



Northland Health Consumer Council

5.00 pm to 7.00 pm | Thursday 26 October 2017

Tohora House, Waipoua Meeting Room

Minutes of Meeting



Present/Apologies

Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	24 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
Kevin Salmon	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	
Debbie Walker	✓	✓	✓	✓	✓	✓	✓	✓	x	x	-	
Kathy Diamond	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	
Kathryn Sadgrove	✓	✓	✓	✓	✓	o	✓	✓	✓	✓	✓	
Brian Vickers	✓	✓	✓	✓	✓	x	✓	x	✓	✓	X	
May Seager	x	✓	x	x	x	x	x	✓	✓	x	X	
Julie Hepi	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	
Leanee Sayers	x	✓	✓	✓	✓	o	✓	✓	x	x	✓	
Lisa Young						x	✓	✓	✓	✓	✓	
Susan Burdett									✓	✓	✓	
Robyn OLeary									x	✓	✓	
Visitor	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
In Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
Michael Roberts	✓	x	x	x	x	✓	x	x	x	✓	x	
Margareth Broodkoorn	x	✓	✓	x	✓	x	✓	✓ via phone	x	X	✓	
Ayshea Green											✓	

✓ = present, x = apologies given, o = no information

Minutes: Vita Badran

Next Meeting: 5.00pm to 7.00pm, 30 November 2017

1. Previous Minutes

1.1 Minutes of the previous meeting held 28 September 2017 deemed true and correct.

2. Matters Arising

- Consumer Council members have reviewed the Whanau, Friends and Family Policy, Consumer Participation Policy and Mixed Gender Clinical Spaces Policy. Keri incorporated the feedback into the policies.
- Ayshea or Keri will attend new member interviews. **Action:** Vita to arrange
- Advanced Directives from NZ medical association member advisory board. An advanced care plan is a document that is owned by the patient where the patients can write down information about themselves and healthcare professionals can read this information when a patient is unable to speak for themselves. An advanced directive is more medically-specific for situations such as collapse, resuscitation, etc. It is planned to have the advanced directives in electronic format as part of Whanau Tahi. An advance directive is more formal than an advanced care plan. An advance directive requires a patient to identify and enduring power of attorney. A health passport is a document developed for people with disabilities and covers more than medical topics, it has information about what a person likes to eat, what their sleeping patterns are, what their usual routine is, etc. When a patient is admitted to hospital an Admission to Discharge plan is done, and a care plan is put together. More information about advance care planning is available on <http://www.advancecareplanning.org.nz/>
- National Consumer Council Chairs forum discussed how to standardise terms of reference and Smartsheets across all Consumer Councils. Northland, Hawkes Bay and Canterbury offered a lot of useful experience. The Ministry of Health would like to access the chairs for consumer feedback directly rather than going through a DHB process.
- Clinical Governance Board update from Susan:
 - an intermediate level care hub will be developed in ward 16. At present, a nurse tends to look after 4-6 patients depending on a shift, but in intensive care the ratio is 1:1 or 1:2. Some patients don't meet the criteria for going into ICU and we need to care for these patients who are unwell but are staying in the inpatient ward environment. Two beds in ward 16 will be redeveloped into Intermediate level care and appropriate training provided to nurses.
 - Deteriorating Patient Project is looking at how to identify patients early who are deteriorating within the wards so we can give early intervention and prevent further deterioration. The first step in this project is the introduction of the Early Warning Signs chart which helps clinicians identify patients that are at risk of deterioration and sets out escalation pathways to medical staff. The EWS chart is being trialled on ward 4 for the next three months. It is a requirement from HQSC that we have a governance group to monitor the implementation of this project. Relevant consumer/patient/whanau escalation pathways for EWS will be developed and implemented at a later stage.
 - Identification Band Project: All patients are required to wear identification bands in hospital. The current bands are hard and can cut skin, but the new bands will be made from a soft, durable material and are much clearer to read.
 - Alan Davis talked about the new IT strategy and would like to present to the HNCC about paperless referrals and electronic notes. HealthAlliance is an IT organisation serving the three northern DHBs. HealthAlliance has appointed a Clinical Interface Manager who has a midwifery background and we hope that this appointment will improve the communication and responsiveness of HealthAlliance to the needs of Northland DHB. **Action:** Vita to invite Alan Davis to a NHCC meeting.

