

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 28 April 2016 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House

Chair: Kevin Salmon

Present:					
	Marilyn Edwards	✓	Tania Moriarty	✓	
	Hikurangi Cherrington	✓	Kathryn Sadgrove	✓	
	Liz Cassidy-Nelson arrived (5.10pm)	x	Brian Vickers	✓	
	Kevin Salmon (Chair)	✓	Chelsea Edmonds	✓	
	Debbie Walker	✓	May Seager arrived 5.26pm	✓	
	Kathy Diamond	✓			
In Attendance:					
	Dr Michael Roberts Chief Medical Officer (arrived 5.16pm)	x	Margareth Broodkoorn Director of Nursing and Midwifery	✓	
	Dr Alan Davis Clinical Director	x	Corrina Davis (Minutes)	✓	
Visitors: Mary-Claire of Taffs HDC Health Advocates					
Apologies: Alan, Liz and Mike					
Meeting Opened: Meeting opened by Hiku at 5.00pm					
1.	Minutes and matters arising			WHO	WHEN
1.1	Minutes of the last meeting held 31 March 2016 deemed a true and correct record.				
Actions					
	To ask CGB about the outcome from the Ward 2 Tracer audit			Alan/Kevin	
	NHCC speaking to the Board from Feb minutes. This is the next step and the Board is interested in this space. Kevin will get back to us with this.			Margareth /Kevin	Done
	Find out about the car parking review. Was to be held last September and Kevin has sent an email to Mike. There are a staggering number of complaints around 51 a month. Action Point: Kevin to send around Mike's email once he responds.			Kevin	
	Send around first few pages of the Patient Quality Report.			Kevin	Done
	Waka Model – Margareth was happy to speak more around this at the next meeting.			Margareth	Done
	Feedback to CD around recruitment documents will go through the process with the tabled documentation.			Everyone	Done
2.	Presenter – Mary-Claire of Taffs HDC Health Advocates				
2.1	<p>Mary-Claire spoke about her personal story of staying in hospital. HDC Health Advocates is a nationwide advocacy service, which is totally free from any health or disability service providers.</p> <p>The Code of Health & Disability Services talks about consumer's rights and covers all types of health and disability providers. What the code doesn't cover is funding for services or access to services etc. Mary-Claire's role is to encourage people to speak up, when they are unsure of what is going on for them, they use empowerment advocacy. A team of 45 are located in 25 centres throughout the country with an advocate based in Kaitaia that covers Hokianga. They are unable to act on behalf of</p>				

	<p>family unless the individual consents.</p> <p>There is a resolution agreement which is signed by both parties and states what was agreed, actions and timeframes. Health and Disabilities Advocacy Service is independent from the commissioner's office we do the fast, low level resolution process. If someone is unhappy with their complaint they do have the option to go to the commissioner. If you have a really good complaints process system it makes resolution a lot easier. HDC are here to help clients get listened to. Mary-Claire does a lot of training and education with all health care and support groups.</p> <p>Does the consumer think they will be singled out if they complain? Yes consumers do think they will be singled out when they complain, especially if living in a rest home environment as they can't return home to get away from the situation because the rest home is their home so this is not unacceptable.</p>		
3.	Conflict of Interest		
3.1	None		
4.	Topic of the Day – Open Forum		
4.1	<p>Brian - attended a quality group meeting this morning, it was an interesting meeting, looking at quality of the DHB, its work and how it is achieved, but this was not always immediately obvious. They use a reporting system DATIX, and this system looks for trends i.e. medication errors, serious adverse events. This all becomes organisational learning's. The DHB are looking at ways to get a better response to those events, where everyone can learn from them, and have grouped and categorised a score from 1 – 4 Severity Assessment Code (SAC).</p> <p>Also looking at DHB certification this year and there has been tracer audits through each ward. Latest for the tracer audits has been ward 16, they talk to the patients, discuss their experience. The toilet came up as an issue, it is combined toilet/bathroom and has two entrance ways which don't lock, privacy and security is hugely important.</p> <p>Brian will be attending the Patient and Whānau Centred Care meeting which has its meeting on Monday. Also wondered what has happened with the recommendations given to ED regarding the signage. HR have taken over embedding the NDHB values, this is being prioritised with the current work going on. Waitamata are going ahead leaps and bounds with their values work, it is all about patients experience.</p> <p>Kathy Diamond - attended the launch of the Maori ACP Waka Model and toolkit. On 6 April attended Kaikohe stroke hui. Kaitaia stroke hui will be held on the 11 May and will go with Alan and Lyn.</p> <p>Marilyn – has a meeting on Monday for Health of Older people and Wednesday for stroke.</p> <p>Margareth - End of year financial situation is not good and this is why some of the delays are happening with the signage to ED.</p> <p>May - written update story for internet and intranet and noticed that last month's story wasn't on the internet and that her photo wasn't there and it had not updated. Kevin has emailed the Internet Manager about updates but nothing has been done yet. Action Point: CD to follow up.</p> <p>Attended hand sanitising meeting 12 April also attended the ACP launch and was very impressed and the way it developed from the community. May has been asked to speak about ACP within her community and realises that a Kaumatua really needs to be on board with the delivery of this. May facilitated a forum and invited funeral directors to the meeting. Discussed a case where the funeral directors said that they were not allowed to pick up deceased from the hospital on the weekend. Action Point: May to get more details why the body wouldn't be released because it is a weekend. May in the latest copy of Prescribe for Breast Screening.</p> <p>Tania – went to the movies and noticed an advertisement for Child Health where the</p>	<p>CD</p> <p>May</p>	

