

# NORTHLAND HEALTH CONSUMER COUNCIL

## MINUTES

**Meeting, Thursday 25 June 2015 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House**

**Chair: Kevin Salmon**

Attendance	16 Dec 2014	29 Jan 2015	26 Feb 2015	26 Mar 2015	30 Apr 2015	28 May 2015	25 June 2015
Alan Davis (Chair)	✓	✓	✓	✓	✓	✓	✓ VC
Marilyn Edwards	✓	✓	✓	✓	✓	✓	✓
Hikurangi Cherrington	✓	✓	✓	✓	✓	✓	✓
Liz Cassidy-Nelson	✓	X	✓	✓5.22	✓	✓	x
Kevin Salmon	✓	✓	✓	X	✓	✓	✓
Debbie Walker	✓	✓	✓	✓	✓	✓	✓
Kathy Diamond	✓	✓	✓	✓	✓	✓	✓
Tania Moriarty	✓	✓	✓	✓	✓	✓	✓
Kathryn Sadgrove	✓	✓	✓	✓	✓	✓	✓
Brian Vickers	✓	✓	✓	✓	✓	✓	x
Chelsea Edmonds	✓	✓	✓	✓	✓	o	x
<b>In Attendance</b>			✓	✓	✓	✓	✓
Dr Michael Roberts Chief Medical Officer	✓	X	✓	✓	x	5.17	x
Dr Alan Davis (Chair)	✓5.12		✓	✓	✓	✓	✓
Margareth Broodkoon Director of Nursing and Midwifery	✓	✓	✓	X	✓	✓	x
Liane Penney (Minutes)	✓	x	✓	X	✓	x	x
Corrina Davis (Minutes)		✓	x	✓	x	✓	✓

✓ Present    x apologies given    o no information

### Meeting commenced 5.03pm

<b>1.</b>	<b>Apologies: Liz Cassidy-Nelson, Mike Roberts, Margareth Broodkoon, Chelsea Edmonds and Brian Vickers</b> – moved by Kevin, second by Tania, all in favour																												
<b>2.</b>	<b>Minutes Last Meeting</b>																												
<b>2.1</b>	Minutes of the last meeting, Thursday 28 May 2015, deemed a true and correct account - moved by Hikurangi and second by Debbie, all in favour																												
<b>2.2</b>	<b>Action Arising from Last Minutes</b>																												
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<b>3.</b>	<b>Conflict and/or Register of Interests Update</b>																												
<b>3.1</b>	<b>Amendments to Conflicts of Interest</b> - Conflicts of interest should be declared on a meeting-by-meeting basis as issues arise.																												

<p><b>4.</b></p> <p><b>4.1</b></p>	<p><b>Topic of the Day</b></p> <p><b>Round Table</b> Lyn Rostern has asked consumers to attend the Palliative Care Workshops, Kathy Diamond will attend the Kaitaia and Kaipara workshops and Tania will attend the Kaikohe and Whangarei workshops.</p> <p>Advanced Care Planning for Maori being held next Friday at Barge Show grounds for those able to attend.</p> <p>Kevin suggested maybe we get more people to assist with future requests. May Seager has submitted a nomination of interest to become part of the NHCC. What will be the process for people to come on board? We need to consider members for where we have gaps. A couple of members can get together to interview prospective members. TOR currently does not allow the Council to co-op members for projects, this will need to be amended. Current members brought on board were considered because of their previous personal health experiences.</p>
<p><b>5.</b></p>	<p><b>Denise Watene, 15 Steps Programme</b></p> <p>Clinical Nurse Manager of Acute Stroke and Rehab Ward. Presented power point on The Fifteen Steps Challenge which Arose from NHS Productive Ward Series - "I can tell what kind of care my daughter is going to get within 15 steps of walking on a ward".</p> <p>Ward 15 formed a team for their 15 Steps Challenge. A Toolkit was made up of 4 Themes: Welcoming, Safe, Caring and involved, Well organised and calm. The walk around group where able to give feedback on what they seen and felt. They identified: the reception needs to be opened up, redesigning the welcome signs, provide orientation pack and give information about different coloured uniforms. Ward was quite tired, quite cluttered, and had an information overload with posters.</p> <p>Denise invited members to Ward 15 and would be interested in any comments. Said that there was a lot that they can do to make a difference without a huge cost.</p>
<p><b>6.</b></p>	<p><b>NDHB Catering Services – Marilyn</b></p> <p>Marilyn had an email from a Parkinson's group member asking about the catering service and whether the service is being outsourced. What is the update on this decision? Alan confirmed Northland will not be contracting out food or laundry services. It will remain Status Quo which is that the food will continue to be cooked on site and laundry will also continue to be done on site.</p>
<p><b>7.</b></p>	<p><b>Invitation to Auckland Conference – Debbie</b></p> <p>Kevin received an email from HQSC who had sponsored spots for the APAC forum in Auckland and asked if anyone was interested in attending. The forum runs from 23 – 25 September 2015. If approved by HQSC Debbie Walker will be attending. This is the 4<sup>th</sup> APAC forum, Asia Pacific, and is a great opportunity to hear about the latest thinking and networking. Cost is around \$2000 for registration. Kevin has told Nick Chamberlain he did not see NHCC as a cost centre for NDHB.</p> <p>Internationally there is more expectation around how consumers want information and published data around their medical professionals and treatment.</p> <p>Kevin has been invited to a Wellington conference, MOH have paid for flights.</p> <p>Nick has put together an emergency group around ED Department length of stay and Kevin has been invited to participate. There is a public information process that could be helpful to reduce people coming into ED instead of going to White cross or their GP. In 2018 a new ED is intended but what happens until this time? Looking at the 22% who present at ED who have been referred from the GP's, exploring an interim acute medical assessment unit. Why are people turning up with little minor things, it is because they cannot afford to go to the GP. There is a lack of information around what it will cost you at White Cross. Have the free visits for under 13 year olds had a flow on effect? Mike Roberts is analysing this information and will be able to present later in the year.</p>

<b>8.</b>	<p><b>General Business</b></p> <p>Debbie – wanted Commercial Services as an additional Area of Interest. The Visitors policy is being implemented in Ward 15, Alan will talk to Denise to find out an update.</p> <p>Alan</p> <ul style="list-style-type: none"> <li>• Clinical Governance Board met last week and voted unanimously to include the Chair of the NHCC on their Board.</li> <li>• Has a meeting with the Child Health Quality group on Monday morning and they want a consumer presence. Alan to give them Kathy Sadgrove, Hiku, Tania and Liz contacts.</li> <li>• Can't access drop box</li> <li>• Northland clinical governance forum, met last night. They are doing a piece of work around discharge and how to restructure the document making it more consumer friendly. Have asked NHCC to have some input.</li> </ul> <p>Kathy - attended the cancer meeting with Lyn Rostern, and found it difficult to get around all the abbreviations. We should demand explanations, we should not accept that they will talk in acronyms so we need to train them.</p> <p>Tania - found a website of how all the DHB are performing was very interesting <a href="http://www.trendly.co.nz">www.trendly.co.nz</a> .</p> <p>Kathy – would like to be included on the review for parking, still very passionate around the parking.</p> <p>Finished at 6.30pm</p>
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**2015 Meeting schedule: Venue: Waipoua Meeting Room, Tohora House**

Thursday 30 July	5.00 to 7.00pm	Thursday 29 October	5.00 to 7.00pm
Thursday 27 August	5.00 to 7.00pm	Thursday 26 November	5.00 to 7.00pm
Thursday 24 September	5.00 to 7.00pm		