

## NORTHLAND HEALTH CONSUMER COUNCIL

### MINUTES

**Meeting, Thursday 26 May 2016 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House**

**Chair: Kevin Salmon**

<b>Present:</b>				
	Marilyn Edwards	x	Tania Moriarty	✓
	Hikurangi Cherrington	✓	Kathryn Sadgrove	✓
	Liz Cassidy-Nelson arrived (5.10pm)	x	Brian Vickers	x
	Kevin Salmon (Chair)	✓	Chelsea Edmonds	✓
	Debbie Walker	✓	May Seager	x
	Kathy Diamond	✓		
<b>In Attendance:</b>				
	Dr Michael Roberts Chief Medical Officer (arrived 5.16pm)	✓	Margareth Broodkoorn Director of Nursing and Midwifery	✓
	Dr Alan Davis Clinical Director arrived 5.17pm	✓	Corrina Davis (Minutes)	✓
<b>Visitors:</b>				
<b>Apologies:</b> Brian, Marilyn and May				
<b>Meeting Opened:</b> Meeting opened by Hiku at 5.00pm				
1.	Minutes and matters arising	WHO	WHEN	
1.1	Minutes of the last meeting held 28 April 2016 deemed a true and correct record.			
<b>Actions</b>				
	To ask CGB about the outcome from the Ward 2 Tracer audit – delete off	Alan/Kevin	Off	
	Find out about the car parking review, Kevin to send around Mike's email when he responds	Kevin	Carry over	
	Update on internet	CD	Done	
	May to follow up on why body wouldn't be released to funeral directors on the weekend	May		
	Notify Liz Inch about a typo on the breast screening promo that played at the pictures	Kevin	Done	
	Email if you would like to be on the building footprint, site master plan. Kevin to pick someone.	Everyone	Done	
	Fluoridation of Water, Kevin to approach Jeanette to get speakers for May meeting, Kevin hoping to catch up with Jeanette next week.	Kevin	Carry over	
	Send out email about Clinical Governance Board representation and how it works	Kevin	Done	
	Follow up on what has happened with the Council's recommendations for ED Margareth contacted clinical nurse manage, signage has been submitted and is sitting with facilities management.	Margareth	Done	
5.	<b>Update from Clinical Governance Board</b>			
5.1	Debbie and Brian presented to the Clinical Governance Board which is a group made up of mostly senior managers. Debbie felt a little frustrated and powerless going into the CGB reflecting on the past 18 months of achievements. Debbie went back to the NHCC Terms of Reference and was excited to read "The level of influence of the Council is considered to be equivalent to the Clinical Governance Board. The two groups are complementary in their roles". In reality though this was not what happens, using carparking and ED signage as validation. We need to use the power that we have been given. We need to look at our structure and what other consumer councils are doing i.e. Hawkes Bay. Debbie left the CGB meeting feeling energized and			

	<p>supported and that there was a strong future for the council. We need to be at table and we need to know what is going on.</p> <p>During the lunch break on the NEHR day yesterday, there was time to do networking with other consumer councils and representatives. Talked with Allan from Counties Manukau Consumer Council they have ID badges for the consumer council so when he walks around the hospital they know who he is and what he is there for.</p>  <p>They have produced a one pager pamphlet all about their consumer council and their objectives. Renee is their co-ordinator and visited Australia talking about how to run a consumer council. <b>Action Point:</b> Margareth to email Renee and invite to our next meeting. Renee could VC in after Win's presentation in June.</p>	Margareth	Done
4.	<b>Kevin's update</b>		
	<p>Kevin submits a quarterly and half yearly report/update to Nick. Kevin read draft of this latest update.</p> <p>Have we achieved what we wanted to do? At the end of the day the carparking is not working. Allan stated there has been one beneficial thing and that is you can now find a carpark. Debbie said she still struggles to get parking. There are parks in Carpark 14 but this is a long way for an unwell person to walk to the hospital. If carpark 14 is underutilised then maybe we need a shuttle down here.</p> <p>At the workshop yesterday each DHB have managers or directors of patient experience. Renee currently reports to the Director of Nursing and Midwifery as Patient Whānau Care Advisor.</p> <p>Debbie and Brian will continue to attend the CGB meetings.</p> <p>The Project Control Group, site master plan also requires consumers. Currently establishing the principles of the design and this needs to be a co-design piece of work. Next meeting is Tuesday 14 June at 8.00am. <b>Action Point:</b> Kevin will attend with another member/s of the consumer council. Absent in the principles of the design is any therapeutic or patient centred design. Carparking will also be developed.</p>	Kevin	
	<b>Resignation of Member</b>		
	<p>Liz's resignation was received today as member of the Northland Health Consumer Council. The Councils monthly meetings are clashing with her law studies and needs to concentrate on these. Liz will attend her last meeting with the Northland Health Consumer Council in June.</p> <p>Liz is currently on the Patient and Whānau Centred Care project board. Chelsea has asked to be considered for this position.</p> <p>We need to recruit 2 more consumers' council members. Do we know people within our networks that could fill these two positions? They would still have to go through the process. There was the thought of expanding the second pool of consumers (consumer advisors), training them and then if there are any vacancies they may want to step into the NHCC. The recruitment documentation has been modified. Consideration to be given around who is missing in terms of the consumer group, ethnicity, disability, locality. <b>Action Point:</b> CD to send Kevin the letter inviting NGO to nominate. <b>Action Point:</b> Kevin to peruse and send out to NGO's. Collectively get 4-5 NHCC together and go through them. Then we will need to discuss training.</p>	Corrina Kevin	Done
2.	<b>Conflict of Interest</b>		

