

NORTHLAND HEALTH CONSUMER COUNCIL

MINUTES

Meeting, Thursday 26 March 2015 at 5.00pm to 7.00pm, NDHB Meeting Room, Maunu House

Chair: Dr Alan Davis

Attendance	16 Dec 2014	29 Jan 2015	26 Feb 2015	26 Mar 2015			
Alan Davis (Chair)	✓	✓	✓	✓			
Marilyn Edwards	✓	✓	✓	✓			
Hikurangi Cherrington	✓	✓	✓	✓			
Liz Cassidy-Nelson	✓	X	✓	✓5.22			
Kevin Salmon	✓	✓	✓	X			
Debbie Walker	✓	✓	✓	✓			
Kathy Diamond	✓	✓	✓	✓			
Tania Moriarty	✓	✓	✓	✓			
Kathryn Sadgrove	✓	✓	✓	✓			
Brian Vickers	✓	✓	✓	✓			
Chelsea Edmonds	✓	✓	✓	✓			
In Attendance			✓	✓			
Dr Michael Roberts Chief Medical Officer	✓	X	✓	✓			
Dr Alan Davis (Chair)	✓5.12		✓	✓			
Margareth Broodkoon Director of Nursing and Midwifery	✓	✓	✓	X			
Liane Penney (Minutes)	✓	x	✓	X			
Corrina Davis (Minutes)		✓	x	✓			

✓ Present x apologies given o no information

Meeting commenced 5.00pm

1.	Apologies: Margareth Broodkoon, Kevin Salmon and Liane Penney																												
2.	Welcome Hikurangi Cherrington opened meeting and blessed the kai.																												
3.	Minutes Last Meeting Minutes of the last meeting, deemed a true and correct account of the last meeting Thursday 26 February 2015.																												
4.	Action Arising from Last Minutes <table border="1" style="width: 100%; border-collapse: collapse;"> <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 style="text-align: center;">1.</td> <td>ACTION: Liane to ensure Parkinsons Northland used not Parkinsons NZ when referring to Marilyn</td> <td>Liane</td> <td>Noted</td> </tr> <tr> <td style="text-align: center;">2.</td> <td>ACTION: Notify HQSC that the Chair will be the key contact for the NHCC.</td> <td>Liane</td> <td>Completed</td> </tr> <tr> <td style="text-align: center;">3.</td> <td>ACTION: Minutes to go up on the NDHB website. A draft web space to be developed and bring to next meeting for review.</td> <td>Liane</td> <td>Completed to be presented Thursday evening</td> </tr> <tr> <td style="text-align: center;">4.</td> <td>ACTION: A photo of the full council to be taken at the next meeting for the website.</td> <td>Brian</td> <td>To be taken Thursday evening</td> </tr> <tr> <td style="text-align: center;">5.</td> <td>ACTION: Circulate full slides of HQSC training with meeting minutes.</td> <td>Liane</td> <td>Completed</td> </tr> <tr> <td style="text-align: center;">6.</td> <td>ACTION: Hawkes Bay DHB advertisement for Consumer Council Chairperson and Consumer Council Annual Plan to be circulated.</td> <td>Liane</td> <td>Completed</td> </tr> </tbody> </table>		ACTIONS	WHO	WHEN	1.	ACTION: Liane to ensure Parkinsons Northland used not Parkinsons NZ when referring to Marilyn	Liane	Noted	2.	ACTION: Notify HQSC that the Chair will be the key contact for the NHCC.	Liane	Completed	3.	ACTION: Minutes to go up on the NDHB website. A draft web space to be developed and bring to next meeting for review.	Liane	Completed to be presented Thursday evening	4.	ACTION: A photo of the full council to be taken at the next meeting for the website.	Brian	To be taken Thursday evening	5.	ACTION: Circulate full slides of HQSC training with meeting minutes.	Liane	Completed	6.	ACTION: Hawkes Bay DHB advertisement for Consumer Council Chairperson and Consumer Council Annual Plan to be circulated.	Liane	Completed
	ACTIONS	WHO	WHEN																										
1.	ACTION: Liane to ensure Parkinsons Northland used not Parkinsons NZ when referring to Marilyn	Liane	Noted																										
2.	ACTION: Notify HQSC that the Chair will be the key contact for the NHCC.	Liane	Completed																										
3.	ACTION: Minutes to go up on the NDHB website. A draft web space to be developed and bring to next meeting for review.	Liane	Completed to be presented Thursday evening																										
4.	ACTION: A photo of the full council to be taken at the next meeting for the website.	Brian	To be taken Thursday evening																										
5.	ACTION: Circulate full slides of HQSC training with meeting minutes.	Liane	Completed																										
6.	ACTION: Hawkes Bay DHB advertisement for Consumer Council Chairperson and Consumer Council Annual Plan to be circulated.	Liane	Completed																										

