

# NORTHLAND HEALTH CONSUMER COUNCIL

## MINUTES

**Meeting, Thursday 24 September 2015 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House**

**Chair: Kevin Salmon**

Attendance	30 July 2015	27 Aug 2015	24 Sept 2015	29 Oct 2015	26 Nov 2015
Marilyn Edwards	✓	✓	✓		
Hikurangi Cherrington	x	x	✓		
Liz Cassidy-Nelson	✓5.09	✓	x		
Kevin Salmon (Chair)	✓	✓	✓		
Debbie Walker	✓	✓	✓		
Kathy Diamond	✓	✓	✓		
Tania Moriarty	✓	✓	✓		
Kathryn Sadgrove	✓	✓	✓		
Brian Vickers	✓	x	✓		
Chelsea Edmonds	✓	✓5.24	x		
May Seager	✓	✓	✓		
<b>In Attendance</b>					
Dr Michael Roberts Chief Medical Officer	X	✓	x		
Dr Alan Davis Clinical Director	x	✓	✓		
Margareth Broodkoon Director of Nursing and Midwifery	✓5.19	✓5.15	x		
Corrina Davis (Minutes)	✓	✓	✓		
Kerri Linklater	✓		✓		

✓ Present    x apologies given    o no information

Meeting commenced 5.00pm Hikurangi Cherrington opened meeting

1.	<b>Apologies:</b> Margareth Broodkoon, Liz Cassidy-Nelson and Mike Roberts						
2.	<b>Minutes of Last Meeting</b>						
2.1	<b>Minutes of the last meeting, Thursday 27 September 2015, deemed a true and correct account.</b> Moved by Debbie Walker and seconded by Marilyn Edwards.						
2.2	<b>Action Arising from Last Minutes</b>						
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;">ACTIONS</th> <th style="width: 20%;">WHO</th> <th style="width: 20%;">WHEN</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> <td> </td> </tr> </tbody> </table>	ACTIONS	WHO	WHEN			
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3.	<b>Christine McKerrow - Review of complaint letters</b>						
3.1	<p>Christine presented NDHB Complaints Management Manual with draft letters. Christine would like feedback once the Council members have reviewed the Manual and attached her contact details to the manuals distributed.</p> <p>Complaints are valuable for the organisation and a great source of data that can be used for improvement. Christine said the Manual is a living document that will be updated as improvements are made.</p> <p>The Electronic Bedside Survey is undertaken in Wards 1, 2, 3, 4, 14, 15, 16 and CCU and is being rolled out to District hospitals starting next month. Patient safety boards are going up around the hospital and will have results of patients experience in the hospital. Looking at putting up the A3 graphs (draft handed around) of the top four areas of satisfaction and 4 areas for improvement. NHCC thought it was a brave move and that patients would be interested in this information. Since last August there has been 1700 patients surveyed.</p>						

	<p>Would be good for NHCC to keep a track of what is happening with improvements and particularly those not being implemented, council could have oversight. Christine will keep us informed of how this is tracking.</p>
4.	<p><b>Di Davis – Electronic Transfer of Care document</b></p> <p>4.1 Dr Di Davis joined meeting on speaker phone 5.30pm and gave an overview of the Transfer of Care Summary document. An audit of 3 medical wards found only 71% of patients left with their transfer of care documents. We are trying to achieve a timely completion of the summary and trialling it on the 3 wards.</p> <p>We are aiming for everything to be covered off and completed at the time that the patients leave the hospital. Also the GP needs to get the electronic version of the Transfer of Care document in a timely manner once the patient has left the hospital. Currently writing 3 letters once the patient has been discharged from hospital.</p> <p>It is possible that there could be comprehension issues with this type of information being given to the patients. Feeling was that this TOC is unfair because it would be very hard to understand. In England letters are written primarily for the patients and secondly for the doctors. These letters are probably not helping with the timeliness of discharge for the patient either. <b>Kevin to draft up email for Mike Roberts to be review by the Council first re: NHCC involvement in the TOC. Kevin to ask Win Bennett and RMO in charge of the audit to the next meeting around how consumers can be involved.</b></p> <p>Di also working on Timely Transfer of Care Project update.</p>
3.	<p><b>Conflict of Interest</b></p> <p>3.1 May submitted her Interest Statement giving any nature of other interests:</p> <ul style="list-style-type: none"> <li>• Member of the Universal Newborn Screening Hearing Early Intervention Programme</li> <li>• Member of the Northhaven Hospice Cultural Responsive Group</li> </ul> <p>3.2 No other conflicts added to the register.</p>
4.	<p><b>Topic of the Day – Open Forum</b></p> <p>Debbie gave a summary on Northern Neighbourhood Healthcare Homes second meeting held at Hospice, very diverse group attended by both Marilyn and Debbie.</p> <p>Debbie and Kathy working on Acute General Medicine Services Design and Interim AMAU Project Board have sessions on 6 October with patients to get their experience.</p> <p>Shared care planning tool being demonstrated Tuesday 29 September. Would be appropriate for consumer representation. Alan said that Jenni Moore will have details. Marilyn, Brian and Kevin would like to attend, and cc in Tania. CCMS was run by HAS global. <b>CD done - followed up with Jenni and invites send to Marilyn, Brian and Kevin, also sent to Tania.</b></p> <p>May gave summary on her first meeting at the Hand Hygiene meeting. Debbie went to meeting at the hospital and asked who had washed their hands and there was no one, because they didn't want to touch the top of the dispensers. Brian noted during his recent stay in hospital, every one of the staff who attended him washed their hands.</p> <p>Kathy gave summary on her meeting with Karen Hale, Researcher around Parent and Professional Knowledge in relation to children with special needs in early childhood development.</p> <p>Tania has been asked to join the Telehealth steering group.</p> <p>Kevin and Marilyn have been invited to attend the Telephony project. No one wants an automated</p>

