Director Quality, Safety & Patient Experience

Bronny Roy, Director Finance and Performance

Damien Eggleton, Director Mental Health Alcohol and Other Drugs

Dr Liz Mullins, District Director Medical Services

Ian MacDonald, External Consultant, Studer/AHSG

Liz Parker, Acting Chief People and Wellbeing Officer

Vanessa Barratt, Manager, Media and Communications

Apologies

Pru Goward, Board Member

Lou Fox, District Director Ambulatory Care

Dr Anthony Stevenson, Chair SNSWLHD Medical Staff Executive Council

Dr Nathan Oates, SNSWLHD Medical Staff Executive Council

Sarah Galton, General Manager Corporate Services

Judy Ryall, Acting Director Nursing and Midwifery and Strategic Projects

Jenny Spain, Director Governance, Risk and Audit

Secretariat

Karen Clark, Executive Officer

Item 1	Welcome and Apologies
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Item 1.1	Welcome
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The meeting was declared open at 10.12am. The Chair acknowledged the traditional custodians of the land and paid respects to Elders past, present and emerging.

The Chair congratulated Board Member Narelle Davis on her appointment as incoming Mayor of the Snowy Mountains Regional Council.

The Chair welcomed new Board members. Each provided an introduction to the Board.

Item 1.2	Conflict of Interest Declarations
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Incoming Board Members have provided updates to the Register of Interest.

Item 2	Confirmation of Previous Minutes
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Item 2.1	Confirmation of Minutes of Meeting on 2 December 2021
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The Minutes of the Board meeting held on 2 December 2021 were accepted as a true and accurate record of the meeting with two changes required.

Item 2.2	Minutes for Disclosure of 2 December 2021
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The Minutes for disclosure of the Board meeting held on 2 December 2021 were accepted as a true and accurate record of the meeting.

Item 3	Actions from Previous Meetings
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Item 3.1	Action List
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The Board reviewed and discussed the Action list.

Item 4	Presentations
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Item 4.1	Patient Story
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GM (C) presented a patient story detailing a presentation to South East Regional Hospital (SERH) ED where a patient arrived at the ED with symptoms similar to those experienced during a previous pulmonary embolism.

The patient detailed their experience of care, from being greeted by a team member and having their condition recognised as urgent.

The patient was very complimentary of the treatment by nursing staff, who offered kindness and compassion and recognition that the patient was scared. The patient felt that the treating doctor was judgemental, and rude after discovering that the patient had not taken their medication for five days. The patient also felt that the doctor displayed an attitude lacking in care.

The patient took the time to return to the hospital, despite living an hour away, feeling that provision of feedback was so important.

GM (C) detailed the supports which are leading renewal across the Coastal Network including rounding conversations that are used to improve patient experience.

EDMS acknowledged the challenges of working in the ED and the need to be mindful of communication with all patients. The importance of living the code of conduct is regularly reinforced to all staff.

The patient story has been shared with LHD staff, highlighting the importance of attentive and clear communication.

Item 4.2	Covid response and vaccination update
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The CE provided an update on the current COVID situation. The LHD recorded 229 new cases (PCR only, does not include RATs) to 8pm 12 January 2022. Three patients are currently in ICU.

A virtual care partnership has been established with ISLHD. The LHD have established regular updates and communication with Residential Aged Care Facilities and have a 'flying team' available if needed.

Vaccination is a significant focus with vaccination for 5-11 year olds commencing on 10 January 2022 and averaging 200 vaccinations per day across the LHD. Boosters and adult vaccinations are provided at separate clinics at SERH, Goulburn and Queanbeyan.

Furloughing of staff is the greatest challenge for the LHD.

Virtual Care (VC) has been a critical management tool for a significant number of cases.

The first weekly all staff virtual meeting was held on 12 January 2022. A 'Town Hall' meeting for clinicians and doctors in the community recommences from 13 January 2022.

