



# Northland Health Consumer Council

5.00pm to 7.00pm | Thursday 24 November 2016

Tohora House, Waipoua Meeting Room

## Minutes

### Present/Apologies

| Attendance       | 24 Nov | 26 Jan | 23 Feb | 30 Mar | 27 Apr | 25 May | 29 Jun | 27 Jul | 31 Aug | 28 Sept | 26 Oct | 23 Nov |
|------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|
| Kevin Salmon     | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Chelsea Edmonds  | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Debbie Walker    | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Kathy Diamond    | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Tania Moriarty   | x      |        |        |        |        |        |        |        |        |         |        |        |
| Kathryn Sadgrove | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Brian Vickers    | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Marilyn Edwards  | x      |        |        |        |        |        |        |        |        |         |        |        |
| May Seager       | x      |        |        |        |        |        |        |        |        |         |        |        |
| Julie Hepi       | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Leanee Sayers    | x      |        |        |        |        |        |        |        |        |         |        |        |

  

| Visitor | 24 Nov | 26 Jan | 23 Feb | 30 Mar | 27 Apr | 25 May | 29 Jun | 27 Jul | 31 Aug | 28 Sept | 26 Oct | 23 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 | 23 Nov |
|----------------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|---------|--------|--------|
| Michael Roberts      | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Alan Davis           | ✓      |        |        |        |        |        |        |        |        |         |        |        |
| Margareth Broodkoorn | x      |        |        |        |        |        |        |        |        |         |        |        |
| Corrina Davis        | ✓      |        |        |        |        |        |        |        |        |         |        |        |

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

In attendance:

### 1. Previous Minutes 27 October 2016

### 2. Matters Arising

- 2.1 Kevin to follow up previously raised issues around mothers who have babies in SCBU.
- 2.2 Kathy Sadgrove to mention issues of the butterfly room at the next maternity meeting. DONE
- 2.3 Kevin to follow up with Jeanette around the butterfly room.
- 2.4 Corrina to send forms and templates out to Graeme Norton. DONE
- 2.5 Kevin to send email to Nick Chamberlain asking for the opportunity to meet and present to the new board. Kevin will follow up.
- 2.6 Corrina to send email around with information on HQSC training modules and link for HQSC. DONE Doing module 3 and 4.
- 2.7 Corrina to re-send the survey link around effectiveness questions to the Consumer Council members. DONE
- 2.8 Corrina to send email on System Level Measures to Julie, Leanee and Brian. DONE

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- 2.9 Consumer Council members to give feedback to Corrina by 1 November. DONE
  - 2.10 Share Smartsheet access to Julie and Leanee, Corrina to arrange. DONE
  - 2.11 Corrina to send email with portfolios to Julie and Leanee to indicate their interest areas. DONE
  - 2.12 Request for participation received for food supplier and cleaning contractor to be sent, Corrina to arrange. DONE

