

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 29 October 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	
Hikurangi Cherrington	x	x	✓	✓	
Liz Cassidy-Nelson	✓5.09	✓	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	
Dr Alan Davis Clinical Director	x	✓	✓	x	
Margareth Broodkoon Director of Nursing and Midwifery	✓5.19	✓5.15	x	✓	
Corrina Davis (Minutes)	✓	✓	✓	✓	
Kerri Linklater	✓		✓	✓	

✓ Present x apologies given o no information

Meeting commenced 5.00pm and was opened by Hiku.

1.	Apologies: Marilyn Edwards, Debbie Walker, Tania Moriarty, Chelsea Edmonds, Alan Davis, Liz Cassidy-Nelson and Mike Roberts																
2.	Minutes of Last Meeting																
2.1	Minutes of the last meeting, Thursday 27 September 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: 10%;"></th> <th style="width: 55%;">ACTIONS</th> <th style="width: 15%;">WHO</th> <th style="width: 20%;">WHEN</th> </tr> </thead> <tbody> <tr> <td></td> <td>Kevin to draft up email for Mike Roberts to be review by the Council first re: NHCC involvement in the TOC. Kevin will talk to Mike next week about NHCC involvement in the Transfer of Care Document.</td> <td>Kevin</td> <td>Before next meeting</td> </tr> <tr> <td></td> <td>Kevin to ask Win Bennett and RMO in charge of the audit to the next meeting around how consumers can be involved Kevin to follow up and talk to Win.</td> <td>Kevin Win coming to talk</td> <td>Before next meeting</td> </tr> <tr> <td></td> <td>Keri to flick out email with dates, all members were interested in 15 Step programme. Keri will be participating with Liz Cassidy.</td> <td>Keri</td> <td>Done</td> </tr> </tbody> </table>		ACTIONS	WHO	WHEN		Kevin to draft up email for Mike Roberts to be review by the Council first re: NHCC involvement in the TOC. Kevin will talk to Mike next week about NHCC involvement in the Transfer of Care Document.	Kevin	Before next meeting		Kevin to ask Win Bennett and RMO in charge of the audit to the next meeting around how consumers can be involved Kevin to follow up and talk to Win.	Kevin Win coming to talk	Before next meeting		Keri to flick out email with dates, all members were interested in 15 Step programme. Keri will be participating with Liz Cassidy.	Keri	Done
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3.	Conflict of Interest																
3.1	No changes.																
4.	Topic of the Day – Open Forum																
4.1	<p>Kathy Sadgrove –</p> <ul style="list-style-type: none"> • Attended Whangarei Hospital Urgent Care Patient Journey (summary attached). Was a really good experience, Neil Beney and Peter Woods where present. • Great that there are changes for ED with the re-design (2nd page of summary). <p>Kevin mentioned that council members should not be afraid to expand the net of consumers, they don't necessarily need to come to any meetings but just good to get their feedback.</p> <p>Hiku spoke to an elderly Māori gentleman last week, who was met by a navigator (Queenie Mahanga) and he couldn't get over the amount of help he was getting.</p> <p>Brian –</p>																

- Attended the Sexual Health Planning project along with Kevin and found it to be fascinating. Project team had already completed research and presented problems to the group with potential solutions. They then brain stormed further solutions. They did a very good job rounding up all the services. There were 3 different providers in Whangarei all providing the same services and all were failing. Rural regions have very little support and resources. The next meeting will be held next year. There focus was on bisexual, transgender and gay. The system is failing because there is no unified person running this. Services are doubling up. They identified going into schools would be the most successful pathway but there were no school programmes. **Brian to send out material that he has received to date for the rest of the council members.**
- Brian also attended the Quality Improvement Directorate meeting which is around improving the quality of services and being correct with those services. Captures the end of the consumer experience. The Quality group is interested in receiving consumer stories. They have a monthly newsletter and want consumer stories good and bad. Consumer stories also get shared with the Board at the start of every meeting.

Kathy Diamond –

- Palliative Care meeting in Hokianga last month was really good and there were a lot of positive Whānau there who talked about hospice as being a partner. Managing the trauma of change, and being able to sustain care at home were important. It was identified that more care was needed at the end stage. Then went to Kaikohe, 4 people attended and felt that there was a real disconnect between services and the Whānau. There is a need for practical advice for the end stage and after care for Whānau is really important. In Rawene they are afraid something will happen to the Rawene hospital and that their services will be closed down. Community perception is that the services are under threat. One guy wanted to know why Māori didn't use resources of Hospice. Kathy said Hospice has a Kaumatua and Kuia attached to their service and that they should be utilised better. A consumer said when her husband passed away and his body went, hospice were there straight away to pick up the bed and equipment. That would be good feedback for Hospice, and they could learn from carer support groups after the event.
- Also attended Northland Taiwhenua meeting and plugged Advanced Care Planning for Māori. Was asked if this was around euthanasia. Also discussed the donation of body parts. The older generation seem to be more accepting than the younger Māori. Hiku said the ACP booklet has a section around appointing a power of attorney, and was very clear. **Margareth to send some books to Hiku.**

