

2 Business Arising

| Item No | EQUIP Function | Topic | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|---------|----------------|-------|---|-------------|
| 4.0 | | | | |

3. Standing Agenda

| Item No | EQUIP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|---------|----------------|-------|------------|---|-------------|
| | | | | | |

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005

G. Mulholland

(Chairperson) Date 22.6.05



QHB.0024.0001.00027

3. Standing Agenda

| Item No | EQUIP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|--------------------|---|---|-------------|
| 04-05/05 3.4 | L & M | Financial Position | <ul style="list-style-type: none"> • Dr Michael Cleary advised the District is considering strategies to manage the District's budget within current environment • A separate cost centre has been established to capture costs for Dr Patel issues | <ul style="list-style-type: none"> • | Closed |

Chairperson Statement – “Moved as a true and correct record of discussions held on 25 May 2005

[Signature]

(Chairperson) Date 22-6-05



QHB.0024.0001.00028

3. Standing Agenda

| Item No | EQUIP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|----------------|---|---|-------------|
| 04-05/05 3.5 | C of C | Quality Report | <ul style="list-style-type: none"> Not available | <ul style="list-style-type: none"> | Open |

4. Issues Raised by District Health Council Members

| Item No | EQUIP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|----------|---|---|-------------|
| 04-05/05 4.1 | L & M | Dr Patel | <ul style="list-style-type: none"> Councillor Chase expressed concern that the Commission received a copy of the letter of support from the Council to Dr J Patel. Dr Michael Cleary advised that the Commission of Inquiry has extraordinary powers, and the DHC letter of support was provided to the CMC and the Commission of Inquiry from files that were specifically requested by them Councillor Chase requested a copy of letter of support that was sent to Dr Patel, which was distributed to Councillors Dr Michael Cleary gave an overview of process whereby the District is the secretariat for District Health Councils throughout the state Councillor Yavu-Kama-Harathunian expressed concern that the DHC has been brought into disrepute Councillor Chase acknowledged his mistake and apologised for same | <ul style="list-style-type: none"> Moved Councillor Jensen, seconded Councillor Cleary "That Councillors are deeply distressed with the letter that was forwarded to Dr Patel, and do not agree with the content" Councillor Chase to refer any media enquiries to the District's Public Affairs Officer Secretariat processes to be discussed further at next meeting | Closed |

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G. Mulholland

(Chairperson) Date 22-6-05



4. Issues Raised by District Health Council Members

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|---------|----------------|-------|---|--|-------------|
| | | | <ul style="list-style-type: none"> • Councillor Meng suggested that in future a draft copy of correspondence be emailed to Councillors for review and approval prior to distribution • Councillor Jensen expressed concerns that the public had not approached them regarding issues with Dr Patel • Dr Michael Cleary said that Councils throughout the state have this issue, and consideration could be given to community engagement models. Noted that Monica Seth will be able to provide expert advice in this field • Councillor Powell gave an overview of development of DHC strategic plan for community engagement, however this focused on an external plan. • Councillor Meng gave an overview of positive comments she has received from a patient of Dr Patel and the hospital • Councillor Powell requested the DHC be kept informed of announcements regarding findings of the various enquiries, to enable the Council to discuss the findings | <ul style="list-style-type: none"> • Moved Councillor Cleary, seconded Councillor Yava-Kama-Harathunian "that a copy of the DHC community engagement strategic plan be distributed with the next agenda" • Moved Councillor Powell, seconded Councillor Mullett that the "District Health Council be kept informed of the outcome of the various reviews in an appropriate timeframe to allow them to consult prior to any media release, which includes embargoed copies of the reports. This includes the QH internal review of services chaired Dr Mark Matussi and Bundaberg Hospital Commission of Enquiry" | |

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005"

J Mullett

(Chairperson) Date 22-6-05



4. Issues Raised by District Health Council Members

| Item No | Equip Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|-------|------------|---|-------------|
| 04-05/05 4.2 | L & M | | | | |
| 04-05/05 4.3 | L & M | | | | Closed |
| 04-05/05 4.4 | | | | | |

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005"

