



# Northland Health Consumer Council

5.00pm to 7.00pm | Thursday 27 April 2017

Tohorā House, Waipoua Meeting Room

Northland Health  
Consumer Council  
nhcc@northlanddhb.org.nz

## Minutes

### Present/Apologies

Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	23 Nov
Kevin Salmon	✓	✓	✓	✓	✓							
Debbie Walker	✓	✓	✓	x	x							
Kathy Diamond	✓	✓	✓	✓	✓							
Kathryn Sadgrove	✓	x	✓	✓	✓							
Brian Vickers	✓	✓	✓	✓	✓							
May Seager	x	✓	x	x	x							
Julie Hepi	✓	✓	✓	✓	x							
Leanee Sayers	x	✓	✓	x	✓							

Visitor	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	23 Nov
Harold Wereta					✓							
Jessica O'Donnell					✓							

In Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	23 Nov
Michael Roberts	✓	x	✓	x	x							
Margareth Broodkoorn	x	✓	✓	x	✓							
Corrina Davis	✓	✓	✓	✓	x							

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

In attendance: Jessica O'Donnell (minutes – 27 April 2017)

### 1. Previous Minutes: 30 March 2017

- 1.1 Minutes of the previous meeting held 30 March 2017 deemed true and correct.

### 2. Matters Arising

- 2.1 Leanee to write and send bio to Corrina. **Leanee**
- 2.2 Send around changes to get agreement for ToR for ratification at the next NHCC meeting. **Corrina DONE**
- 2.3 Arrange appointment for Kevin and Corrina with Human Resources, to start process of getting new members. **Corrina DONE**
- 2.4 Harold to be invited to the April meeting. **Corrina DONE**
- 2.4.1 Kevin thanked Harold for attending the meeting today and for his email to the Consumer Council.
- 2.5 Send pamphlet around council members for feedback. **Corrina DONE**
- 2.6 Draft name tags to be drawn up for the NHCC and sent to members for feedback. **Corrina DONE**

### 3. Conflict of Interest

- 3.1 Nothing new to add.

### 4. Developments within the Māori Health Directorate – Harold Wereta

- 4.1 Harold presented to the NHCC the new structure of the Māori Health Directorate, which was revised following a review of the service. The review was kept in-house at the request of the team.
- 4.2 As part of the restructure, Harold considered reports including the Strive to Work report re: team productivity and the Northland Health Services Plan (NHSP) re: health needs assessment.
- 4.3 The structure has been reduced from 17 FTE to 15 FTE. The 0.8 FTE admin support vacancy will be held until the new financial year to contribute as a savings line.
- 4.4 New structure outlined:
- 4.4.1 Māori Population Health and Strategy
- Looking at service delivery – is it fit for purpose or could it be improved?
  - Strategy and planning – need to be clear on the intent. Focus on Māori public health.
  - Team to also focus on designing a performance management framework for the region. Aiming for a 20 year strategic plan.
  - Team leader appointed, yet to be announced.
- 4.4.2 Quality Improvement and Workforce team:
- This team has been introduced to look at the Māori cultural and quality framework, cultural audits that could be applied in the services, review of policies, aligning programmes delivered to staff (including the Treaty of Waitangi, cultural training and Engaging Effectively with Māori courses), working with Learning & Development around programmes to build up the knowledge base of NDHB staff.
  - An Advisor position has been appointed to but yet to be announced.
  - The team will work on setting targets for the district, including a workforce that reflects the local population. They will also review the current Māori health workforce action plan.
- 4.4.3 Takawaenga:
- The number of Takawaenga has been reduced from 7 to 5. The number in the district hospitals remains unchanged.
  - There is a need to review patient volumes in the districts on a weekly and monthly basis.
  - Harold has asked the Takawaenga to review the model of care, performance aspects of team, how to rebuild the brand with clinicians, and community engagement (e.g. discharge planning with Māori NGO providers to be strengthened).
- 4.4.4 Kaumatua Cultural Advisor:
- This role has been made permanent at 0.8 FTE in order to raise the mana of the role.
- 4.4.5 Kaunihera Kaumatua:
- The Kaunihera sits at the GM's level in the new structure so that the mana is the same. Harold is developing a work programme with the Kaunihera.
  - The Kaunihera has made comment on the structure and has suggested the addition of a Māori chaplain. Harold has talked to the current chaplain, Sue White, about this.
- 4.5 Key Performance Indicators (KPIs) will be implemented in the directorate going forward and will be discussed at a two-day team workshop to be scheduled. The workshop will also look at roles and responsibilities and development of a workplan for the year. Also to be discussed is whether the name 'Te Poutokomanawa' should be just for the inpatient service or for the whole directorate.
- 4.6 The timeframe for implementation of the new structure has been extended to April 7<sup>th</sup>. Harold will provide an update in six months.