### 3. Conflict of Interest

- 3.1 Nothing new to add.
- 3.2

### 4. Topic of the Day – Open Forum

- 4.1 Brian and Kevin would like to do the SCBU 15 step challenge. **Action Point:** Corrina to advise Keri Linklater - DONE.
- 4.2 Alan has resigned as Associate Chief Medical Officer and this will be his last NHCC meeting that he will be attending. **Action Point:** Kevin will discuss further support with Nick. Everyone thanked Alan for his support and knowledge over the past two years. All of his work with the health of older people will continue. Alan feels that the NHCC and consumer voice has come a long way over the journey of the last two years. Language around the place has shifted and more people are asking if the consumer voice has been considered. In the future the consumer voice will be heard more and more.
- 4.3 Changes to the colour of the NHCC logo for the consumer council. All happy for the change from green to blue which matches the branding of the NDHB.
- 4.4 Everyone has been invited to the Health Awards, Corrina thanked for submitting the application on behalf of the council.
- 4.5 Kevin wants to take a more strategic look at what the consumer council focuses on. Would like to focus on the discharge process and support in the community for people to be discharged Friday to Monday. It is time we decide what we want to focus on rather than receiving submissions for consumer input and being reactive. Debbie talked about the Lynne Maher Co-design workshop that Brian, Chelsea, Kathy also attended Tuesday and Wednesday. It talked about changing the culture within the hospital. There is a need to get the organisation working without silo's so everyone is working together. This would help with the discharge and also may impact the re-admissions. Debbie worked with Win on the discharge forms, re-designed and amended the TOC but doesn't see any change, not had any feedback around what has happened with this piece of work. Debbie was on wards wanting to stay with daughter but there was absolutely nothing at her bedside when she arrived at 2.00am in the morning. Debbie felt the carparking situation has probably improved a bit. They are thinking about it and paying attention to it more. Chelsea arrived 6.05pm. Kevin wants 2-3 things that the NHCC can focus on for 2017. We need a strategic direction for next year so this will be a item on our agenda for our first 2017 meeting. Julie said she had a really positive experience with the breast clinic so efficient and fast. ED screams for beds there must be an easier way. Kathy Sadgrove arrived 6.15pm.
- 4.6 Kathy Diamond is concerned about the restructuring of the takawaenga. The consumers should be at the centre of this restructure because they are hugely important. **Action Point:** Kevin to write a letter around consumer consultation on restructure, what scoping has been undertaken, what improvements have been put into place and offer NHCC support. Nick to be cc'ed in.
- 4.7 Brian was on the co-design course Tuesday and Wednesday and it was great to see 5-6 different groups within DHB take on co-design projects to shape services.
- 4.8 Kathy Sadgrove just come back from Auckland hospital, her husbands fistula stopped working. Spent the night in ED. Kathy stayed in the hospital the first night with her husband and then he was moved into a 4 bed room and Kathy could only stay in TV room. Attended Maternity Governance meeting and revisited topic of SCBU and the butterfly room, seems to be a education or communication issue. Attended the co-design which was brilliant. Kathy and Debbie also working on the food service and cleaning services.
- 4.9 Julie said her son now is out of hospital. Finds it frustrating that when you request something and it takes hours for the nurse to return. There is a lot of new nurses on the ward so there is more training required.

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There is a need to have the professionals working with the family.

- 4.10 Kevin left 6.55pm. Brian and Debbie gave an update from the CGB meeting. Discussion around patients being to afraid to ask staff if they had washed their hands so the stickers where to read "Tell me if you have washed your hands". Laundry mentioned stickers sticking to the gowns. Should not be on the patient to ask this question, staff should be trained around this. Also recognised a need for intermediate level care, patients who are not sick enough for intensive care but need more monitoring than general care. They where to visit Christchurch to see their intermediate system. Have done patient survey posters, list of 10 questions and will change every 3 months. There is an opportunity for us to start taking stuff to the CGB.
- 4.11 Chelsea attended second day for co-design. Everything that was discussed at the table was common sense. NDHB staff need to wear both hats at the same time both medical and consumer.

## 5. Christmas 2016 December Celebration

- 5.1 Kevin will hold a Christmas celebration 2016, Friday 9 December 2016 at 4.00pm. Corrina to send out invites.
- 5.2

## 6. Meeting Closed: 7.06pm

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| Actions   |         |      |
|---|---------|------|
| Email Keri and ask for Brian and Kevin to be invited to the 15 Step Challenge.  | Corrina | Done |
| Corrina to send out invites for December Christmas get together, Chelsea wants popcorn.   | Corrina | Done |
| Add to Agenda for January Strategic direction - 3 to focus on for 2017.   | Corrina |      |
| Send survey results around to all NHCC members.   | Corrina |      |
| Letter to be drafted and sent to NHCC members then to the GM Maori around takawaenga restructure. Offer to give support in the restructure and reappointment process. | Kevin   |      |
|   |         |      |

