

Participation Advisory Committee

'Doing it with us not for us'

Minutes Monday 25 February 2008

1:00pm – 3:00pm

Present

Debbie Zauder (Consumer, Monash Division of GPs), Evelyn Webster (Consumer, Primary Health Branch Consumer, Carer and Community Advisory Committee, DHS), Rita Bloomfield (Consumer, Goulburn Valley Community Consultation Committee), Cath Harmer (Quality and Safety Branch, DHS), Linda Sorrell (Melbourne Health), Robin Ould (The Asthma Foundation Vic), Mary Draper (Royal Women's Hospital), Tony McBride (Health Issues Centre), Graeme Roberts (Consumer, Bundoora Ext Care & Northern Health), Beth Wilson (Health Services Commissioner), Janet Laverick (Primary Health Branch, DHS), Catherine McKean (Consumer, Community Advisory Committee, Peter Mac), Sue Hendy (Council of the Ageing), and Anne Mitchell (Gay & Lesbian Ministerial Advisory Committee & Gay Lesbian Health Vic).

Chair: Mary Draper

Apologies

Maria Bohan (Carers Victoria), and Edward Manuel (Consumer), Sophie Hill (Cochrane Consumers & Communication Review Group), Jan Snell (Regional Directors DHS & Barwon South Western Region DHS), Vera Boston (North Yarra Community Health Inc.), Alison McMillan (Quality and Safety Branch, DHS), Linda Mack (Consumer Advisory Committee Resource Officer Network & Royal Melbourne), and Jan Child (Metropolitan DONs & Peninsula Health).

1. Welcome

The Chair welcomed Maureen Robinson, Manager Program Development, Department of Human Services to report on participation strategies and priority action implementation across the Rural and Regional Health branch of the department.

2. Report from the Department of Human Services & Health Services

Presenter apologies: Maree Guyatt, Director, Rural and Regional Health Services Branch, Department of Human Services. Acting as her proxy for the presentation was Maureen Robinson, Manager Program Development.

Summary of presentation

Rural and Regional Health Services Branch was constructed in 2001 to ensure a focus on rural Victoria and access to health care services in this setting. The branch works to consult and involve consumers, carers and community in:

- Ministerial forums
- Rural Health Conference
- policy/service development activities.

Discussion following the presentation identified the most recent key participation success story of the branch as their work in developing the Maternity Services Framework with stakeholders including the Maternity Coalition community members. Other points discussed were holding meetings and conferences at times and on days that consumers could attend, reporting by the branch to the Primary Health Branch's Consumer, Carer and Community Advisory Committee and addressing the needs of consumers being transferred from rural to regional health services and from regional to metropolitan health services.

Action 1. The committee members thanked the presenter for her presentation and requested that the presentation be made available to the public on the <http://www.health.vic.gov.au/consumer/> website and be attached to the Committee's minutes.

3. Minutes

The minutes of the previous meeting held on Monday 26 November 2007 were accepted as a true and accurate account of the meeting.

Approved. The committee members approved the minutes of the meeting held on Monday 26 November 2007 as a true and accurate record of the meeting.

Action 2. The minutes of the meeting of Monday 26 November 2007 are to be placed on the website <http://www.health.vic.gov.au/consumer/>

4. General Business

4.1 Second Set of Performance Indicators: Participation Performance Indicator Subcommittee

Sub-committee Chair reported the Department of Human Services is in the process of advertising for research to be undertaken into the development of a comprehensive suite of participation performance indicators. This set of indicators will supersede the existing minimum set and include community health services, aged care services and mental health. A Request for Quotation has been finalised and incorporates an international literature review and mapping exercise of existing indicators across the various health sectors. This document will be sent out to three to four nominated providers asking them to submit a quote to the Department of Human Services.

Action 3. A copy of the Request for Quotation to undertake the research into the development of the comprehensive suite of participation indicators is to be circulated to all committee members upon its public advertisement.

4.2 Evaluation of legislatively required Community Advisory Committees

The evaluation has commenced with the Department of Human Services signing an agreement with Health Outcomes International Pty Ltd (HOI) to undertake the evaluation process. The committee's representative on the Evaluation Advisory Committee reported that HOI had an excellent attitude in working with health services, boards and community advisory committee members. The interviews, from his experience, were very well conducted. The Evaluation Advisory Committee is due to meet on 11 March and 13 May 2008.

Action 4. The Department of Human Services and committee representative should continue to update the committee on the progress of the evaluation of legislatively required Community Advisory Committees to Boards of Victorian Public Health Services.

4.3 Improving how the Department of Human Services involves consumers, carers and community members on advisory and ministerial committees

No further action has occurred since the last meeting.

Action 5. Update on the endorsement and implementation of recommendations made to the Department's Executive to be provided at the next Committee meeting scheduled for Monday 26 May 2008.
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5. Business arising

5.1 Patient Charter Review

No correspondence was received from committee members on the national draft Public Hospital Patient Charter being developed by the Australian Commission on Safety and Quality in Healthcare ('the Commission'). Some committee members noted that they or the organisations they work for had sent back comments to the Commission. The Department of Human Services has submitted feedback to the Commission on the draft national document and developed a Request for Quotation to review the Victorian Public Hospital Patient Charter.

The Department of Human Services raised it would be seeking to broaden out the name of its charter in order to be more inclusive of people receiving healthcare outside of a hospital setting. In response to this name change committee members identified preserving in any new charter the right to access free public hospital services.

Action 6. A copy of the Department of Human Service's response to the national draft Public Hospital Patient Charter be provided to committee members.

5.2 Member updates

Debbie Zauder: Monash GP Division has increased consumer, carer and community representatives from one position to two positions.

Evelyn Webster: Outer East GP Association noted referrals to psychologists have been low. To improve this they ran a public campaign, linked into community organisations and psychological services in the area and have now doubled referral rate.

Beth Wilson: The Office of the Health Services Commissioner together with the Privacy Commissioner of Victoria have run an outreach campaign targeting the visually impaired to inform them of their rights under the Information Privacy Act 2000 and Health Records Act 2001. Tune into 3AW on Saturday night to listen to complaints information with Dr Sally Feel Good.

- Tony McBride: Health Issues Centre has completed a guide for Cancer Australia to support consumers on advisory committees. This resource will be available on their web site to the general public at: <http://www.healthissuescentre.org.au/>. Other work of interest includes the sponsorship of consumer to attend the Federal Government's 2020 Summit in Canberra and a forum for all community advisory committee members and their health services is being held on Tuesday 20 May at the Victorian University, 300 Flinders Street, Melbourne from 10am to 4:30pm.
- Sue Hendy: The Council of the Ageing has won a tender to develop the Seniors Advocacy and Legal Service and is sponsoring consumers to attend the Federal Government's 2020 Summit.
- Robyn Ould: The Asthma Foundation Victoria is currently piloting how a paramedic treats a person at their home to reduce visits to hospital.

6. Meeting closed

The Chair closed the meeting at 3:00pm.

Next Meeting

Monday 26 May 2008

Level 17

Room 17:22

(Lonsdale Street end of building, turn right inside entrance foyer, continue past kitchen and the room is to your right)

50 Lonsdale Street

1:00pm to 3:00pm