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- 4.7 Group discussion:
- 4.7.1 Lifespan of the Kaunihera kaupapa within the directorate. The Kaunihera has been in place for 20 years. Harold will be reviewing the Terms of Reference with the group to maybe introduce a term. Average age of group members is 79. Question raised around bringing younger members onto the group. A younger kaumatua from the Hokianga has recently been brought in.
  - 4.7.2 Discussion on connection between the Kaunihera and the Consumer Council. Query raised re: whether a Kaunihera member could sit on this group. For the Council to consider and decide.
  - 4.7.3 Cultural framework fitting into the mahi of the team. Harold has asked the Takawaenga about the framework – some are able to articulate the Te Whare Tapa Wha model, others less so. Harold want the team to come up with something they all agree to re: measuring overall performance.
  - 4.7.4 Supervision for Takawaenga. This is done sporadically at the moment; however, a Supervision Policy is currently being worked on in the DHB. In theory, Kaumatua should play that role and Harold wants to strengthen this. There is also group supervision amongst the Takawaenga themselves during their group meetings.
- 4.8 Harold described a new project looking at an indigenous health system:
- 4.8.1 An iwi / Māori provider led alliance has been agreed and will focus on outcomes and how the sector invests in Māori Health going forward. A meeting has been scheduled for May 10<sup>th</sup>, of iwi representatives, CEOs and Māori Health Managers, to work on a plan going forward, including key principles. Wider community to be invited at a later stage. Harold is also planning to bring Sir Mason Durie back up to Northland in the near future.
  - 4.8.2 Harold will provide an update to the Consumer Council in two months time following the May 10<sup>th</sup> meeting.

## 5. Strategic Direction for 2017 – Margareth Broodkoorn

- 5.1 Margareth presented the draft annual workplan for the Consumer Council. This was developed based on discussions during previous meetings. The plan was updated during the meeting – see below:



Northland Consumer Council Annual Workp

- 5.2 The format of the plan has been borrowed from that of Hawkes Bay DHB's Consumer Council.
- 5.3 The plan outlines three key purposes of the Council:
- 5.3.1 Provide a strong viable voice for the community and consumers on health service planning and delivery.
  - 5.3.2 Advise and encourage best practice and innovation in the areas of patient safety, consumer experience and clinical quality.
  - 5.3.3 Promote and support the enhancement of consumer engagement.
- 5.4 Each key purposed is aligned to various functions, strategies and workplan activities for 2017.
- 5.5 Brian would like consumers to participate with clinical staff in co-design activities. It may be that the Council facilitates this engagement but does not necessarily provide the input itself. It was noted that some departments in the DHB are doing co-design well; others less so.

## 6. Topic of the Day – Open Forum: Ratify Terms of Reference (ToR)

- 6.1 Margareth suggested a few changes to the ToR; these were discussed with the group and the updated version is below:
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ToR DRAFT  
April2017.docx

- 6.2 Changes made to the ToR include the following:
- 6.2.1 Addition of expression “nothing about us, without us”.
  - 6.2.2 That the Chair will be recommended by Council members to the CEO for endorsement.
  - 6.2.3 Quorum for most groups is usually 50% + 1, but due to variable member numbers this can be a challenge realistically. It was agreed that in a group of max. 15, a 5 member quorum would not be sufficient for important decisions, thus a quorum of 7 was agreed. There is a need to get recruiting underway.
- 6.3 The position description for the Consumer Council Chair was endorsed at the last meeting. Margareth suggested a few small edits – primarily minor semantic changes – which the group was happy with. Updated version below:



NHCC Chair Position  
Description DRAFT Apr

- 6.3.1 Re-election for the Chair role is due in June. Nick and Kevin have had some discussions.
  - 6.3.2 It was suggested that the NHCC volunteer member position description also be reviewed.
- 6.4 Margareth suggested the Council have an organisation chart. A draft version was tabled at the meeting and the updated chart is below. It was noted that Chelsea Edmonds has resigned from the Council and May Seager is currently taking time out.



17-04 NDHB  
Consumer Council org

- 6.4.1 Margareth shared the Canterbury DHB’s Consumer Council organisation chart, in which representation is grouped under interests and by service (e.g. public health, older people’s health, Pacific people). NHCC members agreed to add this to their structure. It was also noted that the NHCC brochure indicates each member’s area of interest. It would be good to review interest areas at this stage in order to be able to identify any gaps.


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## 7. Other Agenda Items

- 7.1 Reporting – Council report to ELT via monthly meeting minutes including any recommendations. At the end of each meeting there should be 2-3 agreed key messages that NHCC want the organisation to hear.
  - 7.1.1 Not discussed.
- 7.2 Update on cleaning contract – Kathryn
  - 7.2.1 Kathryn and Debbie were part of a group that reviewed tenders for the cleaning contract, scoring the proposals and vendor presentations against various categories such as health and safety. The scoring and recommendations have been submitted and will now be taken to the next level in the process. The food contract process is commencing next week.
- 7.3 NHCC interviews
  - 7.3.1 Next Tuesday, Corrina, Debbie and Kevin will be holding NHCC interviews with two applicants, one of which was nominated by a DHB staff member.
  - 7.3.2 The ToR states that names of applicants will be taken to the next Council meeting for members to approve those to be offered an interview. Kevin to check with Corrina if the link to the completed

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application forms was sent to NHCC group members; he will also send out details on Monday.