**Next Meeting: 5.00pm, Thursday 26 January 2017**

**Venue: Waipoua Meeting Room, Tohora House**

# Register of Matter Brought to the Attention



| Status | Date Brought to Attention                    | Request  | Comment/Action/Outcome   | Reported By  | Member Assigned 1   | Member Assigned 2   | Member Assigned 3  | Time/Date commitment   | Venue   | Additional information   | NDHB staff contact   |
|--------|--|--|--|--|---|---|--|--|---|--|--|
| ●      |  | Current  |  |  |   |   |  |  |   |  |  |
| ●      |  | As part of the acute medical Patient pathway, the nursing team will be participating in a patient co design series with Lynn Maher in November 2016, which will run for 6-8 months. The Emergency & Medical CNMs along with a representative from their team will be looking at the admission process & we would value the participation of one or two consumers | To assist in designing a admission process that is patient centred   | Belinda Beehre - Service Manager Clinical Support and Medicine | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            |  | Initially a one day session on the 22 November & then ongoing sessions of approx. an hour at a time for approx. 6-8 months   | Tohora house  | No, but can be arranged<br><br>See the NDHB online training LC 186 PT experience & co design workshop & LC 187 PT experience & co design Project programme for further information | Belinda Beehre 021 309065  |
| ●      |  | On-Going Meetings  |  |  |   |   |  |  |   |  |  |
| ●      |  | a representative of the council for two procurement tender processes. One is for the selection of a Food Supplier, One for Cleaning services<br>CFO of Northland DHB suggested a representative of the customer council should be involved in the process  | Representative will be part of a project evaluation team assisting with the selection of a preferred supplier  | Serge Kolman   | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      |  | The Food Services Meeting is 10:00 to 12:00 and the Cleaning Services is 1:30 to 3:30 on 7 December  | Whangarei hospital  | No   | Serge Kolman. 0272458797   |
| ●      |  | Rheumatic Fever Clinical Governance group  | This group oversees the clinical aspects of prevention and management of rheumatic fever. We are keen to have the voice of whanau represented and would like a consumer council member in addition to representation from whanau with experience of RF (which we are organising).  | Dr Clair Mills Public Health                                   | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            |   |  | Quarterly meetings at maximum. First meeting likely second half of August. Could mainly be by telephone or VC. Meeting held 18 August. Further meetings not yet set.   | Tohora House or teleconf. or Kerikeri St John Rooms                                     | Still to do  | Miriam Vance (ask via switchboard 09 4304100, she works 9-2pm Mon-Thurs). Clair Mills 021461039 but away til August 8. |
| ●      |  | Redesign of Transfer of Care document  | 1. Inform changes to the "Advice to Patients" section of the document<br>2. Inform the processes and culture around the TOC process and document (we are trying to reorient the process around patients and GPs needs rather than hospital needs (which can be met in other ways)<br>One or more consumers to help redesign the Transfer of Care document (Discharge summary) used to convey information to patients and GPs when a patient is discharged from hospital. Will require attendance at one of more meetings | Win Bennett  | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |  | Next meeting is Friday 26th Aug at 11.00am. Venue 3rd Floor Hospital, Auckland University Meeting Room. I appreciate this is very short notice but it is when clinicians are available. Will confirm future dates at that meeting and let you know | 3rd Floor, Hospital, Auckland University Meeting Room                                   | Will pay for parking   | Win Bennett 0274807893   |
| ●      | 01/07/16                                     | Reduction of Resp ASH Readmissions   | This is a NDHB quality account around the reduction of readmissions to the children's ward. There is a MDT working party just about to be established.   | Martina Ackermann  | Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com      | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz                               | These meetings are quarterly next one 23 November co-design workshop for 4 hours in the morning.   | Tohora House  | not as yet   | Martina Ackermann Quality Facilitator 021 830 944 430 4130   |
| ●      | 28/04/16                                     | Project Control Group  | Site master plan consumer representation   | Margareth  | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            |  | 2nd Tuesday every month 8.00am to 9.00am   | Waima Meeting Room Tohora House   | Ongoing monthly meetings   | Keti Marsh-Soloman Strategic Projects Admin 430 4101 ext 60412   |
| ●      | 25/06/15<br>25/05/16<br>updated new 25/02/16 | Clinical Governance Board  | Kevin has been unable to attend due to other commitments on the meeting times. The Chair of NHCC unanimously voted to be included on the Board   | Alan Davis   | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |  | 3rd Wednesday every month 11.00am to 1.00pm  |   | Ongoing monthly meetings   | Alan Davis Clinical Director 021377588   |