3. Conflict of Interest

n/a

4. Feedback requests from Claire Wouts:

4.1. Text reminders before the outpatient clinics:

- We are hoping to change the text reminders before the outpatient clinics:
- Currently most (but not all) clinics send an automatic text reminder one day before the appointment and there is no consistency in the texts
- We are looking at sending, for all appointments:

- One text reminder 7 days before the appointment in which we ask the patient to confirm that they are coming
- Another text reminder 1 day before the appointment – just a reminder, we don't ask anything.
- As much as we can, we provide an 0800 number for patients to call if they can't send a text
- NHCC supports the proposed changes and finds the proposed wording of the text message to be clear.

4.2. Information about telehealth clinics in Kaitia

Submitted for NHCC review was the proposed wording for the Kaitia outpatients leaflet regarding possibility of telehealth when a clinician can't travel to the Far North.

During a telehealth appointment:

- you will see your specialist on a TV screen via a secure network
- you will have pre clinic tests done at the clinic
- you will see your doctor clearly and he/she will see and hear you clearly
- you can ask your doctor questions
- further test and prescriptions can be arranged
- telehealth ensures continuation of your care despite disruptions such as a flight cancellation

NHCC discussed the possibilities telehealth provides and expressed support for the use of technology to improve the efficiency of healthcare delivery.

4.3. Demographics Form

The Demographics form to be used across the hospital is being redesigned. Feedback has been requested from NHCC on the proposed new form. Is the proposed wording clear? Is the process for updating patient details easily understood?

- Suggested to change the wording from: "Is this information up to date?" to "Is this information correct?"
- It is a good size, plenty of room to write things.
- Suggested to rephrase: "Please note that this preference will be taken into account for all your hospital appointments. Please be aware that if your phone / email / letterbox is shared with others, they could view information that we send to you."

5. Disability access to the new hospital

Kevin attended Master site planning group meeting. Looking at disability access to for the new hospital. Invitation to a 2 hours session for consumer council members on the issues and practicalities of disability access to be aware of around the hospital – this is being planned. Kevin will send out invitations to members when the session is organised.

6. Parking review

The council would like to know whether paid parking has achieved its stated purpose. Kevin will prepare a letter on this.

A lot of patients do not know about the shuttle bus. It would be good to expand the hours of operation of the shuttle bus.

7. Round Robin

- 1.1. Consumer participation can be requested via request form on the Intranet. This needs to be promoted again so staff know who to contact. The form in the Intranet links to a Smartsheet and generates email alerts.
- 1.2. Kathy shared a story about a relative who used advanced care planning and it worked very well.
- 1.3. Leanne and Brian will be going to the Telehealth meeting.
- 1.4. If you receive payments from the Consumer Council make sure you fill out your tax return on time or get in touch with the IRD.
- 1.5. The nurses and fire wardens did a very good job during last week's fire alarm activation. The nurses comforted the patients and had the wheelchairs ready.
- 1.6. Julie Hepi can't go to child health meetings now that they have been re-scheduled.
- 1.7. Equity Kaitiaki – next meeting end of November and will decide whether the meeting continues and whether further consumer representation is needed.
- 1.8. The Site Master Plan meeting will discuss signage around the hospital, including at the entrances to the wards and parking signage. Signage is expensive and funding clinical services gets priority.

- 1.9. Mental Health will employ 9 new graduate nurses which will greatly help reduce pressure on the service.
- 1.10. MyCare is an online platform connecting people to a nationwide network of home support services. Kevin is doing a pilot through Alzheimer's and DHB using MyCare for delivering respite care for people with dementia. Mycare has a strong self-management component, patients are to choose the services they need and manage the funds they have available in their account. However patients with dementia are often unable to manage this very well, that's why Alzheimer's Northland is in the process of employing a coordinator who will liaise with the patients with dementia. The needs assessment will assess the individual and determine the value of a care and support package required. If the pilot is successful this model of care can be extended to people with other health issues. The carers who are registered as contactors on MyCare go through a police vetting process.

9. Meeting Closed 7.10 pm

Summary of action points:

Who	What
Vita	Invite Alan Davis to a NHCC meeting to talk about paperless referrals and electronic notes. Done: scheduled for 25 January.
Vita	Arrange new member interviews. Ayshea or Keri will attend.

Next Meeting: 5.00pm to 7.00pm, 30 November 2017

Venue: Waipoua Meeting Room, Tohora House