

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 25 February 2016 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House

Chair: Chelsea Edmonds

Present:					
	Marilyn Edwards	✓	Tania Moriarty	✓	
	Hikurangi Cherrington	✓	Kathryn Sadgrove	✓	
	Liz Cassidy-Nelson arrived (5.10pm)	✓	Brian Vickers	✓	
	Kevin Salmon (Chair)	x	Chelsea Edmonds	✓	
	Debbie Walker	✓	May Seager	x	
	Kathy Diamond	✓			
In Attendance:					
	Dr Michael Roberts Chief Medical Officer (arrived 5.16pm)	✓	Corrina Davis (Minutes)	✓	
	Dr Alan Davis Clinical Director	x	Keri Linklater	x	
	Margareth Broodkoorn Director of Nursing and Midwifery (arrived 5.07pm)	✓			
Visitors:					
Apologies: Kevin Salmon, May Seager, Keri Linklater					
Meeting Opened: Hiku Cherrington opened meeting 5.00pm					
1. Minutes and matters arising					
1.1	Minutes of the last meeting held 28 January 2016 deemed a true and correct record. Moved by Kathryn Sadgrove and seconded by Marilyn.				
			Actions	Who	
			When		
	1.	To ask CGB about the outcome from the Ward 2 Tracer audit		Alan/Kevin	Wait for Alan's return
	2.	Send original application documentation with application for recruitment of new members. CD to re-do and put on agenda when has		CD	Done
	3.	Kevin to re-send report he completed for Nick to members		Kevin	For next meeting
	4.	Send Margareth survey monkey questions		CD	Done
2. Conflict of Interest					
2.1	No new conflicts of interest.				
3. Topic of the Day – Open Forum					
3.1	<p>Hiku – Kevin, Brian, May and Hiku attended the community pharmacy consultation held in Kerikeri. About 50 pharmacists were present from all around Northland. The idea was rather than making appointments at the doctors, you could seek advice from pharmacists. Hiku had never thought about going to a pharmacy instead of a doctor before for health advice. Pharmacists may be able to do limited prescriptions. Often pharmacists pick up prescribing errors, and check whether your new medication will react with what you are already taking etc. There were discussions around addressing how to get medication out to people i.e. elderly, people with disabilities, live rurally. Otuihau C3 where looking at funding community pharmacists who could visit people in their homes and look at what medications they are on and check stocks for old expired medication. MOH are going to collate all the information from the pharmacists throughout the country. They will then set up another hui to discuss the outcomes. It can be embarrassing for people if they have to discuss, in the open public pharmacy their</p>				

private health issues. The pharmacies are supposed to have a private consultation room for this purpose. There is no data on how many prescriptions have not been collected due to cost? However this was a well-covered topic at the hui.

Mike – had a good afternoon, talked to a family who lost their mother a year ago and the problems related to her dying at home. Came to a good solution which Mike credited to his learning's from this group.

Kathryn Sadgrove – went to the maternity building opening, thought it was absolutely stunning, big rooms, some with a big bath in the room, absolutely amazing to walk through. Well done, it is beautiful.

Liz – came to the hospital a couple of days ago to go to ED. Got to the front door and got lost. Suggestions have been put forward but there does not seem to be any changes in the signage. ED is to run the 15 step challenge so can find out what is happening then.

Brian – had someone ask about visiting hours. Was told to let staff know the day before if they plan to visit outside the visiting hours. Brian had final session of the Sexual Health Planning co-design process there was a mix of providers and consumers, they had ideas that Brian and Kevin had put forward on a wall, and work shopped around them. Was a very good process. There was a whole lot of other consumers there which was really good to see.

Margareth – is looking at implementing the partners in care and visitors policy in the medical wards. Margareth is currently working on the patient pamphlet and information pack for families and would like consumers and staff input on working through valid concerns when writing these up. Debbie and Kathy Sadgrove would like to be on the co-design working group to assist with input. The new policy has been put on the intranet for feedback but has not received any. There have been 170 views but no comments.