Margareth –

- Has a vacancy for consumer representative training in 'conversations that count'.
- Consumer engagement guide tabled at the Operational Management Group meeting and has raised some issues for some services, so this is a real opportunity to do a stock take around what is happening in different services. There needs to be some consistency.
- Partners in Care Visitors Policy went to the Operation Management Group, and clinicians have concerns around how this will be managed, how it will be rolled out, and received by staff. Brian said the Maori Health Plan has a really good reference, talking about Pae ora from He Korowai Oranga, Mason Durie's story from 1963 <http://www.health.govt.nz/our-work/populations/maori-health/he-korowai-oranga/pae-ora-healthy-futures> .
- Margareth chairs the Uniform Committee – does the colours of the uniform matter? Members found colours to be confusing, all the colours, different blues, red, green, purple and blue tops. May gave an example of uniforms worn by the police and fire service, they all wear the same colour uniform, only thing that changes is their tags or ranks that identified them. Found that a warm introduction by the staff member, explaining who they are was more important than the colour of their uniform.

May –

- Couldn't get to the hand washing meeting this month but visited her father in hospital at North Shore, they had a stand with the sanitizer attached, so took photos and sent to Premila. May has looked through meeting minutes and they are moving on with the stickers.

Hiku –

- Went through the complaints manual that Christine McKerrow had put together and thought it was very well done. Very good document.
- Rawene only have a policy on complaints but no manual, this manual would be good for them to adopt.

5. **Health Information Update**

5.1 Marilyn went to the Health Information meeting (summary attached), Web based information portals are

	<p>difficult to maintain and there are so many different types of health information portals. They want to get together some key players and maybe have a front door portal to the main health information web based sites. Keri emailed all council members about which website you like best, please give your feedback to Keri.</p>
6.	<p>Kevin – Update from Meeting with Nick Chamberlain</p>
6.1	<ul style="list-style-type: none"> • We have a meeting scheduled to feedback on the NZ Health Strategy on 4 November from 3.00pm to 4.30pm with Stephen Kelly and two others coming from the Ministry of Health. If people can make the time that would be great. There will be a focus on Maori health. Kathy Diamond and Kathy Sadgrove have said that they will attend. • Nick wanted to know that everyone is being looked after and the council members are not incurring any costs for attending meetings. Nick asked Kevin to pass on his thanks all the consumer council members. Other DHB's are interested in how this consumer council are doing. • Sharing of information is a topic that needs to be picked up, it is not about information on you but the lack of information on you. This should not be happening in this age of technology. St John spent \$2million on a new system but they still need to manually fax the information to the GP's. This information should all be in one place, accessible to all your health care providers. Hiku was saying a consumer who had been living in the Hokianga for 8 years had had 11 different doctors during their time there and this was a real concern for them. • Survey on GP reception staff was interesting and shows how important they are to the GP practice. • Our next meeting will be on 26 November. • Margareth gave an overview of the Pūkawakawa Wall Hanging. <p>Hiku closed meeting at 6.40pm.</p>

2015 Meeting schedule: Venue: Waipoua Meeting Room, Tohora House
Thursday 26 November 5.00 to 7.00pm

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
		<input type="checkbox"/> Current					
	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
		Mike Roberts	Assessment of Year 1 & 2 Medical Students	Kevin	Kevin	10-12 hours	
	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, Kathy Diamond and all other members welcome.	4 November 3.00pm to 4.30pm	Warawara Meeting room-booked 1.30pm to 6.00pm
	24/09/15	Alan	15 Steps Programme	Alan Davis	Liz Cassidy-Nelson	1.5 hours	
	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	
	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	
	29/01/15	Visitors Policy	Review of policy and family presence policy	Alan Davis	All		
		<input type="checkbox"/> On-Going Meetings					
	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)	
	30/04/15	Patient and Whanau Centred Care	P&WCC project board requesting NHCC participation	Liane Penney	Liz Cassidy-Nelson		
	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		
	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		
	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		
	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		
	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		
	25/06/2015	Clinical Governance Board	The Chair of NHCC unanimously voted to be included on the Board	Alan Davis	Kevin Salmon		
		<input type="checkbox"/> Closed					
	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		

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●	25/06/15	Advanced Care Planning for Maori	Open to anyone if able to attend	Kevin			
●	25/06/15	Ward 15	Invitation for any members wanting to view the ward with any comments around their 15 Step Challenge	Denise Watene			
●	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			
●	25/06/15	APAC Forum	HQSC has sponsored spots, recommended Debbie Walker to attend the 4th APAC forum, Asia Pacific	Kevin	Debbie Walker		
●	25/06/15	Wellington Conference	MOH supporting Kevin to attend	Kevin	Kevin Salmon		
●	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		
●	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		
●	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		
●	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		
●	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		
●	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	
●	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	
●	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	
●	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	