2.1	Nothing changed.		
3.	<b>Topic of the Day – Open Forum</b>		
3.1	<p><b>Hiku</b> – shared a patient story about a referral to mental health in the Kaikohe area.</p> <p><b>Kathy Sadgrove</b> - attended a Partners In Care meeting and had some accessibility issues, getting around the hospital in the wheelchair. The internal ramps, one situated outside radiology was a struggle to get up. It was quite worrying getting from A to B. Attended the NEHR workshop yesterday which was good networking. The electronic record is amazing but as a consumer we think further, they wanted positive feedback but it was about how is this going to work for the different patients i.e. if you are booking a specialist appointment but waiting to the doctor to write the letter. Idea is brilliant with all the things that you can do, non-urgent notes you can do in hospital and being able to take ownership is great, very good tool, but can it do more? Linking systems together would be another important feature.</p> <p><b>Debbie</b> – attended the first EPIC day and had a more in-depth feel with EPIC so went to the NEHR with a different perspective. Felt they were trying to over sell to the consumer. EPIC is great and the hospital needs a standardised system, for the hospital and this is long overdue. It needs to be a nationwide system. But when you try and get GP's, pharmacy etc why would they use this system they don't put notes onto patient portal now. Being presented with an ipad will not make me better sooner, but money on new equipment will. They still don't have answers for the remote broadband users who don't have fast internet. Debbie had mixed feelings, that we need something but not convinced it is EPIC. Allan said there was a process of selection and EPIC came out on top.</p> <p><b>Kathy Diamond</b> - attended the cancer group steering committee. Talked about Maori patients who don't keep their appointments, believes Queenie Mahanga does a very good job at the Jim Carney centre. Some patients can't get a carpark to get to their appointments, so they go down to the Ngati Hine office and park in their vehicle compound. They are then letting the nurses at Ngati Hine know and they are arranging for someone to take them up and then drop them back to their vehicles. The stroke hui has been postponed, however the Kaikohe meeting was excellent. Impressed with ACP for Maori held in the Tangihua Room. Margareth does a brilliant job and captivates the audience even the older Māori. Kathy likes the kaupapa around the ACP. Kathy has invited Sonny Tau and the Runanga to hear Margareth talk on this programme. Hiku agreed we need to own this as Maori, ACP and other issues like child abuse.</p> <p><b>Tania</b> – Attended the Child health steering group. System was purchased for whānau ora, where whānau can look at their own plans, they spent \$14m and now they are looking at another system.</p> <p><b>Chelsea</b> – Monday was to attend the Equity Kaitiaki group, but nana had a fall, so had to go up north. Nana is fine.</p> <p><b>Alan</b> - reflecting on discussions, one thing that has happened is that the consumer council hasn't been on a lot of the senior level meetings and engagement needs to be at all levels.</p> <p><b>Kevin</b> – heard patient portals on radio, and encouraged sign up. Debbie said some GP are better than others, she can't add her children because they have the same email address. Debbie needed repeat on antibiotics, person was away so no one was answering emails. Appointment schedule says only available appointment is two weeks away but if you ring up you can get one in two days. Could be a lot better than it is. There are different portals systems that can add the children.</p>		

<b>6.0</b>	<b>Update on Visitors Policy</b>		
6.1	<p>Things are progressing and moving along, doing co-design workshops. Meant to be rolled out end of May but will probably be June. Maternity already doing this and feedback from staff is really good, a few little issues around access.</p> <p>Within next month or two should be happening everywhere. Reviewing some of the signage. Allan said looking at redoing signage for the medical block. Brian had some good ideas around signage and colour coding.</p>		
<b>7.</b>	<b>Other Discussion</b>		
7.1	Meeting closed 6.40pm.		
<p><b>Next Meeting Thursday 30 June 2016 at 5.00pm</b>  <b>Venue: Waipoua Meeting Room, Tohorā House</b></p>			