Ward 15 has completed the 15 steps challenge and is working really well on Patience and Whānau Centred Care. Denise has been waiting for the policy to be released and the ward doing very well. Staff need to understand the processes and information, it is also about empowering the patient and Whānau.

Margareth has been on the NEHR consumer group and they are seeking nominations from consumers. Unfortunately commitment of time is unclear at this stage, (attached NEHR Consumer Working Group information sheet) information sheet handed around. EPIC is the name of the product. Marilyn, Debbie, would be interested in attending this. Margareth will complete a submission to send through.

Marilyn – attending Health of Older People meeting on 9 March. Initial date changed, looking forward to attending this one.

Liz –thought the 15 step challenge was a fabulous process. Attended the Oncology challenge and the service was spot on, patients willingly opening up and giving feedback. The only let downs were limited colour and vibrancy and the walls that had the pledges on in reception looked more like a memorial wall. The Charge Nurse Dee and staff were willing to learn, hear and make changes. Liz loves doing the 15 step challenge and wants to look at doing this with general practice. People outside of this group could contribute to this piece of work. When you hear stories from people about DHB bring them back here so we can hear them as a group. Making a compliant is a big thing for some people, so Liz would like to contribute a report to NHCC so we can have some discussion.

Tania - and Kathy went to the Maternity Clinical Governance Group meeting and also a pre meeting for Child Health Clinical Governance Group. It was great to have the opportunity of the pre meeting, it gave background which was really appreciated. The MCGG sent all the information a couple of days before the meeting, just didn't get a chance to read everything and interpret before the meeting. It was a lot of information to take on board. Tania has the telehealth meeting in a couple of weeks. Roy has been in contact and made time to give Tania a heads up on Telehealth. If representatives of the various groups make time to give you the background etc., they get more value from the

	<p>consumer. This is a lot of work and would like to be on a lot more but you just need to know when enough is enough.</p> <p>This is also a new process for a lot of people and to be useful they need to put it in a way that you understand.</p> <p>Kathy Sadgrove - met again with Karen Hails. Kathy got another couple of parents together for Karen and they met and discussed common threads, and how much support was received. Karen taped the whole thing, it was a really good morning. Karen took a lot away from this.</p> <p>Chelsea – now part of the Equity Kaitiaki Group. I listened to everyone, it was very full on and goes very quickly but a few things stood out. Rural cardiac clinics no longer available, how do Whānau access this? Mike said the intension is not to cancel the clinics long term, some clinics are quite small, we are trying to build stronger cardiac clinics but certainly not wanting to take services away from the rural regions.</p> <p>How many of the Board members are aware of what consumers think? Mike said they do get a quality and safe report that gives a good sample of what inpatients are thinking of hospital services, but this doesn't cover outpatients or primary care and this should be looked at again. Most of the outpatient feedback was around waiting times for their appointments. Debbie noticed in outpatients a nurse came around asking if anyone had been waiting for more than 20 minutes, and if so she would follow their appointment up.</p> <p>Liz - how does the board maintain their consumer lense at every meeting? Margareth said a Board meeting is an open public forum, and some members were appointed by the Minister of Health and some elected by their communities. Board members do bring commentary from the community.</p> <p>Action Point: Margareth asked Kevin about the NHCC speaking to the Board over the next couple of months.</p> <p>OO Day do they include content around Patient and Whānau Centred Care, Mike said yes they do, they have a prepared set of slides and there is a part of this focused on PWCC. This is shared around the GM's to deliver. Marilyn asked if a segment of the OO Day could focus on the new Partners in Care and Visitors policy. Margareth said yes this is a really good place to start that conversation.</p> <p>Kathy Diamond – Advanced Care Planning for Maori meeting on 12 April, Margareth hoping to launch the new Maori ACP tool. Currently still finalising contents of the tool. We will profile next month with Kaumatua and Equity Kaitiaki Group. The tool will be based on the Waka model, so Northland Waka is being carved to be the face of what we are doing. This will be a Te Tai Tokerau view.</p>	Kevin	
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4.0	Story of the Month Roster		
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4.1	<p>The intranet and internet sites are being revised and have links to our new web forms for requesting consumer input and feedback and will eventually have the recruitment application and process. Currently it has a story of the month and Kevin has held that spot for a little longer than a month with his story. We thought it would be great to rotate and have one member write a story each month. This means it stays current and you will only need to write one story a year. Thanks to Chelsea who has put up her hand to go first.</p> <p>The Story Roster</p> <table border="1"> <thead> <tr> <th></th> <th>Story by</th> <th>Month Story on web page</th> </tr> </thead> <tbody> <tr> <td>Chelsea Edmonds</td> <td>04/03/2016</td> <td>March 2016</td> </tr> <tr> <td>Marilyn Edwards</td> <td>31/03/2016</td> <td>April 2016</td> </tr> <tr> <td>May Seager</td> <td>28/04/2016</td> <td>May 2016</td> </tr> <tr> <td>Hikurangi Cherrington</td> <td>26/05/2016</td> <td>June 2016</td> </tr> <tr> <th></th> <th>Story by</th> <th>Month Story on web page</th> </tr> <tr> <td>Debbie Walker</td> <td>30/06/2016</td> <td>July 2016</td> </tr> </tbody> </table>		Story by	Month Story on web page	Chelsea Edmonds	04/03/2016	March 2016	Marilyn Edwards	31/03/2016	April 2016	May Seager	28/04/2016	May 2016	Hikurangi Cherrington	26/05/2016	June 2016		Story by	Month Story on web page	Debbie Walker	30/06/2016	July 2016		
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Kathy Diamond	28/07/2016	August 2016		
Tania Moriarty	25/08/2016	September 2016		
Kathryn Sadgrove	29/09/2016	October 2016		
Brian Vickers	27/10/2016	November 2016		
Liz Cassidy-Nelson	24/11/2016	December 2016		
Kevin Salmon	26/01/2017	February 2017		
Debbie thanked all for coming and meeting was closed by Hiku at 6.25pm.				