	<p>sub title Haere was spelt incorrectly, and mai had one in lower case and one in capital. Action Point: Kevin to notify Liz Inch.</p>  <p>Child health meeting cancelled next one June. Maternity governance group is next week.</p> <p>Kathryn – has been staying in our establishment, there was only one comment about Greg staying there, and one nurse asked if he was leaving, he said no. Found that other ladies sharing the room were asking him to help, plug in the phones etc. So one less thing for the nurses to have to do. Attended Partners in Care meeting.</p> <p>Debbie – Kathryn and Deb working on Partners in Care together and feel valued when sharing input. New policy to be trialled on the medical ward at end of May. A few workshops still to go.</p> <p>Chelsea – Attended one Child and Maternity group meeting. Invited to next meeting on Tuesday's between 1 to 3pm. Also on Equity Kaitiaki group, this meets quarterly.</p> <p>Hiku – shared patient experience story about a dad and his St John ambulance subscription.</p>	Kevin	
5.	Building footprint		
5.1	<p>DHB has employed a consultant and they are doing a whole site plan with a view of future developments. Getting some really good planning around what this site will look like 5, 10, 20 years' time. Having a master plan is really important. Is anyone interested in attending these meetings, this will not be a light commitment so will need to be available. This group met every second Tuesday of the month, 8.00am to 9.00am. Give thought to this and let us know. Action Point: Email CD if you would like to have your name put down for this.</p>	Everyone	
6.0	Fluoridation of water		
6.1	<p>DHB has now been put into the middle of a political battle around the fluoridation of the water. If we fluoridate the town supply this is not getting to all the rural people. Suggested that DHB supply those rurally with drops to the water. Think that this should be a choice and it is wrong to take the choice away. We could ask Jeanette Wedding to a get public health physician to talk to this group and then we will be better informed. We need good information to be better informed about fluoridation. Maybe we could hear from one person for and one person opposed to it. Action Point: Kevin to approach Jeanette to get a speaker to this in our May meeting.</p>	Kevin	
7.	Update of ACP – Waka Model - Margareth		
7.1	<p>Maori ACP Waka Model – He Waka Kakarauri. This is not just about end of life but planning for the future and the journey. There is a guideline being developed which is currently being tweaked and is being kept simple. Within Maori there is a different way of thinking i.e. not everyone wants a karakia, it is not an expectation. The booklet focuses on what 3 things you need to consider for their patient journey, it is all about what matters to them. All the components are demonstrated. Also in the booklet are pages that you can write notes, who you are and what you want people to know about</p>		

