**Northland Health Consumer Council**

5.00pm to 7.00 pm Thursday 23 May 2019

Tohorā House, Waipoua Meeting Room

**Minutes**

**Present/Apologies**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Attendance** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Lynne Tucker (Chair)** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Kathy Diamond** | x |  |  | x | o |  |  |  |  |  |  |  |
| **Kathryn Sadgrove** |  |  |  |  |  |  |  |  |  |  |  |  |
| **May Seager** |  |  |  | x | x |  |  |  |  |  |  |  |
| **Leanee Sayers** | x | x | x | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| **Susan Burdett** |  | x |  | x |  | x | x | x | x |  |  |  |
| **Robyn O’Leary** | x |  | x | -- | -- | -- | -- | -- | -- | -- | -- | -- |
| **Kristina Duran** |  |  | x |  |  |  |  |  |  |  |  |  |
| **Penny Franklyn** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Camron Muriwai** | -- | -- |  |  |  |  |  |  |  |  |  |  |
| **Visitor** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Trudi Dahlkamp & Laura Cook** |  |  |  |  |  |  |  |  |  |  |  |  |
| **John Williams & Will Mitchell** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Anthony Pouto** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Eliza Wallace** |  |  |  |  |  |  |  |  |  |  |  |  |
| **In Attendance** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Michael Roberts** | o | x | x | x | x |  |  |  |  |  |  |  |
| **Dee Telfer** | x | x | x | x |  |  |  |  |  |  |  |  |
| **Kevin Salmon** | x | x |  | x | x |  |  |  |  |  |  |  |

 = present, x = apologies given, o = no information

**Next meeting : 5.00pm to 7.00pm , 27 June 2019**

|  |
| --- |
| 1. **Previous minutes 18 April 2019 were agreed** |
| 1. **Matters arising**     1. Apologies: Mike Roberts, May Seager    2. Conflict of Interest    3. Confidentiality   2.4 Car park tickets  2.5 Introductions |
| 1. **Presentation:** Eliza Wallace, Workplace Violence Prevention Programme Manager  * Eliza has a background in social work, family violence and violence prevention. She has just completed sixteen months in Auckland doing her masters and has also lectured there * Her role now is workplace violence and how we prevent it. Workplace violence can include physical and emotional abuse. The nature of violence is changing and there has been an increase in the use of weapons * We also have to deal with technology facilitated abuse, this could be cyber bullying, abusive text messages and abusive emails. Violence in the workplace has changed as a result of this * Eliza also deals with workplace bullying between staff members as well as violence to staff caused by patients or visitors * This initiative has come from our senior executive leadership team and they fully support it * Eliza’s role falls under integrated operations * The staff have taken this programme very seriously which is very encouraging * All adverse events are recorded in a system called Datix. This includes violent and abusive events towards staff. Eliza reviews all the events and talks to the staff that have been affected by the abuse. Eliza then completes a post event report to ensure everything has been done * Eliza also deals with development of policies and procedures * There are seven key areas to consider for reducing workplace violence * Violence is sadly a reflection of society today and we need to use violence prevention tools * Eliza wants to do a co-design project with consumers and patients around their experiences * It is very important to look at violence internally and in the community * Once the framework is accepted and the policies and procedures are finished there will be a number of initiatives rolled out |
| 1. **Patient information documentation:**   The Document Review Group reviewed the following documents and all members agreed with the feedback:   * SOMI * Humeral Fracture Brace * Minerva CTO * Ankle air Cast Brace * Molaxole/Movicol Clear Out * Commuity Allied Health Service * Buccal Midazolam for Seizures |
| 1. **Discharge planning documentation**  * This document has been prepared by Dr Jenny Walker and the purpose is to make the discharge process better for patients * The document will be trialled and will probably require further input from the Council once the pilot has finished * The Council members reviewed the draft documentation and comments were noted on the form. The members agreed that it was a good idea in principle and it was worth doing trials, there were concerns about costs of producing the document |
| 1. **Privacy form:**   The members reviewed the form that Penny has prepared in respect of confidentiality and comments were noted. Penny will amend the document with the suggestions and send it to Kim. |
| 1. **Feedback from Meetings and Round Robin**   **7.1 Lynne Tucker**   * We are still recruiting new members. There will be interviews next week for three potential new candidates. We are waiting on police clearance for the two youth members * In the past, patients who were travelling to Auckland for cancer treatment were able to stay at Domain Lodge which was ideal, it is now over capacitated. If it is full patients are being put in motels and patients have to pay a top up. You can still use the services at Domain Lodge but patients have been quite upset about this. Lynne would like to know if other patients are experiencing problems as it seems inequitable that some patients are getting free services and others have to pay. If that is the case it should be written on the patient information clearly   **7.2 Kim Doble**   * Attended an HQSC train the trainer workshop with Kathy in Auckland which will enable them to provide training to new Council members. The workshop was very good and there will be a presentation to the members at some stage   **7.3 Sue Burdett**   * The Clinical Governance Board meeting was very short last week * There will be a policy on resuscitation status update with further analysis to be undertaken * There will also be a hand hygiene policy * There was some discussion on treatment injuries, these injuries are covered by ACC * Ayshea reported that EWS audit results are back down to to 67 per cent * Sue will be on leave for the next few months   **7.4 Penny Franklyn**   * Penny noticed during a hospital visit in ward 1 that there was a poster for an event that took place in 2018 that was still being displayed. The members agreed there could be a project to see what the wards are displaying, like the 15 steps project   **7.5 Camron Muriwai**   * Camron would like members to share the opening and closing of meetings * Camron has just attended the National Consumer Network meeting in Wellington, this was joined by the consumer network and advisors so there were about 52 in total. The panel would welcome sharing any information between Consumer Councils across the Country   **7.6 Kathy Sadgrove**   * Kathy attended the HQSC training with Kim which was great * Kathy has been filmed for the Whanau Tahi project * Kathy was also filmed for a staff training video and had some really good feedback from someone in orthotics |

|  |  |  |
| --- | --- | --- |
| **Actions** | | |
| Penny will amend privacy form and send to Kim |  |  |
|  |  |  |
|  |  |  |

**Next Meeting**: 5.00pm to 7.00pm, Thursday 27 June 2019

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