

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 26 November 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	✓	✓	✓	x	x
Hikurangi Cherrington	x	x	✓	✓	✓
Liz Cassidy-Nelson	✓5.09	✓	x	x	x
Kevin Salmon (Chair)	✓	✓	✓	✓	✓
Debbie Walker	✓	✓	✓	x	✓
Kathy Diamond	✓	✓	✓	✓	✓
Tania Moriarty	✓	✓	✓	x	✓
Kathryn Sadgrove	✓	✓	✓	✓	✓
Brian Vickers	✓	x	✓	✓	✓
Chelsea Edmonds	✓	✓5.24	x	x	✓
May Seager	✓	✓	✓	✓	✓
In Attendance					
Dr Michael Roberts Chief Medical Officer	x	✓	x	x	x
Dr Alan Davis Clinical Director	x	✓	✓	x	5.07
Margareth Broodkoon Director of Nursing and Midwifery	✓5.19	✓5.15	x	✓	5.14
Corrina Davis (Minutes)	✓	✓	✓	✓	x
Keri Linklater	✓		✓	✓	✓
Nick					✓

✓ Present x apologies given o no information

Meeting commenced 5.00pm and was opened by Hiku.

1.	Apologies: Marilyn Edwards, Mike Roberts, Corrina Davis						
2.	Minutes of Last Meeting						
2.1	Minutes of the last meeting, Thursday 29 October 2015, deemed a true and correct account.						
2.2	Action Arising from Last Minutes						
	<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.	<p>Nick Chamberlain Acknowledged and thanked everyone for the work they do. Having consumer input across the organisation is a big change, one of the great initiatives of the patient and whanau centred care project and something we are very proud of. Acknowledged Alan Davis as being instrumental in establishing the group.</p> <p>Kevin mentioned the October / November NHCC feedback survey results, completed by staff who recently engaged with the consumer council. The survey sample was small (n=7) but responses were extremely positive.</p> <p>Nick mentioned the health pathway work and the fact that the development of the consumer driven side felt weak, something he wouldn't have picked up on a year ago before the consumer council was established.</p> <p>Debbie attended the health pathways meeting and saw huge value in pathways due to standardising. There are some barriers for Māori, not being made to feel welcome by reception, not being able to make an apt when they need it – this won't be solved by the pathways.</p> <p>Alan – health pathways aren't focussing on consumer information. Meeting with health point next week to investigate opportunities for consumers.</p> <p>Nick left at 5.18</p>						
4.	Conflict of Interest No changes.						