| ●      |  | Partners In Care   | Contribute planning and development of toolkit for implementation of partners in care policy   | Keri   | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            |  | Thursday 24 March 11.30 to 12.30pm<br>Awaiting further meetings to be booked   | Ruapekapeka Room  |  | Keri Linklater Project Manager 021 518 087   |
| ●      |  | Health of Older People Management meetings   | The Health of Older People Management Meeting is where our HOP senior management team, plan and review progress on key projects, service development, and discuss key or emerging service changes, gaps and action plans. The consumer voice is key to this and inclusive as they bring the experience of the community, in our case older people.   | Lyn Rostern  | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            |   |  | all meetings 11am-12.30pm.<br>21 March 2016<br>2 May 2016<br>27 June 2016<br>8 August 2016<br>19 Sept 2016<br>14 November 2016   | Pohutukawa Room, Maunu House  | Parking exemption card as mtgs are one and a half hours.   | Michelle Crayton-Brown, 021 454 113<br>Lyn Rostern 021446203 lyn.rostern@northlanddnhb.org.nz                          |
| ●      | 19/01/16                                     | The Equity Kaitiaki Group  | The consumer representative will be actively contributing to the NHSP EKG work programme delivered within an equity framework prescribed by the Equity Kaitiaki Group. All projects of the NHSP work programme are focussed on eliminating inequities.   | Ellie Berghan, Populati on Health Strategist Maori             | Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com      |   |  | 2 monthly meetings of 2 hours duration, held in NDHB venues, typically Maunu House. Next meeting will be in November 2016.   | As per agenda sent a minimum of 5 days prior to the scheduled meetings. Whangarei, NDHB | Parking exemption cards Koha-petrol vouchers.  | Ellie Berghan, 021 583 957   |
| ●      | 14/12/15                                     | The Bay of Islands hospital redevelopment  | The Bay of Islands hospital is being redeveloped and NDHB would appreciate the input of the Consumer Council at the design and planning stage. Feedback will be used to ensure that patient and visitor flow through the hospital has been considered  | Corrina  | Chelsea Edmonds 021 150 9388 shelsea0312@gmail.com            | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com | Isabelle Cherrington 0274041260 or (09) 4041551 work isabelle@hauorawhanui.co.nz | 28 September 10.15am to approx. 12.15pm<br>Emergency/AAU/Xray/St Johns 12.45pm - 2.45pm Wards  | Bay of Islands Hospital   | This can all be arranged once a date and time is confirmed.  | Debbie Rihari Project Manager 021 705 750 430 4100 extn 60421  |
| ●      | 12/03/15                                     | Child Health Clinical Governance Group   | Child Health Service clinical governance group requesting 2 x consumer representation  | Keri   | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz      |  | 03/02/2016, 27/04, 08/06, 24/08, 12/10 and 30/12 at 9.30am to 11.30am  | Child Health Centre   |  | Martina Ackerman Quality Facilitator 021 830 911 martina.ackermann@northlanddnhb.org.nz                                |
| ●      | 23/10/15                                     | Maternity Clinical Governance Group  | Focus is on ensuring appropriate maternity services which meet the needs of our Women, babies and Whanau. Consumer input within these meetings to guide this is critical.  | Kevin  | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz      |  | Meeting first Tuesday of each month from 1.00pm to 3.00pm  | Tohora House  | Parking and Honorarium will be arranged  |  |
| ●      | 27/08/15                                     | Quality Improvement Directorate  | Requested 1-2 consumers to attend QID monthly meetings and provide input in Tracer audit review and other projects as required - happy for this to be rotated among council members  | Keri   | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |   |  | 2.5 hours+ monthly (3rd Thursday of month from 9-11.30am)  | 2nd Floor conference room   | QID TOR to be provided. Brian is already attending these meetings.   | Christina Ross (Quality manager) 021704618   |
| ●      | 30/07/15                                     | Otuhau C3 - Neighbourhood Healthcare Homes   | Breakfast at Pehiaweri Marae, NHH Care Select Launch - NHH project aims to support primary health care to become better connected.   | Debbie and Marilyn   | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            |  | Monthly 3 or 4th Tuesday from 12.00pm to 2.00pm  | Trinity Church  | Ongoing monthly meetings   | Jenni Moore Project Manager 021 452 614  |
| ●      | 30/07/15                                     | Hand Washing Steering group  | Hand Washing Meetings held every 2nd Tuesday of the month (next 8-Sep). Premila checking if May is required for every meeting.   | Kevin  | May Seager 021 238 5328 email managemapict@outlook.com        |   |  | Every 2nd Tuesday of the month.  |   | Ongoing monthly meetings   | Premila Reddy Clinical Nurse Specialist, Infection Prevention and Control 021 454 522 430 4101 ext 7222                |

