

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 27 October 2016 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House

Chair: Kevin Salmon

Present:				
	Marilyn Edwards	✓	Tania Moriarty	x
	Kevin Salmon (Chair)	✓	Kathryn Sadgrove	✓
	Debbie Walker	✓	Brian Vickers	✓
	Kathy Diamond	✓	Chelsea Edmonds	x
	May Seager	x	Julie Hepi	✓
	Leanee Sayers	✓		
In Attendance:				
	Dr Michael Roberts Chief Medical Officer	x	Margareth Broodkoorn Director of Nursing and Midwifery (arrived 5.05pm)	x
	Dr Alan Davis Clinical Director arrived 5.15pm	✓	Corrina Davis (Minutes)	✓
Visitors: Kim Robinson, Support for deaf and hard of hearing				
Apologies: Mike Roberts, May Seager, Tania Moriarty, Chelsea Edmonds and Margareth Broodkoorn				
Meeting Opened: By Kathy Diamond				
1.	Minutes and matters arising	WHO	WHEN	
1.1	Minutes of the last meeting held 25 August 2016 deemed a true and correct record.			
1.2	Actions			
	Corrina to send out results of the feedback from project boards etc.	CD	Done	
2.	Presenter: Kim Robinson, Support for deaf and hard of hearing			
2.1	<p>Kim gave a presentation with the assistance of an interpreter. Kim grew up in a Christchurch boarding school. Spoke about his experience in hospital at Easter time. It is extremely difficult to use the 111 emergency services by text. Kim needed the interpreter to phone 111 on his behalf. Kim didn't have a lot of memory of the first 24 hours because of a high fever, but remembers people trying to write a lot of questions even though they had his information in his medical file. Kim had no access to an interpreter for the first 62 hours in hospital the system broke down totally in his case.</p> <p>Kim is involved in Deaf Action NZ which covers all DHB's in NZ. There is a huge diversity within all the DHB's and there needs to be one service with a national coordinator for assisting people who are deaf or has hearing impairment.</p> <p>Kim has also setup an organisation Techable Trust recycling of technology to make technology accessible to those with disabilities. Smart phones can't be used in the hospital service as a communication tool. For emergencies interpreters can be accessed but can't be used here and not accessible on weekends. The service is not designed or set up for hospitals, NDHB is not alone with this issue. The first step is to discuss this to look for a resolution. There is technology to make interpreters accessible but still looking for funding.</p> <p>Kim has spent the last 25 years advocating for people with disabilities and on advisory groups. He has not seen a clear action from all the DHB on this subject ie if you go to hospital and all rooms have TVs not one has a captioning service and these are flash TVs, looks good but not for us.</p>			

	<p>Debbie thanked Kim for highlighting the issues, you need to walk through the hospital as a person would who has disabilities, this could be a good catalysis for change.</p> <p>Kevin said if you want to know what change is needed ask the people who need the change. Concerned it took 62 hours to get an interpreter and was unable to communicate with hospital or ambulance staff.</p> <p>Marilyn asked if there was a pool of interpreters in Whangarei. Tools like skype and face time could be an option. Smartphones don't work because there is no app technology that works for deaf people. If funding could be found, is there a pathway to produce something to be used by the DHB. A gap is in the disability advisory group which has been merged and some things have been lost in that merger. The carpark with the barrier arms, if you have a missing limb how they access the ticket machine, need a work around for people with disabilities. Kevin said not a new problem and everyone is aware but not easily solved.</p> <p>Wellington has three DHB's and currently undertaking a research project for deaf and hearing impaired, Kim has not seen the report, it has not been released yet. Maybe there will be something in this report to assist us here. Best thing would be to make a list and clarify what actions you would like us to take up. Kevin said this is the exact forum to get change. Dr Mike Roberts and Dr Alan Davis are very good advocates for change.</p> <p>Marilyn asked what happened with your treatment while waiting for the interpreter? Kim said he tried to communicate via writing and sometimes I would try and speak but that hurt and my hands hurt. It was frustrating when the nurses would come and ask me one question and kept asking me the same question when the information was in my file. Kim had no energy to even sign it was sheer torcher.</p> <p>Techable Trust is working on a design concept, EMMA Emergency Mobile Management app and Noel Matthews is aware to this app. It will be linked to a mobile phone and could be a great tool. If there is an accident this is linked to a 111 operator via video so the operator can see what is happening. Positive for ambulance staff who can see what they are walking into and the scene. So people with disabilities can communication and get an interpreter via this app. We don't use technology enough. EMMA named after the Wellington deaf woman who was murdered and EMMA can be linked to GPS to know exactly where you are and be found immediately.</p> <p>Brian said this was a good opportunity to encourage the hospital audit team to make sure it is set up for people with disabilities. It would be great to have Kim on board with this. Kim said he would love to help with this. Next week Kim is in Wellington presenting petition to Mr Mathis for deaf fire alarms. To make mandatory in buildings.</p>		
3.	Welcome to Julie and Leanee		
3.1	Welcome extended to Julie and Leanee from NHCC. Introductions between new NHCC members and existing NHCC members and DHB staff.		
4.	Conflict of Interest		
4.1	No new conflict of interests.		
5.	Topic of the Day – Open Forum		
5.1	Debbie - found a lot of meetings had been cancelled because of the industrial actions.		
5.2	Kevin - fluoridation will be an interesting topic to watch. The board may not have a lot of influence. Will possibly look at the NHCC recommendation for fluoridation. There are a high number of children hospitalised with tooth decay. Rotary has just		