5.	<p>Partners in Care policy - Margareth Reformatted since last meeting – the content is the same. Has been signed off by the Operational Management Group.</p> <p>Alan mentioned he is not happy with some of the content. Discussed at Clinical Governance Board (CGB) last week and agreed that the policy be co-signed by NHCC. Margareth advised she was unable to attend the CGB meeting so was not aware. Decision made for Kevin to review and approve the policy on behalf of the group. Margareth to send PIC policy to Kevin.</p> <p>There was considerable consultation during development of the policy, it may not be perfect but we needed to land and start implementation with training in the new year. There are challenges in that we've outgrown the space available here so it's how to manage that pressure. Kevin mentioned the opportunity when training staff of having CC members involved. Margareth advised she plans to come back in the new year with a draft framework/plan of what training and implementation will look like.</p>
6.	<p>NZ Health Strategy May, Brian, Kathy S and Hiku attended the Whangarei session; Kathy D attended the Waitangi session. Key point that caught our attention is they are talking about more local delivery of healthcare for people who need it, closer to home. Also talked about utilising local people with key networks (navigation). Submissions close next Friday 4th. There are group and individual submission options.</p> <p>Brian to put together a draft response for the NHCC and circulate to members for input. Anyone can put in an individual submission as well. Brian to draft submission and circulate to group asap.</p> <p>Hiku – felt the focus was more on patients than family, gave a real life example of a man who lived rurally and went home without whānau support after being in hospital and had another accident, demonstrating the importance of support for involvement.</p>
7.	<p>Same-day access to notes for inpatients - Alan Came out of PWCC steering group mtg. Current standard is an obligation to respond within 20 working days, though it's different when you are an inpatient. The issue was raised at the CGB last week – the ideal would be for patients to have access in real time, there may be exceptions in some cases eg, mental health. In an electronic environment this should be fine to have real time access.</p> <p>This is more difficult when dealing with paper based records – there needs to be supervisions (to prevent ripping out pages) and help with interpreting information.</p> <p>Kevin felt the more important issue is that the hospital knows the stuff about me that other providers have, St John, GP, ortho surgeon. Is there a big master plan to have one system accessible to all?</p> <p>Alan – the system in health far more complex than a banking system etc. Minister for health announced a concept that there will be one electronic health record system, probably more than one product or suite of products but one system that will integrate. The time frame for Northland getting this implemented is 7 years. Epic is the system will cost 0.5 billion.</p>
8.	<p>Recruitment of new members to the consumer council - Kevin Johnny Wilkinson - CEO at Tiaho disability trust has inquired about becoming a member. Kevin has let him know we are not here to represent groups/networks; it's about representing your experience as a patient/whānau. Johnny is already on a number of DHB consumer groups. Want your thoughts on having him on the group and the process for recruiting new members.</p> <p>Alan – we were very cautious when going through the recruitment process that we selected people for their experience first and foremost and networks second. The TOR includes detail about membership term but not how new members are recruited. Technically half the group have come to the end of their term already, though the membership term can be rolled over</p> <p>Brian – keen to retain interview process</p> <p>Tania – there should be some sort of succession planning</p> <p>Alan – there is the second tier of consumers, they could be trained up, partner with them when you have meetings that need more than one representative and mentoring them, repeating training periodically.</p> <p>Kevin – we need to consider who would be involved in interview, this could be the chair and 2-3 others</p>

	<p>including a DHB representative.</p> <p>Agreed for Kevin to revisit the TOR and in terms of recruiting new members and come back with some ideas of what that looks like by next meeting in January 2016.</p>
9.	<p>Northern region Electronic Health Record (NEHR) - Margareth</p> <p>Margareth is on the NEHR group led by Will Reddy and Sasha? – has had one meeting and brings an update back for the group – see draft information sheet include with the agenda. Under NEHR there are 6 working groups, one of the working groups will be the consumer subject matter expert and want to confirm the process for allocating NHCC members to that group.</p> <p>Limited details on meeting details at the moment but it will be a long journey, potentially five year implementation plan – linked to Epic.</p> <p>The Epic kick-off event here in Northland went really well, Sasha was impressed with the consumer representation and willingness to work in partnership with consumers. There is a roadshow on 10th Dec at ADHB so short notice but another event will be held early next year.</p> <p>Can't be sure of the time commitment for consumers but anticipate it will be considerable – will be using VC to keep the carbon footprint down.</p> <p>Agreed to follow the normal process for requesting input from council members, involvement in the group may rotate over time. Margareth to send the NHCC summary of interest web form to NEHR.</p> <p>Council members happy to share their process for requesting and allocating members with other groups.</p>
10.	<p>PWCC vision statement</p> <p>What do we think a persons and whanau centred health care will look like in five years' time if we are successful?</p> <p>Thoughts from the group:</p> <ul style="list-style-type: none"> - Everyone to be involved. If I was a patient and my family was there I want my family to be included, don't want Drs to talk just to me. I want them to be involved in the consultations, Drs to do rounds when someone is there. - Listened to - Respect and values – we all have diff values, important that this is understood. - Patients and family having information they need and knowing the outcome of the choices they make and being given the chance to decide if that is the outcome they want. - Have an ability to have input in your care and be able to say no - What's imp for me might not be imp for you - People want to see their community reflected in the place they go to, they feel more comfortable – these are more important particularly, for minority groups. You don't have to make it like it's being at home but some effort to make people feel welcome or at least something that they identify with, will make them feel like someone has made an effort to know me.. Feeling comfortable, welcomed and acknowledged. - People want to be treated with dignity, respect, welcomed, family to be treated with respect, quality of care regardless of what you're here for. - Putting family and patients first. - It's about PIC policy and having visitors/whānau be there to help patients get better faster - Staff allowed grandkids one at a time to stay overnight – great experience for family and for staff - Health strategy plan is based around families caring for patients when they are in hospital. <p>Kevin asked everyone to have a think and come back with any further ideas. Wants it to be something that really reflects what NHCC is about.</p>
11.	<p>Open forum</p> <p>Kathy S</p> <p>Attended the maternity services clinical governance meeting – would have liked to have gone in with a bit more background knowledge and preparation. There wasn't an opportunity to meet with the project lead prior to be briefed on what was happening – this has been the case with other projects and has been extremely helpful.</p> <p>General discussion around prep before-hand to help consumers. Chair needs to be inclusive of</p>