| Status | Date Brought to Attention | Request   | Comment/Action/Outcome  | Reported By         | Member Assigned 1   | Member Assigned 2   | Member Assigned 3   | Time/Date commitment   | Venue                                       | Additional information   | NDHB staff contact   |
|--------|---------------------------|---|---|---------------------|---|---|---|--|---|--|--|
| ●      | 27/08/15                  | Telehealth Steering group   | Bi-monthly meetings + other pieces of work as necessary eg, feedback on document and policy reviews   | Keri                | Tania Moriarty 021 714 252 email tmoriarty@urihau.co.nz       |   |   | Meets Bi monthly Wednesday 7 Sept 11.30 to 12.30pm<br>Wednesday 8 Dec 11.00 to 12.00pm   | Medical Outpatients Meeting Room and via VC | Interest in technology would be helpful but not essential  | Roy Davisdon (Telehealth programme manager) 021 410 699                        |
| ●      |                           | ☐ Closed  |   |                     |   |   |   |  |   |  |  |
| ●      |                           | Feedback on System Level Measures Plan  | To read summary and draft plan on the System Level Measures plan, feedback by 1 November. Sent to NHCC 18 October.  | Corrina             |   |   |   | 1 November   |   |  | Corrina  |
| ●      |                           | Consumer participation in 15 Steps Challenge in SCBU (Special Care Baby Unit)   | 15 Steps challenges forms the first 'impressions section' of tracer audit and highlight what works well and any possible areas for improvement from both a quality improvement and consumer perspective. Reports are sent to staff and management from the participating departments  | Keri                | May Seager 021 238 5328 email managemnptict@outlook.com       |   | Katie Raynel 022 052 3977                                     | TBC - aiming for the first week of December (Thursday 1st - Thursday 8th)  | Whangarei hospital, SCBU                    | koha and parking exemption will be arranged  | Keri Linklater 021 518 087   |
| ●      |                           | Participation in the 15 step challenge for the mid-north sub acute unit as part of the tracer audit. The members of the tracer team (Christine McKerrow, Michaela Match and Brian Vickers) will be asked to participate in the challenge prior to starting the audit. There is space for another consumer if suitable, please ask Brian re: this. | Same as always  | Keri                | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |   |   | 26th October - 1 hour prior to the tracer audit commencing   | TBC   | Will arrange koha  | Keri 021518087 or extn 60588   |
| ●      | 01/09/16                  | 15 Steps challenge - this will be an all day trip to Kaitia Hospital to complete a 15 steps challenge with the possibility of completing a second challenge at BOI hospital on the way back to Whangarei  | The challenges allows us to bring a non-clinical consumer perspective to the process of understanding the patients first impressions. A summary of feedback collected on the day will be included in the tracer audit report provided to staff/management of the district hospitals   | Keri                | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      |   |   | TBC - aiming for week of 26-30 September   | Kaitia Hospital                             | Travel from Whangarei hospital and back will be provided + parking exemption and koha  | Keri Linklater xtn 60588 or mobile 021518087                                   |
| ●      | 19/09/16                  | CPHAC Meeting   | Presentation to the CPHAC meeting   | Sam                 | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz |   |   | 19 September at 8.00am do not need to stay for the whole meeting.  | Waipoua Meeting Room, Tohora House          |  | Corrina Davis  |
| ●      | 25/02/16                  | Consumer representative for the NEHR (Northern Electronic Health Record) consumer group.  | The NEHR project includes an advisory working group of consumer engagement staff and experienced consumer advocates. The working group will connect with a wider pool of consumer subject matter experts (SMEs). There are other advisory working groups focused on the clinical, administrative, business and technical aspects of an EHR. Those groups may also raise some questions that need consumer input. All the working groups report to a coordinating Programme Steering Group. The Consumer Working Group is led by the project's independent Consumer Lead and the Director of the programme team. It will have between 10 and 15 members. | Margareth Broodkoom | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com | Consumer working group meetings will be once or twice a month, by videoconference and teleconference. Total time commitment is expected to be about 6 hours per month, including reading | Tohora House,                               | not at this stage - it will be discussed at the next meeting   | Margareth - 021470141  |
