


# NORTHLAND HEALTH CONSUMER COUNCIL

## MINUTES

**Meeting, Thursday 28 January 2016 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House**

**Chair: Kevin Salmon**

<b>Present:</b>					
	Marilyn Edwards	✓	Tania Moriarty	x	
	Hikurangi Cherrington	✓	Kathryn Sadgrove	✓	
	Liz Cassidy-Nelson	x	Brian Vickers	✓	
	Kevin Salmon (Chair)	✓	Chelsea Edmonds	x	
	Debbie Walker	✓	May Seager	x	
	Kathy Diamond	✓			
<b>In Attendance:</b>					
	Dr Michael Roberts Chief Medical Officer	x	Corrina Davis (Minutes)	✓	
	Dr Alan Davis Clinical Director	x	Keri Linklater	✓	
	Margareth Broodkoorn Director of Nursing and Midwifery arrived 5.11pm	✓			
<b>Visitors:</b> Mary Carthew					
<b>Apologies:</b> Mike Roberts, Chelsea Edmonds, May Seager, Alan Davis, Tania Moriarty					
<b>Meeting Opened:</b> Meeting opened by Hiku 5.05pm					
<b>1. Minutes and matters arising</b>					
1.1	Minutes of the last meeting held 26 November 2015 deemed a true and correct record.				
			<b>Actions</b>	<b>Who</b>	<b>When</b>
	1.	Send PIC policy to Kevin. Update below.		Margaret h	Done
	2.	Draft submission and circulate to group, <b>Action Point:</b> Kevin to send copy of Hiku - Done		Brian	Done
	3.	Revisit the TOR in terms of recruiting new members and come back with some ideas of what that looks like. Update below.		Kevin	Done
	4.	Send the NHCC Request Summary web form to NEHR		Margaret h	Done
	5.	To ask CGB about the outcome from the Ward 2 Tracer audit		Alan/Ke v n	Wait for Alan to return
	6.	Send a letter to Nick recommending he reappoint everyone for another two years		Kevin	Done, waiting for response
<b>2. Nursing Project – Mary Carthew</b>					
2.1	<p>Jenni and Mary have been working on a new way for community nursing. Mary showed a presentation on Developing an Integrated Primary Healthcare Nursing team for Whangarei. Discussed the four world café workshops held with consumers. From this came for principles and out of this six change principles. They have now achieved the design concept paper.</p> <p>Kevin asked how many organisations provide community nursing care, there are many i.e. NGO's, Manaia Health, Ngati Hine, Plunket etc. Would like to see district nursing linking with the General Practice rather than linking with the hospital. Not all providers are funded by the DHB. How is it proposed that the clients get the free service from the General Practice like they currently do with the district community nursing? The General Practice would also need to be able to supply the same quality products, and the products are expensive. Margareth said there will be no one that is worse off by the changes that the project proposes. Hoping to lead these changes out in the new</p>				

	financial year along with the NHH model. Margareth happy to answer any further questions on the new way for community nursing.		
<b>3.</b>	<b>Partners In Care and Visitors policy</b>		
3.1	PIC policy is now on line and will go live and out to staff for a soft launch on Tuesday next week. Have not worked up the details on how the policy will be implemented instead will be asking for Patient and Whānau Centred Care champions along with consumer representation to develop up an education training package. Once we go live there will be a lot of questions asked by staff which will help inform the training package. We want to work with staff to develop the implementation, and this needs to be practicably applied to work with the partner and patient in care within the different areas of the hospital. Policy gives a framework of negotiation which is the bottom line or starting point. How this will be promoted to the public has been discussed. The PIC policy was approved in November with a 3 month review from the day it goes live.		
<b>4.</b>	<b>Terms of Reference</b>		
4.1	Kevin talked with Johnny who has not had a lot of recent hospital experience.  How do we recruit new members? The original process was a good.  We could recruit three people a year: <ul style="list-style-type: none"> <li>• send out an EOI in April/May,</li> <li>• interview panel for applicants who apply</li> <li>• Alan would be happy to participate</li> <li>• Good have Kaitaia, Dargaville and BOI representation</li> </ul> <p><b>Action Point:</b> CD to send around original application documentation so everyone can feedback with any amendments. With a view to putting an application on the intranet/internet for people who would like to become members.</p>	CD	
<b>5.0</b>	<b>Conflict of Interest</b>		
5.1	No Change.		
<b>6.0</b>	<b>Logo</b>		
6.1	Quite like this logo but amended with white writing:    Will re-visit later.		
<b>7.0</b>	<b>Topic of the Day – Open Forum</b>		
7.1	<b>ED Signage</b> - Kevin, May, Kathy, Debbie, Brian gave feedback on the ED signage just prior to this meeting. Feedback attached to minutes.		
7.2	<b>Presenters</b> - We have Cristina Ross presenting next month on Quality. Will discuss presenters with Alan.		
7.3	<b>Requests</b> - Should we receive any requests for our services please direct the person to our website: <a href="#">Pages - Northland Health Consumer Council</a> where they can fill in a Request Summary which will automatically log a request in our activity spread sheet.		
7.4	<b>Marilyn</b> - Would like to resign from Otuihau C3 as it is becoming difficult with time constraints and is on other projects that she feels she has more capacity to participate. Debbie and Kevin and also on Otuihau C3, Marilyn will email Jenni and let her know.		
7.5	<b>Kevin</b> – Will be away on 25 Feb NHCC next meeting. Debbie will assist Chelsea to Chair this meeting or Chair if Chelsea is unable to attend. Kevin thanked all for turning up for the Christmas meeting in December.		