	<p>receptionist on the end of the phone.</p> <p>Alan asked if anyone was interested in attending 15 step programmes and needs consumers to participate. <b>Keri to flick out email with dates</b>, all members were interested.</p>
5.	<p><b>Consumer Engagement Guide V4</b></p> <p>5.1 Keri has put together a draft document on how to gain consumer input and guidelines around the acknowledgement of this. Keri gave out draft document for members to give feedback.</p>
5.	<p><b>Other Business</b></p> <p>5.1 List handed around of Consumers who have responded to the letter sent asking if they would like to participate in any future, one off events or workshops, this was to expand our numbers. Council member are invited to put other people on the list we think may be of benefit. Participants need to be proactive.</p>
6.	<p><b>Round Table</b></p> <p>6.1 Alan would like some guidance and advice about how to conduct ourselves for next influenza season, have previously had wards close due to visitors and Whānau coming in when they are sick. <b>CD to set aside time in February 2016 meeting to discuss. CD done - entered into diary.</b></p> <p>Debbie gave apologies for the next meeting.</p> <p>Marilyn excited by Neighbourhood Healthcare Homes. Some of the GP's are also interested in having consumer participation in some of their meetings. Heard great feedback from Ward 15 the other day.</p> <p>Brian – gave stories of his time spent in hospital recently.</p> <p>May – recent event day organised by May seen 14 health stalls but there was a broad representation overall.</p> <p>Hiku – will prepare report for Advanced Care Planning before next meeting, went to Barge Park and Ngati Hine Health workshops. The feeling was quite negative around the whole Advanced Care Planning for Maori. Transfer of Care would have created more discussion around how to assist Whānau before they get to that stage of ACP. Makes the job a lot easier, family could be supported around the care of the family member and what the requirements are but there was very little discussed about this.</p> <p>Kathy Diamond – thought that they should have more consumers at the ACP and less professionals. You don't get the feeling or true picture of the kaupapa of that meeting. The professionals gave the hui a different perspective, it was more around medicine not for the people. Kathy will do report re: palliative care Kaikohe and Rawene.</p> <p>December meeting will be held at Alzheimer's Office in Tikipunga, Whangarei. The DHB can provide nibbles and Kevin will provide refreshments, this will be the last for the year and will be held Thursday 3 December 5.00pm to 7.00pm. <b>CD done - to send invites.</b></p> <p>Meeting closed 7.07pm</p>