| ●      | 11/02/16                  | An additional consumer representative to sit on the PWCC steering group - Liz will remain a member for the new group being formed.  | This is a consumer advisory role and their feedback will contribute to decisions around the planning and delivery of patient and whanau centred care  | Keri                | Liz Cassidy-Nelson 027 436 4022 email lnelson@clear.net.nz    | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |   | Monthly meetings - first Monday of every month from 3-4.30pm. We may need to call a meeting prior to 7 March and the day and time of this will be different, it will be a one-off - TBC  | Tohora house - Waipoua meeting room         | Will call you to discuss   | Keri.Linklater@northlanddhhb.org.nz  |
| ●      | 13/10/15                  | Health and Service Information Meeting  | Consumer input on the different Health Information services available   | Jenni Moore         | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            | Kevin Salmon 021 774 828 email                                |   | Tuesday 13 October from 2.00pm to 3.00pm   | Tohora House, Warawara Meeting room         |  | Jenni Moore  |
| ●      | 30/04/15                  | Patient and Whanau Centred Care   | P&WCC project board requesting NHCC participation   | Liane Penney        | Liz Cassidy-Nelson 027 436 4022 email lnelson@clear.net.nz    |   |   |  |   | Ongoing monthly meetings   |  |
| ●      | 25/06/15                  | Whangarei Hospital Urgent Care Governance Group   | Asked to participate in Whangarei Hospital Urgent Care Governance Group project, chaired by Nick Chamberlain around ED Dept. length of stay.  | Kevin               | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz |   |   |  |   | Ongoing monthly meetings   |  |
| ●      | 30/07/15                  | Acute General Medicine Services Design and Interim AMAU Project Board   | Asked if NHCC would provide consumer input. Trying to improve and achieve targets to speed up and improve the patient journey.  | Debbie and Kathryn  | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      |   |  |   | Ongoing monthly meetings   |  |
| ●      | 25/07/16                  | Consumer participation (1 x NHCC member and 1 x other consumer) in a 15 steps challenge at Whangarei hospital during the month of August - this involves pre-reading of the 15 steps toolkit and up to 1.5 hours on the day of the challenge to undertake a walkround of a surgical ward and provide feedback.                                    | Feedback will be collated on the day of the challenge and a report provided for ward staff to action as appropriate.  | Keri                | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      | Leanne Sayers 2 consumer                                      |   | Time commitment: 1 hour pre-reading plus 1.5 hours on day of challenge<br>Date: 23 August 2.30pm to 4.00pm   | Whangarei hospital                          | Parking should be available in the main visitors car parks (1 and 2 on the attached map), entry from Maunu Road. Exemption tickets will be provided for our consumer participants so you can exit the car park free of charge. | Keri Linklater xtn 60588 or mobile 021518087                                   |
| ●      | 10/08/16                  | Healthpoint Limited   | Healthpoint is the primary site that we have been using for the DHB for information to both Health professionals and consumers. We are migrating the health professional part to Health Pathways (also for discussion) and Healthpoint are looking to become more consumer focussed for two way interactions.   | Sarah Hunt          | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz      |   |   | Wednesday 10 August 2016 from 2.00pm to 3.30pm   | Tohora House TBC                            |  | Sarah Hunt, 021 455 793 or 430 4101 ext 60410, sarah.hunt@northlanddhhb.org.nz |
| ●      | 09/06/16                  | Stroke Consumer Workshop - Attend a solutions based meeting with staff.   | This meeting is follow up from our two initial stroke consumer meetings. Initial request was for attendance at the 4 May Whangarei Stroke Consumer Workshop and this is the next phase.   | Lyn Rostern         | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            |   |   | Tuesday 28 June, 9.30am to 12.30pm   | Kawakawa                                    | Open workshop<br>Lyn has offered Marilyn an option of travelling with them to Kawakawa   | Lyn Rostern 021 446 203 or 470 0000 ext 8404                                   |
| ●      | 14/03/16                  | DHB Shared Services<br>No contact made  | Looking for people to interview as part of the Margins Medicine Outcomes Number 6 which relates to pros and cons of surcharging patients.   | Ian Hartley-Dade    | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz |   |   | Telephone interview  |   |  | Lucille Trewern 027 703 0400   |
| ●      |                           | Mike Roberts  | Assessment of Year 1 & 2 Medical Students   | Kevin               | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz |   |   | 10-12 hours  |   |  | Mike   |