	you, your spokesperson etc. Comment was the A5 booklet will need a larger font. The craved Waka will be placed down stairs in the hospital. Margareth would like NHCC to look at new ACP cooperative development.		
8.	Clinical Governance Board Representation		
8.1	<p>Kevin has been asked to do a presentation to the Clinical Governance Board on 18 May. He will be in Auckland and has asked Brian and Debbie if they could do the presentation at the meeting.</p> <p>It has been difficult for Kevin to make the Wednesday meetings. Action Point: Kevin will send out via email what they talking about and how it works, looking for a replacement. 3rd Wednesday of every month, 11.00 to 1.00pm. Please email CD if able to make this commitment. Kevin has another meeting with Nick next week. This is a reasonably big commitment but an important one.</p>	Kevin	
9.	NEHR Consumer Workshop Invite		
9.1	<p>NEHR have sent an invitation to each DHB and hope about 10-12 consumers will attend their workshop. We would provide transport via a van. Workshop will be held on Wednesday 25 May at the Parnell Trust Jubilee Hall. There will be a Koha for anyone participating. Need to RSVP by 18 May. Chelsea, Brian, Marilyn, Kathryn S, Kathy D and Debbie thought they would be interested in attending. Kevin is thinking about young carers that may find this beneficial. Marilyn may have someone from Parkinson's that would like to go.</p>		
10.	Other Discussion		
10.1	<p>15 Steps for ED Kevin participated in a 15 Step Challenge for ED and noted nothing had been done following the recommendations given by the NHCC the other month. Action Point: Margareth to follow up on what has happened with the Council's recommendations. Margareth explained that sometimes change does take time, any changes need to go to facilities and it is not quick.</p> <p>15 Steps Challenge is around what you notice in your first 15 steps of walking into a building/ward etc. We have offered some suggestions and have not received any feedback on what is happening.</p> <p>Meeting closed 7.04pm</p>	Margareth	
<p>Next Meeting Thursday 26 May 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 (if any)	Time commitment	Venue	Additional information	Follow up (if any)	Date Required	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		
●	25/06/15	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	Kevin Salmon	3rd Wednesday every month 11.00am to 1.00pm			Ongoing monthly meetings		
●		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)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
●	14/03/16	DHB Shared Services	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				TBA	Lucille Trewhem 027 703 0400
●	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	Marilyn 021 435 391 me539@xtra.co.nz Debbie Walker 027 277 3995, email debz.w@xtra.co.nz	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
●		Mike Roberts	Assessment of Year 1 & 2 Medical Students	Kevin	Kevin	10-12 hours					Mike
●		On-Going 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	Ruaapeka Room			24/03/16	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 Inelson@clear.net.nz and Brian Vickers 09 436 5735, 021 445 330 diandbrn@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	Pohutakawa Room, L2, Maunu House			8 February, 21 March, 2 May, 27 June, 8	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 diandbrn@mac.com and Isabelle Cherrington 0274041260 or (09) 4041551 work isabelle@haurawhianui.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.	To be 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			03 Feb 27 Apr 08 Jun 24 Aug 12 Oct 30 Nov	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		03/11/16	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.	17-Sep		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	Closed	
●	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	Closed	
●	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	Closed	
●	30/07/15	Neighbourhood Healthcare Homes	Breakfast at Pehiaweni 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	Closed	
●	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	Closed	

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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			Interest in technology would be helpful but not essential	Meets Bi monthly	Closed	Roy Davidson (Telehealth programme manager)
●		[-] Closed									
●	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			12/04/16	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			09/03/16	
●	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 managemrict@outlook.com. Also Isabelle Cherrington 027 404 1260 isabelle@hauorawanui.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			15/02/16	Ian Hartley-Dade
●	21/01/16	Consumer feedback on new signs for ED - to be collected during a brief hika 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		28/01/16	Keri Linklater
●	24/09/15	Alan	15 Steps Programme - Oncology	Alan Davis	Liz Cassidy-Nelson	1.5 hours	Jim Carney Centre	TBC		03/11/16	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			04/11/16	
●	29/01/15	Visitors Policy	Review of policy and family presence policy	Alan Davis	All				Ongoing		
●	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	Closed	
●	25/06/15	Advanced Care Planning for Maori	Open to anyone if able to attend	Kevin						Closed	
●	25/06/15	Ward 15	Invitation for any members wanting to view the ward with any comments around their 15 Step Challenge	Denise Watene						Closed	
●	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						Closed	
●	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	Closed	
●	25/06/15	Wellington Conference	MOH supporting Kevin to attend	Kevin	Kevin Salmon					Closed	
●	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	Closed	
●	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	Closed	
●	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	Closed	
●	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	Closed	
●	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	Closed	
●	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		Closed	
●	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		Closed	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		Closed	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		Closed	Jenni Moore