

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 30 July 2015 at 5.00pm to 7.00pm, Waipoua Meeting Room, Tohorā House

Chair: Kevin Salmon

Attendance	30 July 2015	29 Jan 2015	26 Feb 2015	26 Mar 2015	30 Apr 2015	28 May 2015	25 June 2015
Alan Davis (Chair)	x	✓	✓	✓	✓	✓	✓ VC
Marilyn Edwards	✓	✓	✓	✓	✓	✓	✓
Hikurangi Cherrington	X	✓	✓	✓	✓	✓	✓
Liz Cassidy-Nelson	✓5.09	X	✓	✓5.22	✓	✓	x
Kevin Salmon	✓	✓	✓	X	✓	✓	✓
Debbie Walker	✓	✓	✓	✓	✓	✓	✓
Kathy Diamond	✓	✓	✓	✓	✓	✓	✓
Tania Moriarty	✓	✓	✓	✓	✓	✓	✓
Kathryn Sadgrove	✓	✓	✓	✓	✓	✓	✓
Brian Vickers	✓	✓	✓	✓	✓	✓	x
Chelsea Edmonds	✓	✓	✓	✓	✓	o	x
May Seager	✓						
In Attendance			✓	✓	✓	✓	✓
Dr Michael Roberts Chief Medical Officer	X	X	✓	✓	x	5.17	x
Dr Alan Davis (Chair)	X		✓	✓	✓	✓	✓
Margareth Broodkoorn Director of Nursing and Midwifery	✓5.19	✓	✓	X	✓	✓	x
Corrina Davis (Minutes)	✓	✓	x	✓	x	✓	✓
Kim Tito Presenter	✓						
Kerri Linklater	✓						

✓ Present x apologies given o no information

Meeting commenced 5.00pm

1.	Apologies: Mike Roberts and Hikurangi Cherrington																
2.	Minutes of Last Meeting																
2.1	Minutes of the last meeting, Thursday 25 June 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: 5%;"></th> <th style="width: 65%;">ACTIONS</th> <th style="width: 15%;">WHO</th> <th style="width: 15%;">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>April Meeting</td> </tr> <tr> <td>2.</td> <td>ACTION: Kevin awaiting confirmation that Kim Tito can come to July meeting</td> <td>Kevin</td> <td>Done</td> </tr> <tr> <td>3.</td> <td>ACTION: Kevin and Alan to meet to go over work plan and priorities, haven't managed to meet yet.</td> <td>Kevin and Alan</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	April Meeting	2.	ACTION: Kevin awaiting confirmation that Kim Tito can come to July meeting	Kevin	Done	3.	ACTION: Kevin and Alan to meet to go over work plan and priorities, haven't managed to meet yet.	Kevin and Alan	Done
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3.	Kim Tito, General Manager, Maori Health and Mental Health & Addiction Services																
3.1	Kim introduced himself and gave his background with the NDHB. Gave a brief outline to Te Poutokomanawa, Maori Health Service Directorate followed by a presentation. Presentation covered distances between areas in Northland, the challenges and deprivation rates, life expectancy and health outcomes for Maori. Inequities is a special interest group aimed at reducing the gap for Maori and Pacific people for better health outcomes. One thing that contributes to inequities is the traveling time, geography and access to health. Damages of alcohol on the younger Maori generation from road crashes, heart disease, cancers and liver disease. Showed systemic failures because the system is not meeting the need of the Maori population and Intervention Framework needed to improve health and reduce inequalities. Kim left 5.46pm																

<p>4.</p> <p>4.1</p>	<p>Introduction of new members</p> <p>Keri Linklater – Introduction of herself and Patient and Whanau Centred Care Project. Talked about developing guide or process to engage with consumers and to tap into NHCC or other consumers. And how this is managed.</p> <p>There needs to be a process for engagement and questions need to be asked when engaging; how long do you want us, how many meetings, what do you expect of us, what is the timing? NHCC could co-op people and could start contacting people on the data base, there may be a need to phone to ask what areas they are interested in.</p> <p>May Seager – Introduced herself, happy to be on the NHCC. Has a small NDHB contract held by Northland Pacific Islands Charitable Trust. The trust is holding an up and coming event, family day at Tikipunga High School AIGA.</p>
<p>4.</p> <p>4.1</p>	<p>Conflict and/or Register of Interests Update</p> <p>Amendments to Conflicts of Interest - Conflicts of interest should be declared on a meeting-by-meeting basis as issues arise.</p> <p>Explained conflicts of interest for new members. CD to send forms to May to fill in - Done</p>
<p>4.</p> <p>4.1</p>	<p>Topic of the Day</p> <p>Round Table</p> <p>Debbie and Kathryn – Acute General Medicine Service Design and Interim AMAU Project Board Tracking patient journey from A&E to discharge had a couple of meetings. Anna’s pre-meeting gave background and this was very useful. The meeting was all around trying to improve and achieve targets, to speed up and improve the patient journey. Felt very valued and included in the meeting, very little jargon being used. Anna gave us a good understanding. Kevin is on the monthly project board meeting. Anna very aware of consumers and how to deal with us. Good to have the support of each other on this group.</p> <p>Debbie and Marilyn – Neighbourhood Healthcare Homes Going to breakfast at Pehiaweri Marae in Glenbervie. NHH project aims to support primary health care to become better connected with other services in their area, more patient centred and improve Maori health status.</p> <p>Hand Washing Is one or two meetings, Alan has asked for someone to attend meeting. Kevin to send May and CD info.</p> <p>HQSC and MOH One Day Seminar Kevin wrote summary on trip to Wellington which was sent everywhere which why quite nice. Most interesting comment was about the airline pilot and you have no control. Need to work out what information should be going to the public.</p> <p>Palliative Care Kathy Diamond attended the Palliative Care meeting in Kaitaia and really enjoyed it. There were really good people up there. Interested in how well would Maori access palliative hospice and services. Meeting in Kaipara last Wednesday there is nothing for Maori. Maori didn’t even feature anywhere there. Kevin asked Kathy to write it down and forward to him and he will pass it on, to see if we can get change. Historically Maori see hospice as end of the road. There are three more hui and Tania is doing the one in Whangarei. It will be good to do feedback and debrief. Kathy feels it is more around education for Maori and how do we do that?</p> <p>Medical Strategic planning day Alan asked Marilyn but she is unsure what this was about. This was a couple of months ago.</p> <p>Keri and Kevin will organise a process for the referrals to get to the NHCC.</p>