<p>5.3</p> <p>5.4</p> <p>5.5</p> <p>5.6</p> <p>5.7</p> <p>5.8</p>	<p>given away 250 tooth brushes to children in the north. Julie said this was a lot to do with their diet as well and wonders if this is also responsible for some of the behaviours.</p> <p>Alan - all governance meetings cancelled because of the strike, not much has happened. Had a presentation last week from the people who put in a safety monitoring programme (in 42 countries around the world) looking at different parameters. They said we have had some of the best results they have ever seen and they would be honoured to be in our hospital and that it has been improving over the last 2 years. Julie asked when you have feedback how do you do this without offending the staff? Kevin said Margareth would love to hear some of the issues that you have had with medications etc. Assumption is things are in place to avoid this, how do you reduce this? Julie finds that when she has given feedback that is not so good she has found staff get offended and then they don't want to come back into the room. So she backs off of giving feedback. Explained experience of how difficult it can be to give constructive feedback without anyone being offended. How many people are like Julie that are too afraid to give feedback.</p> <p>Kathy Sadgrove – went to Kaitaia hospital and did the 15 step challenge in the ward and maternity ward. No babies in the maternity side which was a pity. In maternity it was over the top with breast feeding signs and would have been good to have other information as well. The wards had an absolutely awesome feeling, made us feel we would love to stay there if in hospital. Had some other meetings that had been cancelled.</p> <p>Brian – was in the mid north planning meeting looking at the rebuilding of the BOI hospital in conjunction with building Ngati Hine services and this has been an interesting exercise. Planning ED and no there was no room for a waiting area and lining chairs down the corridors. Hard to see what service the patients will get between architects, health and safety, health services. Brian potentially needs help with these meetings, unable to make all of these meetings. Wednesday morning at BOI, he will try and find someone else to assist. We asked Isabelle Cherrington to attend some of the meetings which she has done.</p> <p>Issue previously raised regarding mothers who have babies in SCBU, Kathy said they have increased ward ability so that more mothers can stay up near SCBU. There are still instances of mothers being separated. Action Point: Kevin will follow up.</p> <p>Kevin followed up with Nick around the butterfly room, this room is used for grieving parents of stillborn babies, mothers who have had abortions due to medical reasons have been excluded. It appears there has been mis-communications. Nick referred to Jeanette and we are still waiting for a reply. Action Point: Kathryn to follow up at the next maternity meeting. Action Point: Kevin to follow up with Jeanette. Staff would prefer to see the butterfly room used for grieving process.</p> <p>Julie also mentioned sometimes it is nice to have to option to be separated if you have a child born with disabilities. It is all about choices.</p> <p>Marilyn – nothing to report. Apologies for not attending HOP meeting. Shared story about partner in the rest home. They expected Marilyn to take partner to White Cross because he wasn't well, partner could not walk. Resthome said hospital does not want older people with pneumonia because they have no beds. Alan having planning meeting next Friday specifically around people moving from hospital to resthomes. Marilyn said that resthomes are unable to chart antibiotics so was expected to take to White Cross.</p> <p>Kathy Diamond – has been busy with Jessica, doing video on ACP for Maori. We are looking forward to a screening.</p>	<p>Kevin</p> <p>Kathy S Kevin</p>	<p>Before next meeting</p> <p>Next maternity meeting</p>
<p>6.</p>	<p>Update on Councils Chairs meeting – Kevin</p>		
<p>6.1</p>	<p>Meeting was chaired by Graeme Norton, Chair of Napier Hasting. There has been a huge surge to get Consumer Councils up and running. Noticed in the meeting</p>		

