

MINUTES
30 July 2019 – 10:00am – 12:00am
The Claffy Lecture Theatre
Sydney/Sydney Eye Hospital

Part A	Item 1	MEETING OPENING – 10:03am
	1.1	<p>Acknowledgement of Country</p> <ul style="list-style-type: none"> Acknowledgement of Country was given by KB.
	1.2	<p>Apologies:</p> <ul style="list-style-type: none"> DN, HIV Outreach Team Consumer EF, headspace Bondi Junction Consumer GM, St George/Sutherland Mental Health Consumer HM, Consumer/Community Representative KS, Drug and Alcohol Services Consumer MR, Eastern Suburbs Mental Health Consumer SM, Sutherland Hospital Consumer
	1.3	<p>Present:</p> <ul style="list-style-type: none"> AJ, Manager, Community Partnerships Unit AS, headspace Bondi Junction Consumer CF, War Memorial Hospital Consumer CW, Eastern Suburbs Mental Health Consumer DM, Consumer/Community Representative FP, Kirkeaton Road Consumer Representative GL, St George Hospital Consumer HMi, Prince of Wales/Sydney Eye Hospital Consumer JR, Consumer/Community Representative JW, The Royal Hospital for Women Consumer MM, Consumer/Community Representative PL, Sutherland Hospital Consumer RN, HIV Outreach Team Consumer SO, The Albion Centre Consumer SR, The Royal Women Hospital Consumer <p>Guests:</p> <ul style="list-style-type: none"> CWa, Service Directory Project Officer, Integrated Care Unit, SESLHD SL, Project Support Officer, Integrated Care Unit, SESLHD <p>Chairs:</p> <ul style="list-style-type: none"> KB, Consumer/Community Representative GC, Prince of Wales/Sydney Eye Hospitals Consumer <p>Minutes:</p> <ul style="list-style-type: none"> SB, Engagement and Support Officer, CPU
	Item 2	<p>Approval of Minutes</p> <p>Minutes of the DCCC Formal Meeting held 21 May 2019 were approved, as moved by HMi and seconded by DM.</p>
	Item 3	<p>Declaration of Conflict of Interest: Nil</p>
Part B	Standing Items	
	Item 4	<p>CAC Presentation: War Memorial - CF</p> <p>CF discussed the heritage of War Memorial Hospital, in addition to the extensive range of services it provides and consumer engagement (refer to Annex A).</p>
Part C	New Business	