consumers but also give opportunity for them to give feedback later once they've had a change to consider. If you give feedback and it's not taken notice of then what happens? If you are feeling that you're not being heard or listened to, let the chair of the project know in the first instance and then bring concerns back to NHCC. The consumer engagement guide touches on these aspects, it's the responsibility of staff to go back to the guide.

Brian

Attended quality group meeting – discussion about the tracer audit of ward 2, a number of possible improvement identified and will be reported back to ward staff though there is some concern from auditors that it may not result in any practical changes.

Alan / Kevin to ask CGB about the outcome from the audit.

Kathy D

Attended the cancer steering group meeting on 2nd November and health strategy meeting on 5th November - felt the meeting was not as well run as it could have been.

Tania

Telehealth meeting was last week, couldn't attend because of work but have received all the info from the project lead. Offered to go to maternity group with Kathy. Chelsea also interested.

Alan

Reviewing key stroke pathways in northern region and up here using a consumer engagement process and meeting with clinical teams. Regarding earlier conversation about TOR – if everyone is happy to be reappointed asked **Kevin to send a letter to Nick recommending he reappoint everyone for another two years.**

Hiku

Attended health strategy review in Whangarei.

Deb

Attended various meetings this month including Otuihau c3, tamariki whānau friendly, long-term conditions and health pathways – see report.

May

Attended hand hygiene, also emailed in information when couldn't attend a previous meeting. The sticker idea will be rolled out before the end of the year. Also discussed an idea for using kids in marketing campaign.

Kevin

Finishing up year one doctor signoff and CGB when available. Meetings with Nick every quarter.

Meeting closed 7.15

Meeting Dates for 2016

Thursday 28 January 2016 at 5.00pm	Thursday 28 July 2016 at 5.00pm
Thursday 25 February 2016 at 5.00pm	Thursday 25 August 2016 at 5.00pm
Thursday 31 March 2016 at 5.00pm	Thursday 29 September 2016 at 5.00pm
Thursday 28 April 2016 at 5.00pm	Thursday 27 October 2016 at 5.00pm
Thursday 26 May 2016 at 5.00pm	Thursday 24 November 2016 at 5.00pm
Thursday 30 June 2016 at 5.00pm	Thursday TBC December 2016 at 5.00pm

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	Date Required	NDHB staff contact
●		Current							
●		Mike Roberts	Assessment of Year 1 & 2 Medical Students	Kevin	Kevin	10-12 hours			Mike
●	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	4 Nov	
●	24/09/15	Alan	15 Steps Programme	Alan Davis	Liz Cassidy-Nelson	1.5 hours		3-Nov	Keri
●	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							
●	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	3 Nov	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)			Christina Ross (Quality manager)
●	30/04/15	Patient and Whanau Centred Care	P&WCC project board requesting NHCC participation	Liane Penney	Liz Cassidy-Nelson			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			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			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			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			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			Closed	Roy Davisdon (Telehealth programme manager)
●	25/062015	Clinical Governance Board	The Chair of NHCC unanimously voted to be included on the Board	Alan Davis	Kevin Salmon			Closed	
●		Closed							

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●		+ Current							
●		+ On-Going Meetings							
●		- Closed							
●	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 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			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			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			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			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			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			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			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 Chemington	10 September 2015 9.00am to 2.00pm		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		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		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		Closed	Jenni Moore