- 7.3.3 Corrina and Kevin spoke with Pat Hartung following last month's meeting re: having a continuous advertisement in place in order to generate enough enquiries to keep Council numbers between 12 and 15. Nick has approved the advertising cost. This will be a standalone ad, innovative, and will be in the newspapers regularly, i.e. every 2 months. Kevin did not like using the word 'volunteer' in the ad. Kevin to send a copy of the ad to the Council. The 'volunteer' wording in the position description may need to be changed. Margareth to change wording in the ToR.
- 7.4 Request for consumer representation on Patient Hand Hygiene project
  - 7.4.1 Adair Watson has requested a consumer representation for this work. It was agreed that, in order not to overburden Council members, to advise Adair to contact the Quality Improvement Directorate (QID) and ask if they have any consumers on their database who may be interested. Margareth will also talk to Cristina Ross about this process.
- 7.5 Request for consumer representation on Telehealth project
  - 7.5.1 Brian and Leanee interested in this.
  - 7.5.2 Discussion at CGB recently re: transporting clinicians between Auckland and Northland.
- 7.6 Request for consumer representative replacement at Child Health meetings
  - 7.6.1 Martina Ackerman has requested a replacement for Chelsea Edmonds at the Child Health meetings. Kevin has been provided the schedule of meeting dates.
  - 7.6.2 Suggestion made that Julie might be interested.
- 7.7 Request for consumer representation for Whanau Tahi work
  - 7.7.1 Jo Fitzpatrick has requested a representative from the Consumer Council for the Shared Care Consumer Advisory Group. The shared care platform in Northland is called Whanau Tahi. Margareth has also received an email from Anna McKernan regarding the same.
  - 7.7.2 Margareth gave an overview of Whanau Tahi – this is a shared care planning tool accessible to primary and secondary care, as well as the patient (currently read access only for patients). Information is populated into the tool from MedTech, the Patient Management System used in General Practice. InterRai reports are also pulled into the tool. There is a secure electronic messaging function which is anticipated to improve communication between GPs and specialists. An Advance Care Planning (ACP) component may be rolled out in the second phase.
  - 7.7.3 Kevin to reply to Anna McKernan advising that he and Kathy are interested.
- 7.8 Update on development of Consumer Councils throughout New Zealand
  - 7.8.1 There has been a lot of activity with Consumer Councils in NZ recently. Capital & Coast DHB has received Board approval to start recruiting for its Consumer Council.
  - 7.8.2 Graham Norton from Hawkes Bay has stepped down from his role and will now be leading a collective on Consumer Councils of NZ (though not yet officially formed). Kevin has advised Nick.
  - 7.8.3 The Health Quality and Safety Commission (HQSC) is stepping away from its work instigating the creation of Consumer Councils; however it will still offer training.
- 7.9 Partners in Care
  - 7.9.1 Brian noted that there is still old signage up around the hospital re: visiting hours, though understands that the Partners in Care initiative is working behind the scenes.
  - 7.9.2 The Partners in Care and Visitors Policy is due for review. Margareth to send the policy to the Council to review. To also table for next month's meeting.  
  
Partners in care and visitor policy.doc.doc
  - 7.9.3 Keri Linklater has conducted surveys re: Partners in Care. Findings indicated that the terminology

of 'Partners in Care' is not resonating with patients and staff; however, there has been good progress overall to date. Margareth will present the surveys at next month's meeting.

7.9.4 The DHB is currently looking to purchase recliner chairs for Partners in Care on the wards. These have been funded with the aid of the Lions Foundation fundraising. The manufacturer of the chairs is a local company, based in Mangawhai.

7.9.5 Evaluation of the 15 Steps programme has shown that there may be a need to reconsider how it all works. Keri covered this at the last meeting. The programme has been shelved as tracer audits cover the same thing.

## 8. Meeting Closed: 7:17pm

8.1 Kathy closed the meeting with a karakia.

Actions			
6.3.2	Review NHCC volunteer members position description	All	
6.4.1	Review NHCC members' interest areas and add to organisation chart	All	
7.3.2	Check with Corrina if link to completed application forms was sent to NHCC; also send out details on Monday	Kevin	
7.3.3	Send a copy of the recruitment advertisement to NHCC	Kevin	
7.3.3	Change 'volunteer' wording in the NHCC ToR	Margareth	
7.4.1	Respond to Adair Watson, advising her to contact the QID for consumer representative for Patient Hand Hygiene project	Kevin	
7.4.1	Discuss consumer representative process with Cristina Ross from QID	Margareth	
7.7.3	Advise Anna McKernan that Kevin and Kathy are interested in joining Shared Care Consumer Advisory Group (re: Whanau Tahi)	Kevin	
7.9.2	Send Partners in Care Policy to NHCC to review; table for next month's meeting	Margareth	Policy sent post-meeting; Corrina to add to agenda
7.9.3	Present Partners in Care survey findings at next month's meeting.	Margareth	Corrina to add to agenda