| Status | Date Brought to Attention | Request   | Comment/Action/Outcome  | Reported By  | Member Assigned 1  | Member Assigned 2   | Member Assigned 3   | Time/Date commitment  | Venue   | Additional information  | NDHB staff contact      |
|--------|---------------------------|---|---|--|--|---|---|---|---|---|-------------------------|
| ●      |                           | For Consumer Council member(s) to attend 1-3(3 in total) locality meetings for the development of the stroke care hospital to home pathway. | The across northland workshops will be consumer focused with a range of service users and whanau present. Their presence is one of participation as a consumer rep and secondly to ensure other service users present are supported in the process. They act as advocates and support consumers being able to contribute. | Lyn Rostern  | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz  | Kathy Diamond 0272333008 email kathy@nhht.co.nz               | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            | 6 April, in the mid north(Maori focused hui)10-am-2.30pm. 4 May , Whangarei, 10am-1.30pm 11 May, Far North 10am - 2.30pm. | TBC by mid next week.                         | We book vehicles and can transport consumer reps if required. We also host the days. We would need to consider any other reasonable costseg petrol vouchers depending on the consumers circumstances. | Lyn Rostern 021 446 203 |
| ●      | 25/02/16                  | Participation in a 15 steps challenge for ED - challenge takes 1-2 hours and will include some background reading prior to challenge day    | Feedback is reported back to ED staff with the expectation that an action plan will be developed to implement appropriate changes   | Keri   | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz and CD   |   |   | 1.5 hours starting at 9.00am on Tuesday 12 April  | Whangarei hospital                            |   | Keri Linklater          |
| ●      | 09/03/16                  | MOH HoP Strategy  | All public invited to an informal discussion on the future Health of Older People strategy.   | Lyn Rostern  | Marilyn Edwards 021 435 391 email me539@xtra.co.nz   |   |   | Wednesday 9 March 3pm to 5pm  | Forum North                                   |   |                         |
| ●      | 18/12/15                  | Ian Hartley-Dade  | Consumer speak about their experiences and how they would see the future of community pharmacy? Event regarding the future community pharmacy services agreement. They want the event to pull together partners from across primary care – including consumers – to have a workshop style event.                          | Corrina  | Kevin Salmon 021 774 828 kevin.salmon@alzheimers.org.nz, Hikurangi Cherrington 09 405 4864 hiku_venus@clear.net.nz, May Seager 021 238 5328 managernpict@outlook.com. Also Isabelle Cherrington 027 404 1260 isabelle@hauorawhanui.co.nz, who is not a NHCC but will be joining the other members as a consumer within BOI area. Brian Vickers 09 436 5735, 021 445 330 diandbri@mac.com |   |   | 4.00pm to 7.00pm  | BOI Golf Club, Golf View Road, Kerikeri       |   | Ian Hartley-Dade        |
| ●      | 21/01/16                  | Consumer feedback on new signs for ED - to be collected during a brief hikoi from main car park to ED reception                             | Contribute to the completion of ED renovation specific to signage   | ED renovation project group (Leah Maple / Margaret | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz  | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            | Marilyn Edwards 021 435 391 email me539@xtra.co.nz            | 4.15 - 4.45pm   | Whangarei hospital                            | N/A   | Keri Linklater          |
| ●      | 24/09/15                  | Alan  | 15 Steps Programme - Oncology   | Alan Davis   | Liz Cassidy-Nelson 027 436 4022 email lnelson@clear.net.nz   |   |   | 1.5 hours   | Jim Carney Centre                             | TBC   | Keri                    |
| ●      | 23/10/15                  | Stephen Kelly, MOH  | Feedback on the NZ Health Strategy, the draft Strategy will be publically released on 27 October with consultation running from 27 Oct to 4 Dec.released  | Kevin  | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz   | May Seager 021 238 5328 email managernpict@outlook.com        | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com | 4 November 3.00pm to 4.30pm   | Warawara Meeting room-booked 1.30pm to 6.00pm |   |                         |
| ●      | 29/01/15                  | Visitors Policy   | Review of policy and family presence policy   | Alan Davis   | All  |   |   |   |   |   |                         |
| ●      | 07/09/15                  | Simon Harger-Forde Sexual Health Planning   | 30min prep, 29/09/2015 9.00am to 12.00pm, 1 hr reading/reflection and mid-end of November 3 hrs   | Keri   | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz  | Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com |   | 30 minute prep 3 hrs 29 September 1 hr reflection 3 hrs mid-November  |   |   |                         |
