

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 27 August 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
Alan Davis (Chair)	x	✓			
Marilyn Edwards	✓	✓			
Hikurangi Cherrington	x	x			
Liz Cassidy-Nelson	✓5.09	✓			
Kevin Salmon	✓	✓			
Debbie Walker	✓	✓			
Kathy Diamond	✓	✓			
Tania Moriarty	✓	✓			
Kathryn Sadgrove	✓	✓			
Brian Vickers	✓	x			
Chelsea Edmonds	✓	✓5.24			
May Seager	✓	✓			
In Attendance					
Dr Michael Roberts Chief Medical Officer	X	✓			
Dr Alan Davis (Chair)	x	✓			
Margareth Broodkoom Director of Nursing and Midwifery	✓5.19	✓5.15			
Corrina Davis (Minutes)	✓	✓			
Kim Tito Presenter	✓				
Kerri Linklater	✓				

✓ Present x apologies given o no information

Meeting commenced 5.05pm Kathy Diamond opened meeting

1.	Apologies: Brian Vickers, Hiku Cherrington moved by Debbie Walker seconded by Marilyn Edwards								
2.	Minutes of Last Meeting								
2.1	Minutes of the last meeting, Thursday 30 July 2015, deemed a true and correct account. Moved by Liz Cassidy-Nelson and seconded by Tania Moriarty.								
2.2	Action Arising from Last Minutes								
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 5%;"></th> <th style="width: 60%;">ACTIONS</th> <th style="width: 15%;">WHO</th> <th style="width: 20%;">WHEN</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>ACTION: NHCC writing of Bio, Kevin asked the remaining members to get their Bio's in. Bio's will be put in Dropbox until all collected at which time will go onto the web.</td> <td>NHCC</td> <td>Done</td> </tr> </tbody> </table>		ACTIONS	WHO	WHEN	1.	ACTION: NHCC writing of Bio, Kevin asked the remaining members to get their Bio's in. Bio's will be put in Dropbox until all collected at which time will go onto the web.	NHCC	Done
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3.	Conflict of Interest Tania Moriarty is now on the DHB Rheumatic Fever steering group. Added to the conflict register.								
4.	<p>Topic of the Day – Open Forum</p> <p>Kevin thanked all for the summaries received detailing workshops/meeting they had been involved with.</p> <p>Debbie and Marilyn attended EPIC – was a full day meeting, really interesting and mind boggling there is no simple answer. It is great for the consumers, the thought of having records all in one place but it is not an easy process. Marilyn was pleased that she had previous experience within the hospital as it was quite mind blowing. For people traveling to the likes of Auckland, it is the comfort knowing that all records are travelling with them. This meeting encouraged Marilyn to go into the Manage my Health patient portal. There are different health patient portals, so pretty soon consumers will have the choice of portals.</p> <p>Kevin went to the Stroke Rehabilitation workshop, St John is looking at printing out incidents reports, and it will not automatically talk to the rest of the health system. The report will then be handed to the patient to choose whether it goes to their GP or not. Alan commented normally consumers were more concerned about their information not being available to all in their health care and expect that they are all talking to each other.</p> <p>Debbie and Kathy attended AMAU, around how we are going to speed up the journey without losing the</p>								

	<p>critical nature of the journey. Quite practical solutions being talked about but they are sensitive. Anna organised a meeting to go over things on Friday (tomorrow). Debbie and Kathy are part of the co-design team and are well placed to identify the processes not working.</p> <p>Margareth thanked Tania for her summary report on the Palliative Care Hui and recommendations have been taken to the board.</p> <p>Kevin is on the WHUCGG and spoke to a couple of people on the wards about the discharge process, specifically Friday discharges as there are no services attached when the patient gets home. Was told the cost for weekend cares was too much money. Most consumers feel they can go home the moment the doctors says they can, but they need to talk to the O.T's, physio's etc before they can leave. Communication between staff and the timeframe of discharge and how it is communicated back to the patient is very important. Wards are supposed to look at EDD the moment someone is admitted.</p> <p>May put <i>hand</i> up for the Hand Washing committee and has meet with Premila for coffee and background and looks forward to meeting.</p>
5.	<p>Speaker for October 2015 – Neil Croucher Neil gave introduction and presentation - An Audit of NHDB Complaint Response Letters. Neil presented his findings on the audit he undertook on response letters written following complaints.</p> <p>A lot of work has gone into the letters following the review and presentation of the findings. Quality phoned people with complaints to see if they were happy with the response letter they had received. 1/3 felt their complaints had not been addressed and this has been taken to the board. Quality Manager will be presenting a package to the board on how to address complaints. Will undertake the telephone exercise again in the future.</p> <p>NDHB get around 60-70 complaint letters a month. It was a recommendation under the quality review that we review the complaints process. NHCC would like to see document that comes out of the review. Christine McKerrow will be invited to attend the next NHCC meeting to give a 20 minutes presentation on the complaint letters/documentation before they are taken to the Board. Integrated Nursing to be moved to October. Mike left 6.40am</p>
6.	<p>Discuss Honorarium Payments What is the expectation for attending the other meetings outside of the NHCC meeting?</p> <p>Some members had expectations to be paid for time at meetings under the honorarium, others felt this was a volunteering role. Kathy Diamond would like her honorarium for the NHCC meetings to go to the Te Poutokomanawa to help the whanau.</p> <p>Kevin will follow up and get back to the NHCC with a structured honorarium payment structure.</p> <p>A consumer outside of NHCC invited for ad hoc meetings receive petrol voucher etc and this is different to what we are talking about.</p>
7.	<p>Other Business Chelsea has set up drop box 😊</p> <p>Margareth Broodkoorn – presenting Values next meeting.</p> <p>Alan asked Council if they were interested in getting involved with the 15 step programme process. CD to Send 15 step programme presentation to May and Chelsea - done.</p> <p>Marilyn will be away for November and December NHCC meetings. December meeting could be somewhere else. Liz would like us to be mindful of the succession plan and we have almost been with the group 12 months. Margareth gave apologies for arriving late, as these meetings clash with the end of other meetings.</p> <p>Meeting closed 7.05pm by Kathy Diamond</p>

2015 Meeting schedule: Venue: Waipoua Meeting Room, Tohora House
Thursday 24 September 5.00 to 7.00pm Thursday 26 November 5.00 to 7.00pm
Thursday 29 October 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	Visitors Policy	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	Palliative Care Workshops	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	
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	APAC Forum	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	Child Health Quality Group	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	Northland Clinical Governance forum	Alan Davis	Asked for NHCC input around discharge and restructure of the documentation to be more consumer friendly					
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	