	<p>Item 5</p>	<p>SESLHD Community Services Directory – CW CW gave an overview of the SESLHD Community Services Directory and presented the projects Community and Consumer Engagement Strategic Plan for member feedback.</p> <p>The following comments were noted:</p> <ul style="list-style-type: none"> • The objective of the Community Services Directory is to create an externally facing, user-friendly directory of all services in SESHLD in order to enhance patient experience and support health professionals • The first stage of the project, which will incorporate a testing period, will focus upon the outpatient services in SESLHD • The feedback from the Primary Health Network was that the lack of a single, standardised database posed an organisational risk, as it creates a suboptimal environment for coordinated care when health professionals do not know what is available • Health Pathways and eHealth links in the database will support the referral process and shared care planning • The information included in the directory will be consumer-driven and the website design should be co-designed with consumers • HMi stated that the short project timeline constrains the effectiveness of any co-design activities • Although a hard copy version of the directory is not in the current project scope, it will be considered if necessary • SR argued that in order for the directory to meet the needs of both the practitioner and consumer, it will need to strike a delicate balance to remain user-friendly • Consumers with disabilities should be considered in the site design as well as in the information provided. Some suggestions included incorporating access information such as availability of lifts and also features that increase the useability of the site itself, such as enlarged text and appropriate colour contrast - JR • The purpose of the Community and Consumer Engagement Strategic Plan is to support existing project documents, the project plan, and communication/public relations • Although the project advisory group does not have consumer representation, the intention is to recruit once the issues of the site are external facing and they are establishing governance mechanisms • DM identified that a risk to creating the directory is the identification of shortcomings and issues in services such as duplications, inefficiencies, increased referral demand beyond capacity. This risk may be offset by including a mechanism that reports issues to the services • SO suggested that the directory include the ability to keyword search by service name, location, or health condition • CF offered that service staff can provide useful information to include in the directory which they often have to repeat to each of its patients • In terms of the Engagement Strategy, KB reasoned that the terms “co-production” and “co-design” are not used appropriately and it should align with the Community Partnerships Strategy <p>ACTION 1 DCCC members to provide feedback on the Community and Consumer Engagement Strategic Plan.</p> <p>ACTION 2 CW to return amended Engagement Strategy for approval by the end of August and seek consumer representation on the Community Services Directory Advisory Group.</p>
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	<p>Item 6</p>	<p>Employment Assistance Program – SB SB gave an overview of the SESLHD Employment Assistance Program (EAP) which is available to consumers, and also discussed the commitment of Community Partnerships Unit to uphold a duty of care to DCCC members.</p> <p>The following comments were noted:</p> <ul style="list-style-type: none"> • EAP is a professional counselling and coaching service offered to staff and consumers of SESLHD for up to four sessions a year which provides confidential, short-term support for work and personal issues • SESLHD staff have a commitment to uphold the SESLHD Code of Conduct and ensure to maintain a duty of care • The DCCC Charter states that, as part of membership terms, consumers cannot miss more than two formal meetings without an apology • JW reasoned that it is not CPU’s professional duty of care to check in on the personal circumstances of members who do not attend meetings • CF commented that members have a made a commitment to treat their position on the DCCC with professionalism and make contact if they are unable to attend • FP mentioned that a marked change in behaviour is a reasonable reason to check in with a consumer to see if they are alright, as someone might not be able to RSVP to a meeting depending on their circumstance <p>DECISION After two no shows in a row, CPU will make contact to check in with a consumer.</p>
	<p>Item 7</p>	<p>World Café Project Methodology The following comments were noted:</p> <ul style="list-style-type: none"> • The World Café Project Methodology was approved as the process for selecting projects and programs to include in the World Café event • The event requires a new title to make it more prestigious and unique • At this year’s event, no awards will be distributed but all participants will receive a certificate of attendance. This can be reviewed if the concept becomes an annual eand approval for an award can be put to the Executive Council • MM suggested that Executives be invited to attend the World Café to hear about exceptional projects in person-centred care and health navigation <p>ACTION 3 Members to submit abstracts/projects following the approved World Café Project Methodology in order to be short-listed for inclusion.</p> <p>ACTION 4 Members to submit suggested event names for the World Café.</p> <p>ACTION 5 SESLHD Executive leaders to be invited to attend the World Café event.</p>
	<p>Item 8</p>	<p>Business Without Notice No business without notice was declared.</p>
<p>Part D</p>	<p>Meeting Close 12:0pam</p>	<p>Item 9 Next Meeting Date: 15 August 2019 Time: 10:00am-12:00pm Venue: The Claffy Theatre Room Type: Formal</p>

Action Items from District Consumer and Community Council Meetings

Meeting Date	Item	Action	Who	Status
13 Aug 18	6	<i>Looking to establish a working group of 4-5 DCCC consumers to work with iiHub. An EOI will be developed.</i>	SB	Complete. EOI sent to DCCC to join a co-design workshop beginning in Sept 19 to create consumer engagement videos for staff doing Improvement training
27 Jun 19	4	<i>CPU to follow up with iiHUB to support mandatory consumer engagement in Improvement work.</i>		
18 Sep 18	1	<i>SB to distribute information on the Remedy Project and End of Life Care Plan EOI for consumer representation to DCCC.</i>	SB	Complete. TSH End of Life Committee has established paid participation and will recruit consumers from local facility CAC
21 Feb 19	13	<i>Send expressions of interest to SB for the HCNSW training.</i>	DCCC members	Complete. Spots have been filled for 2019.
18 Apr 19	9	<i>SB to invite Tim Croft to present to the DCCC.</i>	SB	Pending the completion of Tim's engagement.
27 Jun 19	7	<i>BM to submit a consumer and community engagement plan, workshop information, and focus group details to the DCCC.</i>	BM	Pending. Engagement Plan discussed 30/07/2019 and workshop complete 1/8/2019
	10	<i>SB to submit the DCCC recommended Purpose Statement to Kate and establish next steps.</i>	SB	Pending
30 Jul 19	5	<i>DCCC members to provide feedback on the Community and Consumer Engagement Strategic Plan.</i>	DCCC members	Pending
		<i>CW to return amended Engagement Strategy for approval by the end of August and seek consumer representation on the Community Services Directory Advisory Group.</i>	CW	Pending
	7	<i>Members to submit abstracts/projects following the approved World Café Project Methodology in order to be short-listed for inclusion.</i>	DCCC members	Pending
		<i>Members to submit suggested event names for the World Café.</i>	DCCC members	Pending
		<i>SESLHD Executive leaders to be invited to attend the World Café event.</i>	SB	Pending