	<p>that only 3 chairs out of 20 were not DHB staff. There is a huge willingness to share. Spent about 40 minutes around what consumer council should be paid. Kevin asked to speak more about getting the consumer councils up and running. Graeme gets \$230 for a meeting, but no mileage or extras. Kevin feels that if a consumer is there for the money then it is probably best to find someone else. Will meet again next year, Manukau has major parking issues, \$28 dollars for 4-5 hours, very busy place. The Commission will be picking up the costs for these meetings. We are 2 years ahead of most, Napier Hastings has been around 3 years and their model very different to ours. The level of influence is not with their CEO or CGB it sits with the Board. Everything goes through Maori liaison and through their Consumer Council. Kevin has sent the meeting report via email to everyone. Kevin has been asked to share forms, sharing a lot of stuff. Action Point: Corrina to send forms and template out. All councils have had crisis of direction and think we really need to keep focused.</p>	Corrina	
7.	General		
7.1	<p>Action Point: Kevin is going to send Nick an email asking for the opportunity to meet the new board, and present to them about the council.</p>	Kevin	
7.2	<p>Action Point: Corrina to send email around giving information on HQSC training modules and link for HQSC. Please indicate which modules appeal and will get numbers, will focus on two modules only.</p>	Corrina	
7.3	<p>The Survey sent around effectiveness questions we are still waiting for three responses, please get these in. Action Point: Corrina to re-send out link to the survey.</p>	Corrina	
7.4	<p>System level measures and improvement plan, looking for comments. Kevin said one thing that jumped to him was babies that go home and parent's smoke around them, who tells them not to, they may not know, do they go to antenatal classes, in hospital, plunket nurses? Leanee said they will interrupt an antenatal class to have a smokers break. Noticed patients under the no smoking signs smoking. We need to comment on these sorts of things. It really is parenting 101 but not everyone taught that. Alan said parents are given this information from the beginning and you can't stop people smoking on the road side, it has really improved to what it was a few years ago. One of the SLM is patient experience. Action Point: Corrina to send copy to Julie, Leanee and Brian. Action Point: Please send your comments back to Corrina on SLM.</p>	Corrina All members	4 November
7.5	<p>Requests to participate in the co-design workshops with Lyn Maher, Kathy S, Debbie W and Corrina will be participating. Kevin told Julie and Leanee if they see anything that they want to attend they can buddy up with the other NHCC members. Do not feel that you have to put your hand up. Action Point: Corrina to share Smartsheet with Julie and Leanee. Action Point: Corrina to send out what portfolios they are interested in for Julie and Leanee.</p>	Corrina Corrina	
7.6	<p>Another request is for participation in meetings with food supplier and cleaning contractors. Will be on the radar, there is no local desire to go down the process of having food trucked in and we need good reasoning and strong input from consumers. Action Point: Corrina to send out request to consumer council members. Meeting closed 7.00pm by Kathy Diamond</p>	Corrina	
<p>Next Meeting Thursday 24 November 2016 at 5.00pm Venue: Waipoua Meeting Room, Tohorā House</p>			

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
●		a representative of the council for two procurement tender processes. One is for the selection of a Food Supplier, One for Cleaning services 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				There will be a number of meetings where attendance is required to assist with specification gathering, evaluating and attending supplier presentations	Whangarei hospital	No	Serge Kolman. 0272458797
●		Offering an opportunity for a member of the council to participate in the development of a co-design project which includes participation in co-design training being held in November. The project aims to understand and initiate a pathway for providing feedback to appropriately engage with the patient and family as part of the investigation of serious adverse events. Having personal experience of something that has gone seriously wrong while in hospital may be helpful.	In a co-design approach where we work together with consumers to understand and design solutions to a problem.	Keri				Attendance at co-design training scheduled for 22 November 8.30am - 4.30pm + 23 November 8.30am - 12.30pm	Tangihua Room, Tohora House	Koha will be provided	Keri
●		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
●		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 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
●		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 Matich 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
●		Current									
●		On-Going Meetings									
●	01/09/16	15 Steps challenge - this will be an all day trip to Kaitiaki 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	Kaitiaki Hospital	Travel from Whangarei hospital and back will be provided + parking exemption and koha	Keri Linklater xtn 60588 or mobile 021518087
●		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 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) 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 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	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
●	Updated new 25/02/16	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 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. 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.	Michellie Crayton-Brown,021 454 113 Lyn Rostern 021446203 lyn.rostern@northlanddoh.org.nz

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
●	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 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@northlanddhub.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 managernpict@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
●	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@uriohau.co.nz			Meets Bi monthly Wednesday 7 Sept 11.30 to 12.30pm 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 Davidson (Telehealth programme manager) 021 410 699
●		☐ Closed									
●	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@northlanddhub.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 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@northlanddhub.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 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 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