# Register of Matter Brought to the Attention



Status	Date Brought to Attention	Request	Comment/Action/Outcome	Reported By	Member Assigned (if any)	Time/Date commitment	Venue	Additional information	NDHB staff contact
●		☰ Current							
●	28/04/16	Project Control Group	Site master plan consumer representation	Margareth		2nd Tuesday every month 8.00am to 9.00am		Ongoing monthly meetings	
●		☰ On-Going Meetings							
●	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 Brookdoorn	Debbie Walker 027 277 3995, email debz.w@xtra.co.nz Kathryn Sadgrove Brian Vickers	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
●	25/06/15 25/05/16	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	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	3rd Wednesday every month 11.00am to 1.00pm		Ongoing monthly meetings	
●	25/02/16	Consumer representation on partners in care working group, meeting fortnightly until end of April	Contribute planning and development of toolkit for implementation of partners in care policy	Keri	Kathy Sadgrove 027 215 5582, email ksadgrove@xtra.co.nz Debbie Walker 027 277 3995, email debz.w@xtra.co.nz	Thursday 24 March 11.30 to 12.30pm	Ruapekapeka Room		Keri Linklater 021 518 087
●		Health of Older People Management meetings as a consumer representative- as per meeting dates below.	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. 21 March 2016 2 May 2016 27 June 2016 8 August 2016 19 Sept 2016 14 November 2016	Pohutukawa Room, Maunu House	Parking exemption card as mtgs are one and a half hours.	Michelle Crayton-Brown, 021 454 113
●	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 09 436 4022, 027 436 4022 lnelson@clear.net.nz and Brian Vickers 09 436 5735, 021 445 330 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@northlanddhb.org.nz
●	03/02/16	Lyn Rostern	Consumer for the Health of Older People	Marilyn	Marilyn 021 435 391 me539@xtra.co.nz	11.00am to 12.30pm	Pohutukawa Room, L2, Maunu House		Lyn Rostern 021446203 lyn.rostern@northlanddhb.org.nz
●	19/01/16	The Equity Kaitiaki Group requires a Maori consumer representative as part of the membership for this group, and TOR endorsed by the NHSP Oversight 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. First meeting for 2016 tbc for end of February 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 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, Hikurangi Cherrington 09 405 4864 hku_venus@clear.net.nz, Brian Vickers 09 436 5735, 021 445 330 diandbri@mac.com and Isabelle Cherrington 0274041260 or (09) 4041551 work isabelle@hauorawhanui.co.nz	There will be a consumer user group meeting in the new year to discuss plans. The plans will be sent to all prior to the meeting for a review period.	Tohora House, Whangarei Hospital	This can all be arranged once a date and time is confirmed.	Justine Lapper 021 813 644
●	12/03/15	Martina Ackerman	Child Health Service clinical governance group requesting 2 x consumer representation	Keri	Kathy Sadgrove and Tania Moriarty	03/02/2016, 27/04, 08/06, 24/08, 12/10 and 30/11 at 9.30am to 11.30am	Child Health Centre		Martina Ackerman Quality Facilitator 021 830 911 martina.ackermann@northlanddhb.org.nz
●	23/10/15	Deb Pittam	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 S and Liz Cassidy-Nelson	Meeting first Tuesday of each month from 1.00pm to 3.00pm	Tohora House	Parking and Honorarium will be arranged	Deb Pittam, Chair 021435033 or Sarah Hummel Admin Support 4304101 ext 8478
●	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	2.5 hours+ monthly (3rd Thursday of month from 9-11.30am)		QID TOR to be provided. Brian is already attending these meetings.	Christina Ross (Quality manager)
●	30/04/15	Patient and Whanau Centred Care	P&WCC project board requesting NHCC participation	Liane Penney	Liz Cassidy-Nelson			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			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 and Kathryn Sadgrove			Ongoing monthly meetings	
●	30/07/15	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 and Marilyn Edwards			Ongoing monthly meetings	
●	30/07/15	Hand Washing	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			Ongoing monthly meetings	

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●	27/08/15	Consumer representation on Telehealth steering group	Bi-monthly meetings + other pieces of work as necessary eg, feedback on document and policy reviews	Keri	Tania Moriarty	Meets Bi monthly		Interest in technology would be helpful but not essential	Roy Davidson (Telehealth programme manager)
●		☐ Closed							
●	14/03/16	<b>DHB Shared Services No contact made</b>	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	10-12 hours			Mike
●		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@alzheimers.org.nz 021 774 828 - 4 May Whangarei Kathy Diamond 0272333008 email kathy@nhht.co.nz - 6 April Mid North Marilyn Edwards 021 435 391 email me539@xtra.co.nz 4 May Whangarei	6 April, in the mid north(Maori focused hui)10am-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 managempict@outlook.com. Also Isabelle Cherrington 027 404 1260 isabelle@haurawhanui.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, Debbie, Marilyn	4.15 - 4.45pm	Whangarei hospital	N/A	Keri Linklater
●	24/09/15	Alan	15 Steps Programme - Oncology	Alan Davis	Liz Cassidy-Nelson	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, May Seager and Brian Vickers	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 Brian Vickers	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 and Tania	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			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				
●	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, Hiku, Tania and Liz			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			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			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 and Kevin Salmon			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 and Debbie Walker			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 and Hikurangi Cherrington	10 September 2015 9.00am to 2.00pm		Torongare Room, Hauora Whanui, Kawakawa 10-Sep	

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●	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	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 and Kevin	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, Brian and Kevin	29/09 11.00am to 2.30pm 29/09 3.00pm to 5.00pm		Waipoua Meeting Room	Jenni Moore