Next Meeting Thursday 31 March 2016 at 5.00pm
Venue: Waipoua Meeting Room, Tohorā House

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									
●	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	Margareth Brookkoom	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
●	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 5882, email ksadgrove@xtra.co.nz Debbie Walker 027 277 3995, email debz.w@xtra.co.nz	1-1.5 hour meeting, fortnightly for next 8-10 weeks. Specific to be confirmed	To be confirmed	I don't have a budget (working on this issue) yet can NHCC funds cover this please???			Keri Linklater 021 518 087
●	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	Chelsea Edmonds 021 150 9388, email: shelsea0312@gmail.com Liz Cassidy-Nelson 09 436 4022, 027 436 4022 lnelson@clear.net.nz Kathy Sadgrove 027 215 5882, email ksadgrove@xtra.co.nz Debbie Walker 027 277 3995, email debz.w@xtra.co.nz	1-2 hours to complete the challenge Tentative dates suggested, either Wednesday 16th March or 25th March	Whangarei hospital	No I have no money :(TBC	Keri Linklater
●		Mike Roberts	Assessment of Year 1 & 2 Medical Students	Kevin	Kevin	10-12 hours					Mike
●	15/09/15	Darren Manley	Consumer input into telephony project. 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.	Alan Davis	Kevin and Marilyn	TBC					
●		On-Going Meetings									
●	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	Pohutakawa Room, L2, Maunu House			8 February, 21 March, 2 May.	Lyn Rostern 021446203 lyn.rostern@northlanddhb.org.
●	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, Population 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 hiku_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.		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 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	Closed	
●	30/07/15	Hand Washing	Hand Washing Meetings held every 2nd Tuesday of the month (next 8-Sep). Premia checking if May is required for every meeting.	Kevin	May Seager				Ongoing monthly meetings	Closed	
●	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)
●	25/06/2015	Clinical Governance Board	The Chair of NHCC unanimously voted to be included on the Board	Alan Davis	Kevin Salmon				Ongoing monthly meetings	Closed	
●		Closed									

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
●	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@alzheimer.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@haurawhianui.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 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 Dreadon)	Kevin, Debbie, Marilyn	4.15 - 4.45pm	Whangarei hospital	N/A		Thursday 28 January	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, Haurora 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