2015 Meeting schedule: Venue: Waipoua Meeting Room, Tohora House

Thursday 29 October

5.00 to 7.00pm

Thursday 26 November

5.00 to 7.00pm

Northland Health Consumer Council

Register of matters brought to the Attention

Date Signalled to CC Meeting		Request	Reported By	Comment/Action/Outcome	Member Assigned (if any)	Time commitment	Additional information	Follow up (if any)	Date By	NDHB staff contact
1	29/01/2015	<b>Visitors Policy</b>	Alan Davis	Review of policy and family presence policy	All			Ongoing	Open	
2	30/04/2015	Patient and Whanau Centred Care	Liane Penney	P&WCC project board requesting NHCC participation	Liz Cassidy-Nelson			Ongoing monthly meetings	Closed	
3	25/06/2015	<b>Palliative Care Workshops</b>	Kevin	Kathy Diamond will attend Kaitaia and Kaipara. Tania will attend the Kaikohe and Whangarei workshops	Kathy Diamond and Tania			Attendance at workshops 02-Sep	Closed	
4	25/06/2015	Advanced Care Planning for Maori	Kevin	Open to anyone if able to attend					Closed	
5	25/06/2015	Ward 15	Denise Watene	Invitation for any members wanting to view the ward with any comments around their 15 Step Challenge					Closed	
6	25/06/2015	Outsourcing of Catering Services	Marilyn	Update given by Alan Davis, the NDHB will not be contracting out catering or laundry services they will stay Status Quo					Closed	
7	25/06/2015	<b>APAC Forum</b>	Kevin	HQSC has sponsored spots, recommended Debbie Walker to attend the 4th APAC forum, Asia Pacific	Debbie Walker			Attend forum once HQSC has approved 23-25 September. HQSC did not approve.	Closed	
8	25/06/2015	Wellington Conference	Kevin	MOH supporting Kevin to attend	Kevin Salmon				Closed	
9	25/06/2015	Whangarei Hospital Urgent Care Governance Group	Kevin	Asked to participate in Whangarei Hospital Urgent Care Governance Group project, chaired by Nick Chamberlain around ED Dept. length of stay.	Kevin Salmon			Ongoing monthly meetings	Closed	
10	25/06/2015	Clinical Governance Board	Alan Davis	The Chair of NHCC unanimously voted to be included on the Board	Kevin Salmon			Ongoing monthly meetings	Closed	
11	25/06/2015	<b>Child Health Quality Group</b>	Alan Davis	Have asked if NHCC would provide consumer input. Alan to give members assigned contacts to them.	Kathy Sadgrove, Hiku, Tania and Liz			Future events		
12	25/06/2015	<b>Northland Clinical Governance forum</b>	Alan Davis	Asked for NHCC input around discharge and restructure of the documentation to be more consumer friendly	Kevin					
13	30/07/2015	Acute General Medicine Services Design and Interim AMAU Project Board	Debbie and Kathryn	Asked if NHCC would provide consumer input. Trying to improve and achieve targets to speed up and improve the patient journey.	Debbie Walker and Kathryn Sadgrove			Ongoing monthly meetings	Closed	
15	30/07/2015	Neighbourhood Healthcare Homes	Debbie and Marilyn	Breakfast at Pehiaweri Marae, NHH Care Select Launch - NHH project aims to support primary health care to become better connected.	Debbie Walker and Marilyn Edwards			Ongoing monthly meetings	Closed	

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16	30/07/2015	Hand Washing	Kevin	Hand Washing Meetings held every 2 <sup>nd</sup> Tuesday of the month (next 8-Sep). Premila checking if May is required for every meeting.	May Seager			Ongoing monthly meetings	Closed	
17	30/07/2015	Cardiac Rehab Redesign Project	Kevin	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Chelsea Edmonds			Attendance at meeting 9 October changed to 1 September	Closed	
18	30/07/2015	Stroke Rehabilitation	Kevin	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Chelsea Edmonds and Kevin Salmon			Attendance at meeting 26 August	Closed	
19	30/07/2015	Northern Electronic Health Record (NEHR)	Margareth	Launch EPIC. EPIC is the tool to an electronic approach to the health records.	Marilyn Edwards and Debbie Walker			Attendance at meeting 6 August 2015	Closed	
20	27/08/2015	Quality improvement directorate	Keri	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	Brian Vickers	2.5 hours+ monthly (3rd Thursday of month from 9-11.30am)	QID TOR to be provided	17-Sep	Closed	Christina Ross (Quality manager)
21	27/08/2015	Consumer representation on Telehealth steering group	Keri	Bi-monthly meetings + other pieces of work as necessary eg, feedback on document and policy reviews		Tania Moriarty	Interest in technology would be helpful but not essential	Meets Bi monthly	Closed	Roy Davisdon (Telehealth programme manager)
22	18/08/2015	Advanced Care Planning for Maori	Jessica O'Donnell	Attendance 2nd Workshop to review National ACP document and its cultural appropriateness for Maori	Kathy Diamond and Hikurangi Cherrington	10 September 2015 9.00am to 2.00pm	Torongare Room, Hauora Whanui, Kawakawa 10-Sep		Closed	
23	19/08/2015	Karen Hale, Researcher	Kevin	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	Kathy Sadgrove	2x 45 minute interviews 1x 60 minute observation	07-Sep		Closed	Karen Hale
24	07/09/2015	Simon Harger-Forde	Keri	30min prep, 29/09/2015 9.00am to 12.00pm, 1 hr reading/reflection and mid-end of November 3 hrs	Kevin Salmon Brian Vickers	30 minute prep 3 hrs 29 September 1 hr reflection 3 hrs mid-November				
25	15/09/2015	Darren Manley	Alan Davis	<b>Consumer input into telephony project.</b> The DHB telephone system is due for update. As this is the process where the community often has first contact with the DHB, it is important to have consumer participation with the choice and configuration of the product.	Kevin and Marilyn	TBC				
26	23/09/2015	Information for consumers and health providers - Jenni Moore	Keri	Consumer representation at a meeting to discuss needs, available options and shared approach	Marilyn and Kevin	16 October 1.30-2.30pm	Warawara room, Tohora House		16-Oct	Jenni Moore
27	24/09/2015	Jenni Moore	Alan Davis	Shared care planning tool being demonstrated Secondary Care focussed	Marilyn, Brian and Kevin	29/09 11.00am to 2.30pm 29/09 3.00pm to 5.00pm	Waipoua Meeting Room		29-Sep	Jenni Moore

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28	24/09/2015	Alan	Alan Davis	15 Steps Programme	TBC	TBC	TBC	TBC	Keri
		NHCC Rep nominated but meetings on-going							
		Open							

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