	7.	ACTION: Circulate draft Family Presence Policy for feedback at the next meeting.	All	Completed
	8.	ACTION: Invitation to be sent to Mike Cummins – Strategic Projects Manger to attend the next meeting to discuss the Whangarei Hospital Campus Development Plan	Liane	Completed will attend April meeting
	9.	ACTION: Other consumers to be invited to join the Consumer Council at their training days	Liane	No additional consumers identified for Friday training
	10.	ACTION: Renee Greaves to be invited to a future meeting of the Consumer Council	Alan	Attending Thursday evening
	11.	ACTION: Liane to follow up with Gary Sutcliffe and Ces Smith to determine their availability for Friday 27th March and Friday 10th April, 10am to 2pm.	Liane	Completed, Gary not available. HER Solutions providing training
	12.	Clarify the role of the Chair and draw up a Chair Position Description.	All to clarify role NHSP Office to draft PD	By June 2015
	13.	Council to put forward a recommendation to the CEO for a Chairperson from amongst the consumer membership.	All	By June 2015
5.	<p>Visitor/Family Presence Policy – Alan</p> <p>Members of the NHCC agreed that they liked the policy, it was simple, great and covered all areas and had a degree of flexibility. Has all principals required and is a huge change to what is happening at the moment.</p> <p>Alan said that Margareth had set up a group of Nurse Managers to discuss how the change of policy can be implemented. Margareth will hold the meetings with staff and can come back with any questions or discuss any issues.</p>			
6.	<p>DropBox Folder for Consumer Council papers – Liz Cassidy</p> <p>Liz arrived 5.22pm</p> <p>This would be great to have a central file that we can all share in the cloud. Easier than individual emails. Benefit would be that all DHB information is in the one file. Marilyn and Kathy D. may need assistance to use such a system as they have not done this before. Liz happy to help with any training required.</p> <p>What is the NDHB policy around setting up a dropbox? Currently information already sent to home email address so would be more secure than that.</p> <p>Action: CD to look into how we can set up a dropbox and policy around this.</p>			
7.	<p>Consumer Training – Alan</p> <p>Kathy and Brian will be a little bit late due to work commitments. Chelsea gave apologies for tomorrows training.</p> <p>Sue Ellis from HER Solutions (Health, Education and Research) is coming from Palmerston North to deliver Module 2 tomorrow Friday 27 March.</p> <p>Council members would like to be able to deliver this training. Alan mentioned we hope Ces will be able to deliver training requirements in the future and will be co-facilitating tomorrows training with Sue.</p> <p>Liz asked if there is training for the wider team at NDHB around working with consumers. Alan responded, not yet. We are looking at a training programme for professionals around how to engage with consumers. Mike said we need to understand how to work with consumers, it goes both ways.</p>			