**Next Meeting: 5.00pm, Thursday 25 May 2017**

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

# Register of Matter Brought to the Attention



Status	Date Brought to Attention	Request	Comment/Action/Outcome	Reported By	Member Assigned 1	Member Assigned 2	Member Assigned 3	Time/Date commitment	Venue	Additional information	NDHB staff contact	
●		Current										
●		On-Going Meetings										
●		Northern Regional Telehealth	We are looking for a Northland consumer representative to represent NDHB and the Northland Health sector on a regional project to find a clinical use videoconferencing solution as part of our telehealth programme. Although details are still being worked out, it is likely that attendance at monthly meetings at regional level and feedback from clinical testing and procurement stages is needed. I would estimate 4 hours time per month over the next 6 months. Meeting attendance can be remote (phone or videoconference) with some contact time here at the hospital ideally.  The project is called Northern Regional Telehealth which has a patient facing element. Aside from direct contact via acute and specialist consultations we are also looking at using the technology to do consultations to patients in their home.	Roy Davidson, NDHB Telehealth Programme Manager	Brian Vickers 09 436 5735, 021 445 330 email diandbri@gmail.com	Leanne Sayers 027 454 9571 email lsayers@slingshot.co.nz		As above	via phone, videoconferencing or onsite at Tohora House, Whangarei Hospital	Yes	Roy Davidson 021 410 699	
●	05/04/17	Participating members for Shared Care Advisory Group	Participating members for Shared Care Advisory Group. This is otherwise known in Northland as Whanau Tah.	Corrina	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Kathy Sadgrove 021 081 43744, email			Auckland Meeting. Make available meeting room and VC			Jo Fitzpatrick 027 5060704
●		A co-design partner to assist with designing a patient hand hygiene survey and visual tool. Hand hygiene survey: to identify what inpatients observations of hand hygiene practice are. Aim to improve poor practice and decrease infections. Visual tool: to assist with identification of potential infection post hip/knee replacement surgery. Aim to increase early identification and treatment of potential infection.	Full co-design partner. Perspective will be used to design a user friendly document that provides the information required in a clear and useful format.	Adair Watson	May Seager 021 238 5328 email managerpict@outlook.com			To be negotiated once the team has been formed. I expect that the developing documents can be emailed for feedback and input between meetings. Hand Hygiene survey timeframe for completion approx. two months. I expect the patient information and visual tool will take a bit longer.	TBC	Not yet arranged		Adair Watson 021581106
●	03/05/17	Representative to attend and participate in the NDHB sustainability committee meeting	NDHB sustainability committee meeting	Corrina	Brian Vickers 09 436 5735, 021 445 330 email diandbri@gmail.com			4 meetings a year. Next meeting 9 May at 3.00pm Pukenui Meeting Room	Pukenui Meeting Room, Tohora House			Margriet Geesink 021 726 723
●		a representative of the council for two procurement tender processes. One is for the selection of a Food Supplier, One for Cleaning services. CFO of Northland DHB suggested a representative of the customer council should be involved in the process	Representative will be part of a project evaluation team assisting with the selection of a preferred supplier	Serge Kolman	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz		The Food Services Meeting is 10:00 to 12:00 and the Cleaning Services is 1:30 to 3:30 on 7 December	Whangarei hospital	No		Serge Kolman. 0272458797
●		Rheumatic Fever Clinical Governance group	This group oversees the clinical aspects of prevention and management of rheumatic fever. We are keen to have the voice of whanau represented and would like a consumer council member in addition to representation from whanau with experience of RF (which we are organising).	Dr Clair Mills Public Health	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz			Quarterly meetings at maximum. First meeting likely second half of August. Could mainly be by teleconference or VC. Meeting held 18 August. Further meetings not yet set.	Tohora House or teleconf. or Kerikeri St John Rooms	Still to do		Miriam Vance (ask via switchboard 09 4304100 - she works 9-2pm Mon-Thurs). Clair Mills 021461039 but away til August 8.
●		Redesign of Transfer of Care document	1. Inform changes to the "Advice to Patients" section of the document 2. Inform the processes and culture around the TOC process and document (we are trying to reorient the process around patients and GPs needs rather than hospital needs (which can be met in other ways)) One or more consumers to help redesign the Transfer of Care document (Discharge summary) used to convey information to patients and GPs when a patient is discharged from hospital. Will require attendance at one of more meetings	Win Bennett	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Brian Vickers 09 436 5735, 021 445 330 email diandbri@gmail.com		Next meeting is Friday 26th Aug at 11.00am. Venue 3rd Floor Hospital, Auckland University Meeting Room. I appreciate this is very short notice but it is when clinicians are available. Will confirm future dates at that meeting and let you know	3rd Floor, Hospital, Auckland University Meeting Room	Will pay for parking		Win Bennett 0274807893
●	01/07/16	Reduction of Resp ASH Readmissions	This is a NDHB quality account around the reduction of readmissions to the children's ward. There is a MDT working party just about to be established.	Martina Ackermann	Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	These meetings are quarterly next one 23 November co-design workshop for 4 hours in the morning.	Tohora House	not as yet		Martina Ackermann Quality Facilitator 021 830 944 430 4130
●	28/04/16	Project Control Group	Site master plan consumer representation	Margareth	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz		2nd Tuesday every month 8.00am to 9.00am	Waima Meeting Room Tohora House	Ongoing monthly meetings		Keti Marsh-Soloman Strategic Projects Admin 430 4101 ext 60412
●	25/06/15 25/05/16 updated new 25/02/16	Clinical Governance Board	Kevin has been unable to attend due to other commitments on the meeting times. The Chair of NHCC unanimously voted to be included on the Board	Alan Davis	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Brian Vickers 09 436 5735, 021 445 330 email diandbri@gmail.com		3rd Wednesday every month 11.00am to 1.00pm		Ongoing monthly meetings		Alan Davis Clinical Director 021377588
●		Partners In Care	Contribute planning and development of toolkit for implementation of partners in care policy	Keri	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz		Thursday 24 March 11.30 to 12.30pm Awaiting further meetings to be booked	Ruapekepeka Room			Keri Linklater Project Manager 021 518 087
●		Health of Older People Management meetings	The Health of Older People Management Meeting is where our HOP senior management team, plan and review progress on key projects, service development, and discuss key or emerging service changes, gaps and action plans. The consumer voice is key to this and inclusive as they bring the experience of the community, in our case older people.	Lyn Rostern	Marilyn Edwards 021 435 391 email me659@xtra.co.nz			all meetings 11am-12.30pm. 21 March 2016 2 May 2016 27 June 2016 8 August 2016 19 Sept 2016 14 November 2016	Pohutukawa Room, Maunu House	Parking exemption card as mtgs are one and a half hours.		Michelle Crayton-Brown, 021 454 113 Lyn Rostern 021446203 lyn.rostern@northlanddnhb.org.nz
●	19/01/16	The Equity Kaitiaki Group	The consumer representative will be actively contributing to the NHSP EKG work programme delivered within an equity framework prescribed by the Equity Kaitiaki Group. All projects of the NHSP work programme are focussed on eliminating inequities.	Ellie Berghan, Populati on Health Strategist Maori	Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com			2 monthly meetings of 2 hours duration, held in the NDHB venues, typically Maunu House. Next meeting will be in November 2016.	As per agenda sent a minimum of 5 days prior to the scheduled meetings Whangarei, NDHB	Parking exemption cards Koha-petrol vouchers.		Ellie Berghan, 021 583 957
●	14/12/15	The Bay of Islands hospital redevelopment	The Bay of Islands hospital is being redeveloped and NDHB would appreciate the input of the Consumer Council at the design and planning stage. Feedback will be used to ensure that patient and visitor flow through the hospital has been considered	Corrina	Chelsea Edmonds 021 150 9388 shelsea0312@gmail.com	Brian Vickers 09 436 5735, 021 445 330 email diandbri@gmail.com	Isabelle Cherrington 0274041260 or (09) 4041551 work isabelle@hauorawhanui.co.nz	28 September 10.15am to approx. 12.15pm Emergency/A&U/Xray/St Johns 12.45pm - 2.45pm Wards	Bay of Islands Hospital	This can all be arranged once a date and time is confirmed.		Debbie Rihari Project Manager 021 705 750 430 4100 extn 60421