| ●      | 25/06/15                  | Palliative Care Workshops   | Kathy Diamond will attend Kaitaia and Kaipara. Tania will attend the Kaikohe and Whangarei workshops  | Kevin  | Kathy Diamond 0272333008 email kathy@nhht.co.nz  | Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz      |   | Attendance at workshops 02-Sep  |   |   |                         |
| ●      | 25/06/15                  | Advanced Care Planning for Maori  | Open to anyone if able to attend  | Kevin  |  |   |   |   |   |   |                         |
| ●      | 25/06/15                  | Ward 15   | Invitation for any members wanting to view the ward with any comments around their 15 Step Challenge  | Denise Watene                                      |  |   |   |   |   |   |                         |
| ●      | 25/06/15                  | Outsourcing of Catering Services  | Update given by Alan Davis, the NDHB will not be contracting out catering or laundry services they will stay Status Quo   | Marilyn  |  |   |   |   |   |   |                         |
| ●      | 25/06/15                  | APAC Forum  | HQSC has sponsored spots, recommended Debbie Walker to attend the 4th APAC forum, Asia Pacific  | Kevin  | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz   |   |   |   |   | Attend forum once HQSC has approved 23-25 September. HQSC did not approve, so no attendance   |                         |
| ●      | 25/06/15                  | Wellington Conference   | MOH supporting Kevin to attend  | Kevin  | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz  |   |   |   |   |   |                         |
| ●      | 25/06/15                  | Child Health Quality Group  | Have asked if NHCC would provide consumer input. Alan to give members assigned contacts to them.  | Alan Davis   | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz   | Hikurangi Cherrington 09 405 4864 email                       | Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz      |   |   | Future events, nothing has come up to date  |                         |
| ●      | 25/06/15                  | Northland Clinical Governance forum   | Asked for NHCC input around discharge and restructure of the documentation to be more consumer friendly   | Alan Davis   | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz  |   |   |   |   | Future events, nothing has come up to date  |                         |
| ●      | 30/07/15                  | Cardiac Rehab Redesign Project  | Around co-design and reviewing what we have and what we currently don't have and what needs to happen.  | Kevin  | Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com   |   |   |   |   | Attendance at meeting 9 October changed to 1 September  |                         |
| ●      | 30/07/15                  | Stroke Rehabilitation   | Around co-design and reviewing what we have and what we currently don't have and what needs to happen.  | Kevin  | Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com   | Kevin Salmon 021 774 828 email                                |   |   |   | Attendance at meeting 26 August   |                         |
| ●      | 30/07/15                  | Northern Electronic Health Record (NEHR)  | Launch EPIC. EPIC is the tool to an electronic approach to the health records.  | Margareth  | Marilyn Edwards 021 435 391 email me539@xtra.co.nz   | Debbie Walker 027 277 3995 email debz.w@xtra.co.nz            |   |   |   | Attendance at meeting 6 August 2015   |                         |
| ●      | 18/08/15                  | Advanced Care Planning for Maori  | Attendance 2nd Workshop to review National ACP document and its cultural appropriateness for Maori  | Jessica O'Donnell                                  | Kathy Diamond 0272333008 email kathy@nhht.co.nz  | Hikurangi Cherrington 09 405 4864 email                       |   | 10 September 2015 9.00am to 2.00pm  |   | Torongare Room, Hauora Whanui, Kawakawa 10-Sep  |                         |
| ●      | 19/08/15                  | Karen Hale, Researcher  | 2 x 45 minutes interviews and 1 60 minute observation on Parent and Professional Knowledge in Relation to Children with Special Needs in Early Childhood Development  | Kevin  | Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz   |   |   | 2x 45 minute interviews 1x 60 minute observation  |   | 7-Sep   | Karen Hale              |
| ●      | 23/09/15                  | Information for consumers and health providers - Jenni Moore  | Consumer representation at a meeting to discuss needs, available options and shared approach  | Keri   | Marilyn Edwards 021 435 391 email me539@xtra.co.nz   | Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.n  |   | 16 October 1.30-2.30pm changed to 13 October 2.00pm-3.00pm  |   | Warawara room, Tohora House   | Jenni Moore             |
| ●      | 24/09/15                  | Jenni Moore   | Shared care planning tool being demonstrated Secondary Care focussed  | Alan Davis   | Marilyn Edwards 021 435 391 email me539@xtra.co.nz   | Brian Vickers 09 436 5735, 021 445 330 email                  | Kevin Salmon 021 774 828 email                                | 29/09 11.00am to 2.30pm 29/09 3.00pm to 5.00pm  |   | Waipoua Meeting Room  | Jenni Moore             |