

SWS LHD Oral Health Services

Consumer Consultative Committee 2021/2023 Work Plan



Health
South Western Sydney
Local Health District

Introduction

The SWSLHD Oral Health Services(OHS) and the Consumer and Community Participation Unit (CCPU) provides secretariat,executive and strategic support to the SWSLHD Oral Health Consumer Consultative Committee(OHS CCC). The OHS CCC Work Plan 2021 to 2023 guides health consumer and community engagement over the next two years. It takes into account key priorities and initiatives in the SWSLHD Strategic Plan, and SWSLHD Oral Health Services Operational Plan, State Health Plan – Oral Health 2020 and various other plans which have relevance to the activities of both OHS and the CCPU (see list).

OHS CCC is committed to achieving the SWSLHD Vision of **leading care, healthier communities**. Staff in the department uphold the core values of **Collaboration , Openness , Respect** and **Empowerment**.

Relevant Documents:

SWSLHD OHS Operational Plan

SWSLHD Strategic Plan 2018-2021

SWSLHD Consumer and Community Framework 2016-2019

Transforming Your Experience – Implementation Plan 2018 -2021

National Accreditation Standards (new version) ACSQHC – especially Standard 2 “Partnering with Consumers”

Role of the OHS CCC

The OHS CCC is a strategic link between the communities within SWSLHD catchment, Oral Health Services and the LHD Board.It has a terms of reference and was **established in 2006** in the former Area Health Service entity and **re – established in 2014** within the SLHD structure.

Its core purpose is to involve consumers in decision-making about oral health care, oral health services, planning, policy development, setting priorities, quality issues and evaluation in the delivery of oral health services in the District.

Its objectives are:

- To advise the Oral Health Services (OHS) Executive on strategies to enhance and promote consumer and community participation at all levels.
- To identify and advise the OHS on priority areas and issues requiring consumer and community participation.
- To participate in the OHS strategic planning, service development processes and accreditation process.
- To assist the OHS in communication with the broader South Western Sydney community.

Meetings held at Liverpool Hospital – Health Services Building and/or virtually

Structure (as per the CCP Framework to 2024)

Achievements

- Active participation by members in participating in meetings and OHS activities
- Participation in all stages of preparation and meeting accreditation standards – including participating in survey visits
- Input into strategic planning and other OHS activity
- Audit of site visits where possible
- Involvement in both formal and informal consultations
- Strong partnership with OHS Executive and Clinical Quality Council – embedded in governance within SWSLHD OHS
- Allocation of dedicated CCP OHS position
- Consistency of the consumer forum / structure itself over 10 plus years

Challenges

- Members time and energy, and competing priorities
- Recruitment of new members
- Recruiting wider diversity of consumer / carer membership and from vulnerable communities
- Work plan and consumer leadership to help drive outcomes / actions.

The following action table identifies the main strategies that the OHS CCC will undertake in the period 2021 to 2023, the actions to be taken, how success will be measured, the timeframe for completion and members responsible. Each initiative is linked to actions in relevant plans or accreditation standards.

Key Objectives

Task No.	Objective	Actions	Stakeholders	Links To SWSLHD Documents & Plans
1.	Provide Consumer oversight and governance of key clinical quality and safety issues	<p>CCC continue to be supported by both the LHD CCP and OHS</p> <p>Include OHS CCC in governance structure</p> <p>Provide clear reporting lines for OHS CCC – such as reporting to OHS CQC</p> <p>Table, discuss and provide feedback to OHS Executive of key quality and safety data including – IMMS, Complaints/Compliments, SAC's, Infection Control, Falls and My Experience Matters</p> <p>Keep up to date on TYE activities and initiatives – Eg – trial Mem at clinics and support a consumer to assist gathering data</p> <p>Provide oversight and support to Accreditation Standards – especially Standard 2</p>	<p>OHS Exec staff</p> <p>CCPU</p> <p>TYE Coach</p>	<p>OHS Operational Plan(OHS OP)</p> <p>SWSLHD Strategic Plan (SP)</p> <p>TYE Implementation Plan (TYEP)</p> <p>CCPU Framework (CCPUF)</p> <p>Standard 2 (S2)</p>
2.	Recruit and support consumer members who have utilised OH Services in SWSLHD	<p>Actively recruit and seek out consumers or service users across District</p> <p>Provide orientation and support services as required for consumers</p> <p>Members surveyed to identify areas of training</p> <p>Ensure completing of CCP Annual Review</p>	OHS	<p>OHS OP</p> <p>CCPU</p> <p>S2</p>

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		<p>Identify and schedule key speakers to ensure professional development of consumers and CCC members</p> <p>Add OHS CCC to CCPU database so they can access stafflink number to utilise online HETI and CEWD training</p> <p>Ensure consumers have an opportunity of raising their issues and working together on solutions or strategies</p>		
3.	Provide feedback on publications and policies relevant to consumers of OHS	<p>Establish clear process for ensuring consumer feedback on key OHS publications and brochures</p> <p>Identify key documents</p> <p>Utilise CCP Framework guide to ensure key publications for consumers get the ‘gold tick’</p>	OHS Staff	OHS SP CCP Framework S2
4.	Improve access and equity to vulnerable communities Oral Health Services Mental Health Services	<p>Identify key places & services that can be audited for quality, safety and access items.</p> <p>Schedule visits dates and time</p> <p>Identify targeted communities – Aboriginal and Torres Strait Islander, Refugees, Homelessness, and other</p>	OHS Exec and Staff	OHS OP CCPU Framework S2
5.	Identify projects that will support promotion of OHS activities and enhance services	<p>Identify main OHS LHD health promotion activities – such as World Oral Health Day, Hand Hygiene Day, Seniors Week etc</p> <p>Conduct regular audits of OHS spaces and waiting rooms</p> <p>Commence consumer rounding – in the TYE approach and build consumer capacity</p>	OHS Staff Consumers	OHS SP TYE SP S2



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**SWSLHD Oral Health Services – General Managers Unit,
Liverpool Hospital
CCP Manager Tel (02)**

**SWSLHD Consumer & Community Participation Unit
Tel (02) 8738 5783**