Status	Date Brought to Attention	Request	Comment/Action/Outcome	Reported By	Member Assigned 1	Member Assigned 2	Member Assigned 3	Time/Date commitment	Venue	Additional information	NDHB staff contact	
●	12/03/15	Child Health Clinical Governance Group	Child Health Service clinical governance group requesting 2 x consumer representation	Keri	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz		03/02/2016, 27/04, 08/06, 24/08, 12/10 and 30/12 at 9.30am to 11.30am.	Child Health Centre		Martina Ackerman Quality Facilitator 021 830 911 martina.ackermann@northland.dhb.org.nz	
●	23/10/15	Maternity Clinical Governance Group	Focus is on ensuring appropriate maternity services which meet the needs of our Women, babies and Whanau. Consumer input within these meetings to guide this is critical.	Kevin	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz		Meeting first Tuesday of each month from 1.00pm to 3.00pm	Tohora House	Parking and Honorarium will be arranged		
●	27/08/15	Quality Improvement Directorate	Requested 1-2 consumers to attend QID monthly meetings and provide input in Tracer audit review and other projects as required - happy for this to be rotated among council members	Keri	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com			2.5 hours+ monthly (3rd Thursday of month from 9-11.30am)	2nd Floor conference room	QID TOR to be provided. Brian is already attending these meetings.	Christina Ross (Quality manager) 021704618	
●	30/07/15	Otiuhau C3 - Neighbourhood Healthcare Homes	Breakfast at Pehlaueri Marae, NHH Care Select Launch - NHH project aims to support primary health care to become better connected.	Debbie and Marilyn	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Marilyn Edwards 021 435 391 email me639@xtra.co.nz		Monthly 3 or 4th Tuesday from 12.00pm to 2.00pm	Trinity Church	Ongoing monthly meetings	Jenni Moore Project Manager 021 452 614	
●	30/07/15	Hand Washing Steering group	Hand Washing Meetings held every 2nd Tuesday of the month (next 8-Sep). Premia checking if May is required for every meeting.	Kevin	May Seager 021 238 5328 email managemrict@outlook.com			Every 2nd Tuesday of the month.		Ongoing monthly meetings	Premila Reddy Clinical Nurse Specialist, Infection Prevention and Control 021 454 522 430 4101 ext 7222	
●	27/08/15	Telehealth Steering group	Bi-monthly meetings + other pieces of work as necessary eg, feedback on document and policy reviews	Keri	Tania Moriarty 021 714 252 email tmoriarty@uriohau.co.nz			Meets Bi monthly Wednesday 7 Sept 11.30 to 12.30pm Wednesday 8 Dec 11.00 to 12.00pm	Medical Outpatients Meeting Room and via VC	Interest in technology would be helpful but not essential	Roy Davidson (Telehealth programme manager) 021 410 699	
●		☐ Closed										
●		As part of the acute medical Patient pathway, the nursing team will be participating in a patient co design series with Lynn Maher in November 2016, which will run for 6-8 months. The Emergency & Medical CNMs along with a representative from their team will be looking at the admission process & we would value the participation of one or two consumers	To assist in designing a admission process that is patient centred	Belinda Beehre - Service Manager Clinical Support and Medicine	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz		Initially a one day session on the 22 November & then ongoing sessions of approx. an hour at a time for approx. 6-8 months	Tohora house	No, but can be arranged	See the NDHB online training LC 186 PT experience & co design workshop & LC 187 PT experience & co design Project programme for further information	Belinda Beehre 021 309065
●		One member to attend, to support the participation of consumers at a Local (Northland) Falls Pathway Consumer Co-design workshop to be held 7 February 2017, in Whangarei.	The consumer input is a key platform from which planning principles and key themes inform the development of a client and whanau centred pathway. There will be up to 10 service users present and Council members are a dedicated resource that supports them to participate and feel safe in doing so.	Lyn Rostern, Popuaitio n Health Strategist	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz			One-off attendance 7 February 2017, 10.30-2.30pm,	St Johns Ambulance Station, Western Hills Drive Whangarei, Classroom 1	Free parking is available on the St John's campus. Contribution to travel costs by petrol vouchers.	Lyn Rostern, 021 446 203 or extension 8404	
●	Cancelled	Inviting 1-2 NHCC members to participate in 15 steps challenges in W14 (medical) and W3 (surgical) - ideally with limited previous experience in these wards	The 15 steps challenge forms the 'first impressions' section of tracer audits and aims to highlight what works well and possible areas for improvement from the patient's perspective.	Keri Linklater	Julie Hepi 021 448 420 email heremaia1@xtra.co.nz can make after 1.00pm	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.n z can make Tuesday only	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz will be back up	Possible dates are Tuesday 11th or Wednesday 12th April. Time commitment is between 2 and 3 hours (including pre-reading)	Whangarei hospital	Yes	Keri Linklater	
●	Cancelled	Looking for consumers to share their stories/examples of interactions with doctors (either as a patient or whanau/family member) and describe what it is from your perspective that makes the interaction a good one.	Up to 1 hour 'patient voices' session for first year house officer training programme - focusing on good interactions with doctors. Will likely include a 10 minute time slot per consumer to share your examples.	Keri Linklater	Julie Hepi 021 448 420 email heremaia1@xtra.co.nz	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz		1 hour session on either 11 April or 4 May from 12.15 - 1pm plus preparation time (estimated 1 hour).	TBC	Honorarium payment and exit ticket will be arranged	Keri Linklater extn 60588 or 021518087	
●		Consumer participation in a 15 Step Challenge at Whangarei hospital	15 Steps challenges forms the 'first impressions' section of tracer audits and highlight what works well and any possible areas for improvement and from both a quality improvement and consumer perspective. Reports are sent to staff and management from the participating departments	Keri Linklater	Liz Cassidy-Nelson 027 436 4022 email nelson@clear.net.nz	Julie Hepi 021 448 420 email heremaia1@xtra.co.nz	Kim Robinson	2 February 1.30pm to 3.30pm	Intensive care unit (ICU) and possibly Coronary Care Unit (CCU) as well	koha and parking exemption will be arranged	Keri 021 518 087	
●		Feedback on System Level Measures Plan	To read summary and draft plan on the System Level Measures plan, feedback by 1 November. Sent to NHCC 18 October.	Corrina				1 November			Corrina	
●		Consumer participation in 15 Steps Challenge in SCBU (Special Care Baby Unit)	15 Steps challenges forms the first 'impressions section' of tracer audit and highlight what works well and any possible areas for improvement from both a quality improvement and consumer perspective. Reports are sent to staff and management from the participating departments	Keri	May Seager 021 238 5328 email managemrict@outlook.com		Katie Raynel 022 052 3977	TBC - aiming for the first week of December (Thursday 1st - Thursday 8th)	Whangarei hospital, SCBU	koha and parking exemption will be arranged	Keri Linklater 021 518 087	
●		Participation in the 15 step challenge for the mid-north sub acute unit as part of the tracer audit. The members of the tracer team (Christine Mckerrow, Michaela Match and Brian Vickers) will be asked to participate in the challenge prior to starting the audit. There is space for another consumer if suitable, please ask Brian re: this.	Same as always	Keri	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com			26th October - 1 hour prior to the tracer audit commencing	TBC	Will arrange koha	Keri 021518087 or extn 60588	
●	01/09/16	15 Steps challenge - this will be an all day trip to Kaitiata Hospital to complete a 15 steps challenge with the possibility of completing a second challenge at BOI hospital on the way back to Whangarei	The challenges allows us to bring a non-clinical consumer perspective to the process of understanding the patients first impressions. A summary of feedback collected on the day will be included in the tracer audit report provided to staff/management of the district hospitals	Keri	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz			TBC - aiming for week of 26-30 September	Kaitiata Hospital	Travel from Whangarei hospital and back will be provided + parking exemption and koha	Keri Linklater xtn 60588 or mobile 021518087	
●	19/09/16	CPHAC Meeting	Presentation to the CPHAC meeting	Sam	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz			19 September at 8.00am do not need to stay for the whole meeting.	Waipoua Meeting Room, Tohora House		Corrina Davis	



