



Northland Health Consumer Council

5.00pm to 7.00 pm Thursday 27 June 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	--	--	✓	✓	✓	x						
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					✓							
Paul Welford						✓						
In Attendance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Michael Roberts	o	x	x	x	x	x						
Dee Telfer	x	x	x	x	✓	x						
Kevin Salmon	x	x	✓	x	x	x						

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

Next meeting : 5.00pm to 7.00pm , 25 July 2019

1. Previous minutes 23 May 2019 were agreed



NHCC Minutes 23
May 2019.docx

2. Matters arising

2.1 Apologies: Mike Roberts, Sue Burdett, Camron Muriwai

2.2 Recruitment

- Last month we interviewed three candidates and have offered all three positions on the council. They have completed the necessary paperwork and are waiting for their police clearance before they can start attending the meetings. The two youth members have police clearance. We are hoping they will attend next month

2.3 Conflict of Interest

2.4 Confidentiality

2.4 Car park tickets

3. **Presentation:** Paul Welford – Stewardship Project

- Paul was appointed nine months ago as the Chief Operating Officer which is a new role for Northland DHB, all frontline services and patient services report to him with the exception of Mental Health
- The idea is to have all operational frontline services reporting to one person this is about cohesion between the different services so they are not working in silos
- The role has a lot to do with finance and to make sure that we not only have cost efficiency but also high quality care and value
- This presentation is about a new project that has been developed called the Stewardship Project. We are under financial stress and we are over budget this year and it is only going to get worse next year
- The project is considering ways we could possibly save money. There are a number of tools that have been already used in the UK and the Group are looking at each one of these and considering the evidence
- We are looking at avoiding waste across the DHB, this could be simple things like turning the lights off
- The Stewardship Group meet once a month and are made up of clinicians and Lynne is on the team. We have had consultation on the cost saving topics throughout the DHB
- There are 80 ideas already for areas that could be improved which the group will be considering

4. **Patient information documentation:**

- 4.1 The Document Review Group reviewed the following documents and all members agreed with the feedback:
- Invitation to a family meeting – Renal
 - Information for Families/Whanau of Patients who have died
 - Medical Outreach Service
 - VNT
 - Community IV
 - Caring for your PICC line at home
 - Renal Social Workers

4.2 Patient information process

- Lynne recently discussed this with Mike Roberts and mentioned that it is a lengthy process with large volumes coming through. Mike suggested it might be useful for the Council to decide what should be included on patient information documents so there is a guideline to follow. The members thought this would be a good idea. Kim mentioned that there are some restraints as we are guided by the Northland DHB writing policy on font styles etc. Kim offered to show the NDHB guidelines for writing as that may be all that is required to critique documents

5. Privacy form:

Penny has amended the form. The group reviewed the form and confirmed they were happy with the amendments. Kim will put onto a Northland DHB template and send to Ayshea for her to approve.



Privacy
document.docx

6. Feedback from Meetings and Round Robin

6.1 Lynne Tucker

- Lynne asked the members to let her know if they are unable to attend any meetings and where possible she will try and attend in their place, this will enable her to learn more about projects and to meet key people
- Feedback from Stewardship Committee, (role of Stewardship group outlined by Paul Welford)

There have been weekly meetings initially . Chris Harmston (surgeon) will present at our August meeting to outline an audit that has been approved and is based on work from the UK

- Feedback from Capital Works Group

Discussions included Mania House becoming the hub for community mental health. This also requires the need to address ways of gaining some financial return from the running of the services/building. This may include sub leasing spaces. At this point several options are been discussed with no final decision made. Lynne mentioned that parking could be an issue as this carparking area is a main public car parking area and has limited spaces

Discussions also included the need and approval for two extra theatres to keep up with in particular orthopedic surgery

- Feedback from the Clinical Governance Board meeting
- Paul Welford outlined the terms and reference of the Stewardship group
- With the recruitment of staff at the Sleep clinic plans have been put in place to try and identify those that have been on the referral list to identify and re-refer those that are still awaiting treatment. It is also important that current referrals are prioritised and receive treatment. Discussions was had on the best way to notify this group and how and who should pay for the rereferal notes
- A local resident informed Lynne that there appears to be a change in policy that if you are more than 30 minutes from the base district nurses will now not undertake home visits with the alternative of receiving care from a private agency. In this case it is understood a carer was carrying out complex woundcare. Lynne will follow up on the change in policy

6.2 Kathy Sadgrove

- Kathy would like to know if there is a policy or guideline relating to patient discharge. She has experienced three discharges with her Dad and only one of them was successful. She has also experienced problems with her husband's discharges and thinks things could be done better

Actions

Next Meeting: 5.00pm to 7.00pm, Thursday 27 July 2019

Venue: Waipoua Meeting Room, Tohora House