A Board Member asked about the impact on the LHD given community demand for RATs and the impact of limited access to Panadol. DNM confirmed that the LHD do not provide RATs for community members.

Notwithstanding all of the challenges currently being faced, there are silver linings. Connection with vulnerable members of the community, progression of virtual care, partnerships with other LHD's and Canberra, and the sense of partnership within the LHD should all be noted.

Over 80 graduate nurses will commence across the LHD in 2022. A number will commence on 17 January 2022 with a significant orientation program planned.

Item 4.3 Bend The Curve update

EDO spoke to the Bend The Curve (BTC) update included in meeting papers.

The significant escalation in COVID has consumed operational staff and limited capacity to implement EIP's.

A Board Member sought confirmation that EIPs are based only on cost, noting page 28 of the briefing, and asked about resourcing improvements. EDO advised that the raw measure of the EIP is cost. The ability to shift and move resources to create efficiency is being looked at, along with the fixed measure.

Item 5 Leadership

Item 5.1 Chief Executive Report

The CE noted the appointment of the new Minister for Rural Health, and briefing meetings held with the new Minister. Rural CE's provided an update to the new Minister on 12 January 2022. Key themes across all sites include workforce, managing small and unviable sites, managing community expectation, and locum staff challenges.

An update on development of the new Rural Health Plan was provided. A report will be provided to the Board on its progress in the coming months.

Ministry are planning an orientation session for new Board members. Confirmation of the date, and further information to be provided.

The quarterly Operational Plan presentation (to end of December 2021) will be provided at the February 2022 Board meeting.

Executive team appointments include the commencement of Executive Director Operations and District Director People and Wellbeing on 31 January 2022.

DMHAOD advised that visitor restrictions and patient leave have been re-implemented at mental health facilities in the LHD. Exceptions will be considered.

DFP noted that the LHD are focussed on capturing all COVID-related costs to ensure accurate reporting to Ministry.

A/CPWO advised that the Directorate was actively supporting management of the surge workforce.

DQSPE advised that the LHD's Safety and Quality Account has been submitted to Ministry. Ten LHD Quality Award nominations have been submitted to the NSW Health Awards judging panel.

EDMS advised that two new Directors of Medical Services will commence in February 2022, based in the Tablelands and Coastal Networks.

The CE advised that the LHD are awaiting advice from the Ministry prior to communications welcoming the new Board Members.

Item 5.2 Board Chair update

The Chair noted a number of new Mayors across the LHD, and the appointment of the Local Member for Goulburn as the Minister for Local Government.

A draft Board Committee structure will be circulated to Board members for review.

Item 6 Accountability

Item 6.1 Medical and Dental Appointments Advisory Committee

No December meeting.

Item 6.2	Health Care Quality Committee (HCQC)
No December meeting.	
Item 6.3	Audit and Risk Committee Meeting
Noted.	
Item 6.4	Performance Committee
No December meeting.	
Item 6.5	People and Wellbeing Committee
Noted.	
Item 6.6	Community Engagement Committee
No meeting held.	
Item 7	For Discussion / Endorsement
Item 7.1	Draft 2022 SNSWLHD Board Work plan
The Draft Plan was endorsed by the Board.	
Item 8	For Information Only
Item 8.1	Board Correspondence summary
Noted.	
Item 8.2	2022 Board Meeting Schedule
Noted.	
Item 8.3	Deputy Secretary Information Brief - Pambula and Delegate budget supplementation
Noted.	
Item 8.4	MOH Quarterly Board Report
Noted.	
Item 8.5	SNSWLHD Consultancy expenditure
Noted.	
Item 8.6	Surgical Dashboard – November 2021
Noted.	
Item 9	Business without notice
A Board Member requested that FTE be revisited, particularly as it relates to medical staffing.	
Item 10	Meeting Close
The meeting closed at 11.21am.	
Date of Next Meeting: Thursday, 3 February 2022	