Northland Health Consumer Council

Minutes

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| 1700 – 1900 | Thursday, 30 July 2020 | Waipoua Meeting Room, Tohora House |

### Present/Apologies

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| Attendance | Jan | Feb | Mar | April | May | June | July | Aug | Sep | Oct | Nov | Dec |
| Lynne Tucker | ✓ | ✓ | c | c | ✓ | ✓ | ✓ |  |  |  |  |  |
| Susan Burdett | ✓ | ✓ | c | c | ✓ | ✓ | ✓ |  |  |  |  |  |
| Rick Currie | x | ✓ | c | c | ✓ | ✓ | ✓ |  |  |  |  |  |
| Kristina Duran | x | ✓ | c | c | ✓ | ✓ | ✓ |  |  |  |  |  |
| Penny Franklyn | ✓ | ✓ | c | c | x | ✓ | ✓ |  |  |  |  |  |
| Camron Muriwai | ✓ | x | c | c | x | ✓ | x |  |  |  |  |  |
| Karen Riwhi | x | ✓ | c | c | x | o | x |  |  |  |  |  |
| Kathryn Sadgrove | ✓ | ✓ | c | c | ✓ | ✓ | ✓ |  |  |  |  |  |
| May Seager | ✓ | ✓ | c | c | ✓ | x | ✓ |  |  |  |  |  |
| Sonny Joseph Pere-Epiha | -- | -- | -- | -- | -- | -- | x |  |  |  |  |  |

 = present, x = apologies given, o = no information, c = cancelled due to COVID-19

Chair: Lynne Tucker Minute taker: Kim Doble

In attendance: Trudi Dahlkamp, Pip Zammit

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| 1. Agreed Previous Minutes of 25 June 2020 |
| 1. Matters Arising    1. Apologies – Mike Roberts, Sonny Joseph Pere-Epiha, Dee Telfer    2. Conflict of interest – none    3. Car parking tickets – distributed as required    4. Meeting payment forms can be obtained via Kim. If attending Zoom meetings payment will be made by proof of attendance on meeting minutes |
| 1. Presentation   3.1 Presentation – Roy Davidson Telehealth update |
| 1. General Business   4.1 ‘My Health Passport’ - Pip Zammit   * Nick Chamberlain CEO has asked for consumer feedback * The general consensus was that this would be a very useful document for people with long term conditions or intellectual disabilities * Is a version in Te Reo available? * Penny will attempt to get a copy of a pictorial version (which is very clear) * Pip will keep members updated with progress on My Health Passport   4.2 Outpatient areas following COVID-19   * It was brought to our attention that some of the waiting areas were very bare and rather depressing and nothing left to look at while waiting for a length of time. Lynne followed up with Denise Murray and Jacqueline Bell and has been informed they are in the process of repainting the area. Lynne will arrange a walk around with Jacqueline Bell   4.3 Advanced Care Planning Team   * Dee Telfer requested a consumer representative. Kathy Sadgrove will attend as this links with Whānau Tahi (which Kathy attends), May Seager is also keen to be involved. Pip will send the details   4.4 Consumer engagement HQSC QSM Memorandum   * There will be a webinar by HQSC on 11 August, Trudi will send out the details (members to consider document for discussion at next meeting)   4.5 Nomination of Vice Chair   * May was nominated and agreed as Vice Chair   4.6 Kathy gave feedback from a family accessing ICU, the care was amazing but there was nowhere for the family to wait and one family room was taken up by another family. Need to use keypads unfriendly.  4.7 Kathy has been interviewed by Carers New Zealand there is a study around older caregivers, they are looking for Maori and Pacific Island people over 55 who are caregiving and working.  4.8 Kathy is part of a study in Auckland on Keratoconus, as a result of the study the organisation will now go to the Ministry with the data and they hope that all down syndrome people will be screened for this condition.  4.9 Sue informed the members that this will be her last meeting as she is leaving the area, she will continue to help with patient information reviews. The members wished her well and thanked her for her efforts with the council. |
| 1. Updates from Regular Meetings   5.1 HQSC meetings   * Lynne has attended two Zoom meetings, there are 20 Consumer Councils around the country participating, hopefully by the next meeting there will be more information to share   5.2 Deep dive meeting   * Lynne attended this meeting about a review of Allied Health Services. They wanted to know whether any members had anything to report about the services and how they are working * The members discussed their experiences, overall people had no complaints about services, however the waiting times to access the services varied and generally was longer than what people would anticipate * The changeover from child to adult services appeared to get lost * Lynne will draft a reply to Janice   5.3 Clinical Governance Board Zoom meeting   * Unfortunately Sue was unable to link in to meeting   5.4 Harm Reduction Group   * Now changed to bi-monthly no updates   5.5 Document review   * Penny now has internet and will recommence collating information and working with Kim   5.6 Workplace Violence Prevention   * A group of 25 people now meeting bi-monthly. May reported that they require feedback from the members on a new policy. Rick is also interested in participating in this meeting as links with his counselling work   5.7 Kathy is participating in a Zoom project in IISP (Information Systems Strategic Planning) |
| 1. Meeting Closed |

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| Actions |
| Kim to submit COVID experience report to IMT |
| Penny will try and locate a pictorial version of the health passport and send to Pip |
| Discuss schedule of attendance at the next meeting |

**Next meeting:** 1700-1900 Thursday, 27 August 2020

**Venue:** Waipoua Meeting Room, Tohora House