

Meeting of NSW MSEC with the NSW Health Minister, The Hon Brad Hazzard

NSW MSEC: Dr Ruth Arnold (Co-Chair), Dr Bruce Cooper (Treasurer), Dr Theresa Jacques (Secretary)

9th Nov 2018

Agenda;

1. Report back from Council of Board Chairs – on Clinician Engagement Structures. No feedback yet received.
2. Follow up on discussion of the need to re-create of Statewide services;
 - a. Statewide capacity – Location and role delineation of services.
 - b. Statewide access systems – Timely and audited transfers needed.
 - c. Review of services at rural regional sites/services plans.
 - d. LHD model does not fully cater for all services, nor facilitate flows between LHDs
3. Bullying – Results of People Matter survey show clear problems. Hospital Health Check JMOS
 - a. Response of LHDs to bullying - poor
 - b. Response of NSW Health to bullying when escalated – also poor when issues relate to bullying of senior staff or MSCs by management.
 - c. Damaging processes and confrontational to try to fix it – significant collateral damage of current system
 - d. Bullying of senior medical staff by Hospital management – Cultural problems are from the top (CE) down in multiple LHDs.
4. Broken Hill Issues Raised via NSW MSEC – actions arising. Undertakings?
5. SCHN Issues – vision statement. Problems with the network model.
6. Staff Specialist Office Space – no feedback. Bullying of staff specialists in handling this issue and lack of respect.
7. ROB – Recruitment system is poor and creates an enormous workload for medical staff.
8. Conflict resolution systems outside LHDs needed – Minister/Ministry
 - a. Suggestions for models aimed at genuine solutions – medium and long term, not just short term negotiations/ spot fire approach
 - b. Greater transparency, less cover up, more honesty and apology, open reporting philosophy of systems changes to staff.
 - c. Better oversight of LHDs performance on bullying and providing a positive culture.

Actions Before Next Meeting:

1. Discussion Paper of Role of Statewide services – Review and determine which agencies cover each aspect and how to re-introduce this role. Minister requested discussion paper at first meeting with MSEC.
2. Bullying – Action plan for addressing culture at the level of management. Where are the lines of accountability? How are systems for dealing with bullying by management staff going to be improved?

3. Oversight of LHDs by Ministry and Minister– compliance with NSW Health Mandated PDs and Clinical Governance. A need for more active surveillance and uniform standards across LHDs. Open reporting philosophy of incidents where management has not followed NSW PDs, with apology and actions outlined to staff on how things will be improved.
4. Accountability framework.