7.6	<p><b>Hiku</b> - asked about BOI rebuild, and happy that hospital will be staying in Kawakawa. Justine Lapper will get hold of the consumers when consultations start.</p> <p>Mike Cummings or Jen Thomas could come along to give an update as a presenter?</p>		
7.7	<p><b>Margaret</b> – Asked where we were up to with the TOR. Kevin and Alan will be going through this and come back to the council. There was a review of the council in 6 months and we need to find out exactly what we are reviewing. Nick has asked for a report around this. <b>Action Point:</b> Kevin to re-send the report he completed for Nick after 12 months and what we had been involved with. Margareth happy to assist.</p> <p>Still have survey monkey from staff. Agenda, what would the success factor look like. <b>Action Point:</b> CD to send survey monkey questions to Margareth. After the review we could present to the Board. Effectiveness is something that we are keen to measure. Also about the council views how we feel the council is functioning, are you being heard.</p> <p><b>ACP</b> – another programme on 23-24 June. A two day training programme. Flyer handed out.</p>	<p><b>Kevin</b></p> <p><b>CD</b></p>	
7.8	<p><b>Kathy Diamond</b> – Feels that it has been interesting and educational being part of the meetings as a NHCC member. There is still a lot of work to be done in terms of resistance to positive or negative feedback. Kevin agreed not everyone is a good champion. Kathy said this is not our words but feedback as a consumer. Kathy values the opportunity to be part NHCC and appreciates having a better idea of how things operate. More aware of the 'what if's', 'if only' scenario's. On Monday Kathy goes to Canada doing presentation of triple P, Te Whānau Pou Toru, comes home on the 10 February. Kathy thanked Kevin for being a great host in December.</p>		
7.9	<p><b>Brian</b> – been busy with mental health and addiction annual plan.</p>		
7.10	<p><b>Marilyn</b> – had great trip and planning another for end of this year. While Marilyn was away her great granddaughter was admitted into Ward 2. They were treated really well and kept up to play by the doctor. Marilyn has encouraged them to complete a patient satisfaction survey. Apologised for not getting to the ED walk around. But took daughter into ED recently, she was in a hurry and did not see one sign but the experience in ED was really good. Looking forward to being on the health on older people project.</p>		
7.11	<p><b>Kathy Sadgrove</b> – is excited about the Clinical Governance meeting for child health and has had a pre-meeting. Has been sent minutes from their previous meeting, statics and data, so a good grounding of information. Meeting in will be in April.</p>		
7.12	<p><b>Keri</b> – Margareth, Keri and Brian can present the NDHB Way</p> <ul style="list-style-type: none"> <li>• Nau mai,</li> <li>• Describe,</li> <li>• Help,</li> <li>• Behaviours</li> <li>• WAY - What About You.</li> </ul> <p>Reinforcing the values we expect from staff. Will update at next meeting. AIDET tool with a Northland flavour. Really positive tool.</p>		
	<p>Meeting closed 6.47</p>		
<p><b>Next Meeting Thursday 25 February 2016 at 5.00pm</b>  <b>Venue: Waipoua Meeting Room, Tohorā House</b></p>			

# 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							
●	18/12/15	Ian Hartley-Dade	Consumer speak about their experiences and how they	Corrina	Kevin	4.00pm to 7.00pm	TBA, Kerikeri?	15 Feb	Ian Hartley-Dade
●		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							
●	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 djandbri@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	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@northland.dhb.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	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). Premila 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							
●	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	

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●	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 Cherrington	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

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