	<p>Liz wanted minutes of the P&WCC to come back to the NHCC. Would like to see NHCC have input from those minutes.</p> <p>CD to list projects in the minutes.</p> <p>Cardiac Rehab Redesign Project and Stroke Rehabilitation Around co-design and reviewing what we have and what we currently don't have and what needs to happen. Kevin and Chelsea will attend the Stroke Rehabilitation. Chelsea interested in also attending the Cardiac Rehab Redesign Project.</p> <p>Next Week EPIC launch, Northern Electronic Health Record (NEHR) are coming up next week on Thursday, would like consumer input, NEHR have said they will bring a consumer. EPIC is the tool to an electronic approach to the health records. Marilyn and Debbie will attend. Meeting will be at Tohora House 9.30 to 3.30pm – kick-off event. Margareth to send information to Marilyn and Debbie - Done.</p>
6.	<p>Amendment to Terms of Reference</p> <p>Both amendments read:</p> <ul style="list-style-type: none"> • Members who miss three (3) consecutive meetings will be deemed to have resigned unless it is due to extenuating circumstances. To Replace If members fail to attend three meetings in a row, without an apology, they will be asked by the Chair to step down as a Consumer Council member. • Co-operative Agreements and Arrangements <p>The Northland Health Consumer Council may co-opt members (whether or not that member is involved in the health sector) in order to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of people.</p> <p>Co-opted members will not have voting rights and will not be entitled to membership of Northland Health Consumer Council.</p> <p>Amendments agreed and moved by Kevin, seconded by Debbie, all were in favour.</p>
9.	<p>Update of Visitors Policy</p> <p>Received email from the Quality Directorate Manager who had met with the Quality Facilitators, they invited Mary-Claire Taffs from Health & Disability Commissioner advocate. Mary-Claire said something is happening within our organisation and is happening for the better. She sees reduced complaints and whatever is happening, is positive within the NDHB. We are achieving steps of doing things differently.</p> <p>Neighbourhood Healthcare Homes would like Project team to come and share what they are doing on the NHCC meeting 30 September.</p> <p>Visitors policy</p> <p>Margareth acknowledged help given by Liane in the writing of the Visitors policy. Margareth showed presentation on update. This will need to be a policy rather than a guideline as people will be held accountable. Need clarification around one partner in care being able to stay overnight and the need to identify that partner in care, there may be more than one partner in care. Some partners in care don't have the ability to tell visitors that the patient needs to rest, this should come back to training of staff and risk mitigation. Conceivable that the nurses are also partners in care as well. Kevin offered to come along on the road show with Margareth presenting this presentation to staff.</p> <p>Bringing our organisational values to life - presentation going to Managers meetings and they will cascade to their teams with some really good tools. Posters will be going up around living values and behaviours that are expected. Brian also wants to assist with this delivery to Tumanako.</p> <p>Meeting closed 7.03pm</p>

2015 Meeting schedule: Venue: Waipoua Meeting Room, Tohora House

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

**Northland Health Consumer Council
Register of matters brought to the Attention**

Date Signalled to CC Meeting		Issue	Reported By	Comment/Action/Outcome	Member Assigned (if any)	Follow up (if any)	Date By
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	2-Sept
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 Sept
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			

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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
14	30/07/2015	Whangarei Hospital Urgent Care Governance Group	Kevin	Asked if NHCC would provide consumer input.	Kevin Salmon	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	Attendance at meeting	18-Aug
16	30/07/2015	Hand Washing	Kevin	Hand Washing Meetings held every 2 nd Tuesday of the month (next 8-Sep). Premila checking if May is required for every meeting.	May Seager	Ongoing monthly meetings	Closed
17	30/07/2015	Cardiac Rehab Redesign Project	Kevin	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Chelsea Edmonds	Attendance at meeting	9-Oct
18	30/07/2015	Stroke Rehabilitation	Kevin	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Chelsea Edmonds and Kevin Salmon	Attendance at meeting	26-Aug
19	30/07/2015	Northern Electronic Health Record (NEHR)	Margareth	Launch EPIC. EPIC is the tool to an electronic approach to the health records.	Marilyn Edwards and Debbie Walker	Attendance at meeting 6 August 2015	Closed
		NHCC Rep nominated but meetings on-going					
		Open					