J. Mullett

(Chairperson) Date 22.6.05



4. Issues Raised by District Health Council Members

| Item No | EQulP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|---------|---|---|-------------|
| 04-05/05 4.5 | IP | Quality | <ul style="list-style-type: none"> Councillor Yava-Kama-Harathunian requested further discussion take place regarding an item raised in the meeting held on 04/05/2005, regarding the role of DHC and the extent to which quality issues in the District are brought to the attention of the Council Dr Michael Cleary advised that the District's quality and safety structure is currently being reviewed | <ul style="list-style-type: none"> To be discussed at next meeting | Open |

5. Issues Raised by Leadership & Management Committee

| Item No | EQulP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|-----------------|----------------|---------------------------------|--|---|-------------|
| 04-05/05 5.1 | L & M | Patient Support Services Update | <ul style="list-style-type: none"> Dr Michael Cleary gave an update on the Patient Support Service: Support continues to be provided to patients, staff and the local community Reviewing management, safety and quality systems The District currently has 7 PLOs and staff working within the unit Access database has been established and is operational Received 2604 calls through the call centre Received 198 requests for information from local GPs | | Closed |

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005

P. M. Nett

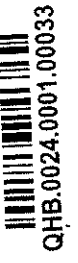
(Chairperson) Date 22-6-05



QHB.0024.0001.00032

5. Issues Raised by Leadership & Management Committee

| Item No | EQulP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
|---------|----------------|-------|---|---|-------------|
| | | | <ul style="list-style-type: none"> • 279 referrals have been forwarded to GPs via the call centre • 211 patient have been referred to specialists, with 157 patients referred to the public specialists and 54 patients to private specialists • 110 patients have been referred to counsellors • The District has made contact with 73 families of deceased patients • Data analysis has identified further patients who had contact with Dr Patel. Each of these patients has been written to, with a 30% response rate to the call centre • Call centre "case manages" individual patients • Very minimal concerns have been raised through the patient support group • The A/District Manager meets with the patient support group on a daily basis, and also attends the evening meetings • Have very positive relations with this group • The District's Executive & management Committee meetings have re-commenced • The District's reporting structure has been reviewed and the following changes have been actioned: <ol style="list-style-type: none"> 1. Rural DONs report to the ADDONS 2. Leadership & Management Committee and Improving Performance Committee have been suspended, with weekly District Executive Meeting being held • 3. Processes have been streamlined | | |



J. M. Khan

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005"

(Chairperson)

Date 22-6-05

5. Issues Raised by Leadership & Management Committee

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|---------|----------------|-------|--|---|-------------|
| | | | <ul style="list-style-type: none"> • The A/DIM holds "all staff" forums on a daily basis • Operational issues are being managed through Executive meetings • District Liaison Officer positions to be established (1 permanent; 1 temporary for 6-12 months) • Communication and Public Affairs position to be established • Legal and admin support processes are currently outsourced to a legal firm in Brisbane; future local processes to be considered • Community and staff updates are distributed on a regular basis • The District has recruited an additional 40 staff and hired an additional 8 photocopyers to respond to requests for the various enquiries • A document tracking system has been established • Councillor Yavu-Kama-Harathunian extended an invitation to Monica Seth to attend community functions to introduce herself • Councillor Mullett enquired why other members of the Executive do not attend the DHC meetings. Dr Cleary advised that due to the current environment, he has given permission for Directors not to attend, as he can provide feedback. Future arrangements can be discussed at a later date. • Councillor Mullett noted that Directors provide relevant information on issues that have been raised at DHC meetings | | |



J. Mullett

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6. Other

| Item No | EQULP Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
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QHB.0024.0001.00035

Chairperson Statement – "Moved as a true and correct record of discussions held on 25 May 2005"

J. M. H. [Signature]

(Chairperson) Date 22-6-05

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| 6. Other | | | | | |
|-----------------|----------------|-------|------------|---|-------------|
| Item No | Equip Function | Topic | Discussion | Agreed Action & Outcome, Person Responsible, and Time Frame | Open/Closed |
| 04-05/05 6.1 | | | • | | |
| 04-05/05 6.2 | | | | | |

Meeting Closed: 8.15pm
 Next Meeting: 22 June 2005

Chairperson Statement – “Moved as a true and correct record of discussions held on 25 May 2005”
 J. Mallett (Chairperson) Date 22-6-05