8.	<p>Grand Round</p> <p>Brian thought it was really fantastic, there was a big reaction from the staff that were there. A majority were really swayed by the stories that they heard. The stories were very powerful.</p> <p>Tania said sometimes it is not being there with the surgeon but being with the loved one.</p> <p>Kaitaia already has an open door policy, basically endorsed the fact that you can have the open door policy and it can work well. Mike said the group who participated went really well. Alan said one person came up to him so angry people had had these bad experiences.</p> <p>Alan said Grand Round was videoed, and the NHCC members had not been asked if you were comfortable with the video being held in our Library for staff to view, everyone happy for them to go into the library. Debbie Walker and Kathy Diamond agreed they were also happy for their stories to be videoed and held in the library for staff viewing. Liz said we need to think about how we gain consent for future events.</p>
9.	<p>Values Week</p> <p>Marilyn thought that 'In Your Shoes' went really well and that Tim was fantastic. Kathy S. found that the time went really fast. Kathy D. and Hiku said both venues in Kaitaia and BOI where absolutely packed.</p> <p>Kathy S said sessions were very well facilitated and co-ordinated, and didn't notice people around you because you were so focused, good to look at both sides of the stories.</p> <p>What will happen with all the data? Alan said Tim is analysing and information should be back in a week or two and will help us to establish some priorities.</p> <p>Kathy D felt it was an advantage going to Kaitaia where she did not know anyone.</p> <p>Everyone felt well listened to. Marilyn said that she had a card in the mail and told you that they would be in contact again with a result which was really good and felt things would happen for the better.</p> <p>Alan explained the two different types of session In Our Shoes and In Your Shoes.</p> <p>Alan acknowledged Liane and Corrina for all their work during the Values Week.</p> <p>Liz asked if we could have an Agenda item for next meeting around working with patients, collecting patient stories and consent requirements.</p> <p>Chelsea left meeting 5.50pm Actions: Add Working with Patients, collecting patient stories and consent requirements to next Agenda – Liz Cassidy-Nelson</p>
10.	<p>Renee Greaves, Patient and Whanau Care Advisor joining via conference call and Graeme Norton, Chairman Hawkes Bay Consumer Council joining meeting at 5.58pm via VC.</p> <p>Renee and Graeme welcomed by Alan.</p> <p>Introductions round the table.</p> <p>Graeme gave introduction and talked about how he became Chair of the Hawkes Bay Consumer Council. 35 applied, 15 selected and the consumer council has been going 2 years. The process is about placing consumers at the centre of what the HBDHB does. Clinical and consumers sit side by side. About to undergo some more changes, there is a great demand on their consumer council and it is overwhelming</p>

them.

Renee gave introduction has been working with Counties Manukau for the last 14 months in Patient Advisory role. Renee is the conduit for the consumer council. There are 10 members including the Chair, but would like at least 14 members. The appointed Chair has great personal experience and is also on Patient and Whanau Centre Care Board. Had first meeting this month. Members come from varied networks within the community, and have a broad and wide prospective. Some initial teething problems around how the structure will be, budgeting, and the reality of how to make this work. Meeting monthly opposite fortnight to Patient and Whanau Centre Care Board so that things can be raised with the PWCC Board at their next meeting. Setting up a strong recommendation in terms of measurement and effectiveness of how we provide feedback to council and board and how we expect feedback to be able to influence that work and where the projects are up to.

Graeme's role of Chair is on Clinical and Consumer Council and Maori Relationship Board gives an overview picture and holds relationships with key people within the organisation and this includes PHO. Leadership roles have been given to everyone around the table for an aspect of health; chronic conditions, women's health, mental health and that consumer is accountable for those areas of interest. Renee working on this as well has spread sheet of their key priorities that each member can cover in terms of experience and network. Chairs role is to enable everyone to be leaders.

Alan asked with portfolios, do the CC attend all meeting for those areas. There are natural projects that those leaders connect with and they form relationships. Graeme responded not necessarily going to all the meetings, feedback from the CC is that a lot of the meetings are ineffective.

Liz asked what sort of support helps you in your role? Graeme responded the Chair of Directorate of Quality and Safety is increasingly becoming his go to person. This is where they all go for help.

Is being Chair a full time role? Graeme said it has reached a point of where it is too much, CEO said to delegate but who to, this is a volunteer role. Graeme is partly paid but needs a smarter way of working and why transitioning to system owned consumer engagement.

Renee said it grows capacity and visibility setting up a web page with bio's of all consumer members so everyone can see their areas of expertise, people will end up with their portfolios in the areas of interest.

Brian asked about projects or proposals, what is this type of work? Graeme responded, nothing gets to the Board relating to; model of care or change of services, whole range of things, that has not been through the Clinical and Consumer Council first. We get to see it in three stages; at the beginning, draft stage (usually all involved at this stage) and going forward to Board approval. If it doesn't get past CC then it does not get to the Board. Renee follows a similar model but is newly established. Graeme has gate keepers, who make sure that the consumers are engaged.

Graeme said you need to do what works for Northland and works for you. Graeme and Renee are happy to CC and new Chair.

Alan thanked them both for attending. 6.39pm

Brian asked are we in the position to take control over the projects or have a gate keeper? Mike responded he didn't think so at the moment and felt it would be great to have CC member sitting in the Board meetings this would be very powerful. Getting involved with projects at grass roots, there are so many pieces of work and so few of the CC. Liz likes the thought of a consumer present at the board meetings and the other thing is it is overwhelming but can't rush on this.