Status	Date Brought to Attention	Request	Comment/Action/Outcome	Reported By	Member Assigned 1	Member Assigned 2	Member Assigned 3	Time/Date commitment	Venue	Additional information	NDHB staff contact
●	25/02/16	Consumer representative for the NEHR (Northern Electronic Health Record) consumer group.	The NEHR project includes an advisory working group of consumer engagement staff and experienced consumer advocates. The working group will connect with a wider pool of consumer subject matter experts (SMEs). There are other advisory working groups focused on the clinical, administrative, business and technical aspects of an EHR. Those groups may also raise some questions that need consumer input. All the working groups report to a coordinating Programme Steering Group. The Consumer Working Group is led by the project's independent Consumer Lead and the Director of the programme team. It will have between 10 and 15 members.	Margareth Broodkoon	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com	Consumer working group meetings will be once or twice a month, by videoconference and teleconference. Total time commitment is expected to be about 6 hours per month, including reading	Tohora House,	not at this stage - it will be discussed at the next meeting	Margareth - 021470141
●	11/02/16	An additional consumer representative to sit on the PWCC steering group - Liz will remain a member for the new group being formed.	This is a consumer advisory role and their feedback will contribute to decisions around the planning and delivery of patient and whanau centred care	Keri	Liz Cassidy-Nelson 027 436 4022 email Inelson@clear.net.nz	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com		Monthly meetings - first Monday of every month from 3-4.30pm. We may need to call a meeting prior to 7 March and the day and time of this will be different, it will be a one-off - TBC	Tohora house - Waipoua meeting room	Will call you to discuss	Keri Linklater@northlandhdb.org.nz
●	13/10/15	Health and Service Information Meeting	Consumer input on the different Health Information services available	Jenni Moore	Marilyn Edwards 021 435 391 email me559@xtra.co.nz	Kevin Salmon 021 774 828 email		Tuesday 13 October from 2.00pm to 3.00pm	Tohora House, Warawara Meeting room		Jenni Moore
●	30/04/15	Patient and Whanau Centred Care	P&WCC project board requesting NHCC participation	Liane Penney	Liz Cassidy-Nelson 027 436 4022 email Inelson@clear.net.nz					Ongoing monthly meetings	
●	25/06/15	Whangarei Hospital Urgent Care Governance Group	Asked to participate in Whangarei Hospital Urgent Care Governance Group project, chaired by Nick Chamberlain around ED Dept. length of stay.	Kevin	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz					Ongoing monthly meetings	
●	30/07/15	Acute General Medicine Services Design and Interim AMAU Project Board	Asked if NHCC would provide consumer input. Trying to improve and achieve targets to speed up and improve the patient journey.	Debbie and Kathryn	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz				Ongoing monthly meetings	
●	25/07/16	Consumer participation (1 x NHCC member and 1 x other consumer) in a 15 steps challenge at Whangarei hospital during the month of August - this involves pre-reading of the 15 steps toolkit and up to 1.5 hours on the day of the challenge to undertake a walkround of a surgical ward and provide feedback.	Feedback will be collated on the day of the challenge and a report provided for ward staff to action as appropriate.	Keri	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Leanne Sayers 2 consumer		Time commitment: 1 hour pre-reading plus 1.5 hours on day of challenge Date: 23 August 2.30pm to 4.00pm	Whangarei hospital	Parking should be available in the main visitors car parks (1 and 2 on the attached map), entry from Maunu Road. Exemption tickets will be provided for our consumer participants so you can exit the car park free of charge.	Keri Linklater xtn 60588 or mobile 021518087
●	10/08/16	Healthpoint Limited	Healthpoint is the primary site that we have been using for the DHB for information to both Health professionals and consumers. We are migrating the health professional part to Health Pathways (also for discussion) and Healthpoint are looking to become more consumer focussed for two way interactions.	Sarah Hunt	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz			Wednesday 10 August 2016 from 2.00pm to 3.30pm	Tohora House TBC		Sarah Hunt, 021 455 793 or 430 4101 ext 60410, sarah.hunt@northlandhdb.org.nz
