

## Northland Health Consumer Council

### Minutes

1700-1900    Thursday, 27 February 2020    Tohora House, Waipoua Meeting Room

#### Present / Apologies

Attendance	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date	Date
	27/02											
Lynne Tucker	✓	✓										
Susan Burdett	✓	✓										
Rick Currie	x	✓										
Kristina Duran	x	✓										
Penny Franklyn	✓	✓										
Camron Muriwai	✓	x										
Karen Riwhi	x	✓										
Kathryn Sadgrove	✓	✓										
May Segar	✓	✓										
In Attendance												
Trudi Dahikamp	✓	✓										
Kathy Diamond	✓	✓										

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

In attendance: Enter the attendees

#### 1. Matters Arising

1-1 Apologies: Pip Zamit. Dee Telfer

1-2 Conflict of Interest: none

1-3 Car parking Tickets: Have been ordered however not available at this time. If required please contact Kim who will post out or arrange for collection of tickets

#### 2.

2.1 Previous Minutes Thursday, 30 January 2020 accepted

#### 3. Reports from attendance at Committees

3.1 Handwashing Committee

Karen attended for 1<sup>st</sup> time and felt very supported. It was noted that in some areas there was room for improvement with hand washing these sectors are to be followed up.

3.2 Maternity Clinical Governance Board;

3.3 Kathy noted that there have been some issues with the scanning machines, (ultra sound) which are been resolved. Arrangements have been completed for Kathy to attend the Ministry of Health Maternity Quality and Safety Programme (MQSP) consumer forum, 24<sup>th</sup>

March to be held in Wellington. We look forward to your feedback.

3.4 Clinical Governance Board:

3.5 Sue and Lynne attended the meeting main areas addressed; a discussion was had on the critical shortage of mental health workers. This appears to be a national issue. With more funding given for Community/primary health care this has caused competition with new recruitments between the areas of acute mental health (hospital care) and community based. An extensive recruiting programme has begun with advertising in medical journals and overseas etc. An update of situation will be presented at the next meeting.

3.6 A report was given on the increased waiting times for guided lung biopsies further resources are needed for recovery. Report back next month on prioritising these patients.

3.7 Discussion around reporting lines to CGB, short summaries proposed from each committee with important issues identified using the same format.

3.8 Capital Works Steering Group

3.9 Lynne attended

3.10 Ongoing discussions are had re the costing and design of the new buildings for both the new builds at Whangarei Hospital and BOI hospital. An architect identified and discussed the pros and cons of the 3 different options proposed for Whangarei. These are ongoing discussions. The new endoscopy clinic will officially open March 18<sup>th</sup> with the catheter lab well underway, hence the disruption to the public carpark.

3.11 Stewardship Steering Committee

3.12 Lynne reported that one of the aims of the group was to create a presence of Stewardship via our intranet. . A group has been formed to create the socialising Stewardship We were asked to come up with a short slogan with a catchy phrase. The aim is to work smarter and effectively without compromising patient care. Discussion was had and some ideas forwarded to Rhys.

#### 4. Other / New Business

##### Administrative Support for Consumer Council

At this point we have no person in the support role and it is likely it could be a few months before a new recruit is found. In the meantime Trudi, and Kim are supporting us as best as possible. Trudi will update the spreadsheet to add any new projects. The frustration is been able to assess the few resources required for our meeting such as parking tickets, pay attendance forms, meeting support.

Minute taking is a combined effort from Sue and Lynne. All support and patience at this time is much appreciated

##### Document Reviewing

Need to reinforce the procedure, that copies to be reviewed are sent to those identified on the document review group, once returned any changes are forwarded to the Chairperson before signed off. Need to check any documents reviewed are updated on the spread sheet.

##### Consumer engagement Quality and Safety

Lynne has been contacted by 'Partners in Care ' Health Quality and Safety Commission stating that a group has been established to set up quality and safety markers for consumer engagement. There were questions as to what how this group was formed. More information required.

##### Recruiting New Members to Council.

The group was reminded to encourage new recruits to apply for a position on the NH Consumer Council in particular younger people and Maori to give a more representative cross section of the population. It was decided once the Council has administrative support we should address advertising in the stairwells of the hospital, advertising on hospital information screens and also to approach the Northland Volunteers organisation.

#### Website

Photos and information of each council member is now online. Please check that the information is correct.

#### Round Table

May attended a 'Grand Round' a presentation given by a Tongan renal specialist. An impromptu welcome was given by the Pacific group that attended the session. It was decided that the members of the Consumer Council should attend these sessions when applicable. Lynne to obtain list of sessions for NHCC.

May attended the NDHB hui in Maungataroto a follow up of the website survey 2019. There was a very good attendance from local residents. Some of the key issues identified were Access to GP's, Hospital discharge, and a local trust is raising funds to build a dementia unit. Looking for community and DHB support.

**5. Manage My health ; In-depth discussion was had on the feedback members had gathered from the communities re their experience of using Manage My Health. Overwhelmingly it was seen in a positive light and those who are not using where keen to learn more. Refer to more detail in the attached email sent to Di Davies and Kevin Salmon. Thank you to Sue for summarising the**



**informaion**

Manage My Health Portal.msg

Transfer of Care Document to be read and discussed at the next meeting

Actions	Description	Who	Deadline
Grand Round	Obtain the list of sessions planned for 2020 from Jan Gleeson-Walters	Lynne	26 <sup>th</sup> March
Web site	Check own details are correct on website	all	26 <sup>th</sup> March
Discharge process	Discuss current situation with the R/N responsible for the Discharge Lounge and whether any further action required from NCC	Lynne	ongoing
Phone call	Phone Deon York re consumer engagement quality and safety marker	Lynne	26 <sup>th</sup> March
National Maternity Quality meeting	In attendance will give feedback	Kathy	24 <sup>th</sup> March
Update spread sheet		Trudi	26 <sup>th</sup> March

**Next meeting:** 1700-1900 Thursday, 26 March 2020

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