Liz said model quite different they report to the Board and we report to Executive. Alan said the also cover all of the board. We do have a clinical governance board and we need to discuss the relationship of this. The structure is that the two groups should be functioning at the same level. Need to start thinking about you and what are your portfolios of interest.

Marilyn left 6.45pm

11.	<p>Chair Person</p> <p>Liz said it is time that we need to start thinking about this role and who will be the Chair. Kathy D asked whoever we choose, does Nick have the last say. Alan said if decision had everyone's support it would be unlikely to be declined.</p> <p>Liz asked what would we like to see in a Chair? To be discussed when all present.</p>																					
12.	<p>Intranet Presence</p> <p>NHCC liked intranet and hyperlinks to documents. It would be good to put in a bio under the current intranet, so anyone can click on the person and get the bio. Maybe we can all think about writing our bio for the next meeting.</p> <p>Action: NHCC writing of Bio by next meeting</p>																					
13.	<p>General</p> <p>Alan said at some point he would like Denise to come and talk about 15 Steps and Partners in Care and it would be great to get consumers input. He will organise in next month or two.</p> <p>Kathy has had letter from Lyn Rostern about becoming consumer for the cancer area.</p> <p>Closed 6.58pm</p>																					
	<table border="1"> <thead> <tr> <th data-bbox="228 1021 999 1066">ACTIONS</th> <th data-bbox="999 1021 1233 1066">WHO</th> <th data-bbox="1233 1021 1509 1066">WHEN</th> </tr> </thead> <tbody> <tr> <td data-bbox="164 1066 999 1162">1. Action: Look into how we can set up a dropbox and policy around this.</td> <td data-bbox="999 1066 1233 1162">Corrina</td> <td data-bbox="1233 1066 1509 1162">Before next meeting</td> </tr> <tr> <td data-bbox="164 1162 999 1301">2. Actions: Add Working with Patients, collecting patient stories and consent requirements for next Agenda – Liz Cassidy-Nelson</td> <td data-bbox="999 1162 1233 1301">Corrina</td> <td data-bbox="1233 1162 1509 1301">When sending next Agenda</td> </tr> <tr> <td data-bbox="164 1301 999 1388">3. Action: NHCC writing of Bio by next meeting</td> <td data-bbox="999 1301 1233 1388">Council Members</td> <td data-bbox="1233 1301 1509 1388">Before next meeting</td> </tr> <tr> <td data-bbox="164 1388 999 1435">4.</td> <td data-bbox="999 1388 1233 1435"></td> <td data-bbox="1233 1388 1509 1435"></td> </tr> <tr> <td data-bbox="164 1435 999 1482">5.</td> <td data-bbox="999 1435 1233 1482"></td> <td data-bbox="1233 1435 1509 1482"></td> </tr> <tr> <td data-bbox="164 1482 999 1529">6.</td> <td data-bbox="999 1482 1233 1529"></td> <td data-bbox="1233 1482 1509 1529"></td> </tr> </tbody> </table>	ACTIONS	WHO	WHEN	1. Action: Look into how we can set up a dropbox and policy around this.	Corrina	Before next meeting	2. Actions: Add Working with Patients, collecting patient stories and consent requirements for next Agenda – Liz Cassidy-Nelson	Corrina	When sending next Agenda	3. Action: NHCC writing of Bio by next meeting	Council Members	Before next meeting	4.			5.			6.		
ACTIONS	WHO	WHEN																				
1. Action: Look into how we can set up a dropbox and policy around this.	Corrina	Before next meeting																				
2. Actions: Add Working with Patients, collecting patient stories and consent requirements for next Agenda – Liz Cassidy-Nelson	Corrina	When sending next Agenda																				
3. Action: NHCC writing of Bio by next meeting	Council Members	Before next meeting																				
4.																						
5.																						
6.																						

2015 Meeting schedule: Venue: DHB Meeting Room, Ground Floor Maunu House

Thursday 30 April	5.00 to 7.00pm	Thursday 27 August	5.00 to 7.00pm
Thursday 28 May	5.00 to 7.00pm	Thursday 24 September	5.00 to 7.00pm
Thursday 25 June	5.00 to 7.00pm	Thursday 29 October	5.00 to 7.00pm
Thursday 30 July	5.00 to 7.00pm	Thursday 26 November	5.00 to 7.00pm