●	09/06/16	Stroke Consumer Workshop - Attend a solutions based meeting with staff.	This meeting is follow up from our two initial stroke consumer meetings. Initial request was for attendance at the 4 May Whangarei Stroke Consumer Workshop and this is the next phase.	Lyn Rostern	Marilyn Edwards 021 435 391 email me559@xtra.co.nz			Tuesday 28 June, 9.30am to 12.30pm	Kawakawa	Open workshop Lyn has offered Marilyn an option of travelling with them to Kawakawa	Lyn Rostern 021 446 203 or 470 0000 ext 8404
●	14/03/16	<b>DHB Shared Services No contact made</b>	Looking for people to interview as part of the Margins Medicine Outcomes Number 6 which relates to pros and cons of surcharging patients.	Ian Hartley-Dade	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz			Telephone interview			Lucille Trewern 027 703 0400
●		Mike Roberts	Assessment of Year 1 & 2 Medical Students	Kevin	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz			10-12 hours			Mike
●		For Consumer Council member(s) to attend 1-3(3 in total) locally meetings for the development of the stroke care hospital to home pathway.	The across northland workshops will be consumer focused with a range of service users and whanau present. Their presence is one of participation as a consumer rep and secondly to ensure other service users present are supported in the process. They act as advocates and support consumers being able to contribute.	Lyn Rostern	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Kathy Diamond 0272333008 email kathy@nhht.co.nz	Marilyn Edwards 021 435 391 email me559@xtra.co.nz	6 April, in the mid north(Maori focused hu)10-am-2.30pm, 4 May, Whangarei, 10am-1.30pm, 11 May, Far North 10am - 2.30pm.	TBC by mid next week.	We book vehicles and can transport consumer reps if required. We also host the days. We would need to consider any other reasonable costseg petrol vouchers depending on the consumers circumstances.	Lyn Rostern 021 446 203
●	25/02/16	Participation in a 15 steps challenge for ED - challenge takes 1-2 hours and will include some background reading prior to challenge day	Feedback is reported back to ED staff with the expectation that an action plan will be developed to implement appropriate changes	Keri	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz and CD			1.5 hours starting at 9.00am on Tuesday 12 April	Whangarei hospital		Keri Linklater
●	09/03/16	MOH HoP Strategy	All public invited to an informal discussion on the future Health of Older People strategy.	Lyn Rostern	Marilyn Edwards 021 435 391 email me559@xtra.co.nz			Wednesday 9 March 3pm to 5pm	Forum North		
●	18/12/15	Ian Hartley-Dade	Consumer speak about their experiences and how they would see the future of community pharmacy? Event regarding the future community pharmacy services agreement. They want the event to pull together partners from across primary care – including consumers – to have a workshop style event.	Corrina	Kevin Salmon 021 774 828 kevin.salmon@alzheimers.org.nz, Hikurangi Cherrington 09 405 4864 hiku_venus@clear.net.nz, May Seager 021 238 5328 managernpict@outlook.com. Also Isabelle Cherrington 027 404 1260 isabelle@nauroawhitanui.co.nz, who is not a NHCC but will be joining the other members as a consumer within BOI area. Brian Vickers 09 436 5735, 021 445 330 diandbri@mac.com			4.00pm to 7.00pm	BOI Golf Club, Golf View Road, Kerikeri		Ian Hartley-Dade
●	21/01/16	Consumer feedback on new signs for ED - to be collected during a brief hikoi from main car park to ED reception	Contribute to the completion of ED renovation specific to signage	ED renovation project group (Leah Maple / Margaret)	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz	Marilyn Edwards 021 435 391 email me559@xtra.co.nz	4.15 - 4.45pm	Whangarei hospital	N/A	Keri Linklater
●	24/09/15	Alan	15 Steps Programme - Oncology	Alan Davis	Liz Cassidy-Nelson 027 436 4022 email Inelson@clear.net.nz			1.5 hours	Jim Carney Centre	TBC	Keri
●	23/10/15	Stephen Kelly, MOH	Feedback on the NZ Health Strategy, the draft Strategy will be publically released on 27 October with consultation running from 27 Oct to 4 Dec.released	Kevin	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	May Seager 021 238 5328 email managernpict@outlook.com	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com	4 November 3.00pm to 4.30pm	Warawara Meeting room-booked 1.30pm to 6.00pm		
●	29/01/15	Visitors Policy	Review of policy and family presence policy	Alan Davis	All						

Status	Date Brought to Attention	Request	Comment/Action/Outcome	Reported By	Member Assigned 1	Member Assigned 2	Member Assigned 3	Time/Date commitment	Venue	Additional information	NDHB staff contact
●	07/09/15	Simon Harger-Forde Sexual Health Planning	30min prep, 29/09/2015 9.00am to 12.00pm, 1 hr reading/reflection and mid-end of November 3 hrs	Keri	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com		30 minute prep 3 hrs 29 September 1 hr reflection 3 hrs mid-November			
●	25/06/15	Palliative Care Workshops	Kathy Diamond will attend Kaitiaki and Kaipara. Tania will attend the Kaikohe and Whangarei workshops	Kevin	Kathy Diamond 0272333008 email kathy@nhht.co.nz	Tania Moriarty 021 714 262 email tmoriarty@uriohau.co.nz		Attendance at workshops 02-Sep			
●	25/06/15	Advanced Care Planning for Maori	Open to anyone if able to attend	Kevin							
●	25/06/15	Ward 15	Invitation for any members wanting to view the ward with any comments around their 15 Step Challenge	Denise Watene							
●	25/06/15	Outsourcing of Catering Services	Update given by Alan Davis, the NDHB will not be contracting out catering or laundry services they will stay Status Quo	Marilyn							
●	25/06/15	APAC Forum	HQSC has sponsored spots, recommended Debbie Walker to attend the 4th APAC forum, Asia Pacific	Kevin	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz					Attend forum once HQSC has approved 23-25 September. HQSC did not approve, so no attendance	
●	25/06/15	Wellington Conference	MOH supporting Kevin to attend	Kevin	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz						
●	25/06/15	Child Health Quality Group	Have asked if NHCC would provide consumer input. Alan to give members assigned contacts to them.	Alan Davis	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz	Hikurangi Cherrington 09 405 4864 email	Tania Moriarty 021 714 262 email tmoriarty@uriohau.co.nz			Future events, nothing has come up to date	
●	25/06/15	Northland Clinical Governance forum	Asked for NHCC input around discharge and restructure of the documentation to be more consumer friendly	Alan Davis	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz					Future events, nothing has come up to date	
●	30/07/15	Cardiac Rehab Redesign Project	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Kevin	Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com					Attendance at meeting 9 October changed to 1 September	
●	30/07/15	Stroke Rehabilitation	Around co-design and reviewing what we have and what we currently don't have and what needs to happen.	Kevin	Chelsea Edmonds 021 150 9388 email shelsea0312@gmail.com	Kevin Salmon 021 774 828 email				Attendance at meeting 26 August	
●	30/07/15	Northern Electronic Health Record (NEHR)	Launch EPIC. EPIC is the tool to an electronic approach to the health records.	Margareth	Marilyn Edwards 021 435 391 email me539@xtra.co.nz	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz				Attendance at meeting 6 August 2015	
●	18/08/15	Advanced Care Planning for Maori	Attendance 2nd Workshop to review National ACP document and its cultural appropriateness for Maori	Jessica O'Donnell	Kathy Diamond 0272333008 email kathy@nhht.co.nz	Hikurangi Cherrington 09 405 4864 email		10 September 2015 9.00am to 2.00pm		Torngare Room, Hauora Whanui, Kawakawa 10-Sep	
●	19/08/15	Karen Hale, Researcher	2 x 45 minutes interviews and 1 60 minute observation on Parent and Professional Knowledge in Relation to Children with Special Needs in Early Childhood Development	Kevin	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz			2x 45 minute interviews 1x 60 minute observation		7-Sep	Karen Hale
●	23/09/15	Information for consumers and health providers - Jenni Moore	Consumer representation at a meeting to discuss needs, available options and shared approach	Keri	Marilyn Edwards 021 435 391 email me539@xtra.co.nz	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.n		16 October 1.30-2.30pm changed to 13 October 2.00pm-3.00pm		Warawara room, Tohora House	Jenni Moore
●	24/09/15	Jenni Moore	Shared care planning tool being demonstrated Secondary Care focussed	Alan Davis	Marilyn Edwards 021 435 391 email me539@xtra.co.nz	Brian Vickers 09 436 5735, 021 445 330 email	Kevin Salmon 021 774 828 email	29/09 11.00am to 2.30pm 29/09 3.00pm to 5.00pm		Waipoua Meeting Room	Jenni Moore