



Northland Health Consumer Council

5.00pm to 7.00 pm Thursday 31 October 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	✓	x	✓				
Kathryn Sadgrove	✓	✓	✓	✓	✓	✓	✓	✓				
May Seager	✓	✓	✓	x	x	✓	✓	o				
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	x	o				
Karen Riwhi	--	--	--	--	--	--	✓	✓				
Rick Currie	--	--	--	--	--	--	✓	✓				
Ann McKillop	--	--	--	--	--	--	✓	✓				
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	x	x				
Dee Telfer	x	x	x	x	✓	x	o	✓				
Kevin Salmon	x	x	✓	x	x	x	x	x				
Pip Zammit	--	--	--	--	--	--	--	x				

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

Next meeting:
28 November 2019

1. Matters arising

- 1.1 Apologies: Pip, Mike, Dee, Penny, May, Karen, Camron
- 1.2 Conflict of interest: none
- 1.3 Confidentiality: all signed
- 1.4 Carparking tickets: distributed
- 1.5 Member biographies: Kathryn, Penny, Rick, Camron, Kristina and Sue have submitted updated bios. Others to email new/updated bios to Wiktorina.

2. **Previous minutes:** accepted

3. **Introductions**

4. **Christmas lunch**

- Planned for Saturday 7 December 1pm at McLeod Bay. Please RSVP to Lynne.

5. **Presentation by Sue Hughes, Project Manager, Northland Health Strategy**



Northland Health
Strategy presentation.pptx

- Looking to create a high level strategy document then other documents will follow.
- Tapping into engagement that Mahitahi Hauora is doing as part of their work.
- How will we measure the outcomes we achieve under this strategy?
 - At the moment only online feedback is available
 - By January we will come back with themes from feedback and will engage stakeholders to look at feedback to set priorities
- How can we get more feedback / more representative feedback?
 - Community feedback has been sought through an online questionnaire. Information has been provided on our website.
 - Workshops, hui and meetings planned to get more feedback and representation from all age groups. Workshops/hui will be held in Dargaville, Whangarei, and Kaikohe.
 - Have you considered approaching the refinery and Fonterra to extend the online questionnaire among their staff? Could also contact the Maori Women's Welfare League and the Migrant Centre. May Seager (Consumer Council) can forward the questionnaire onto the Pacifica community.
- Lakes DHB has a very good, user friendly and accessible version of their Strategy on their website.
- Consumer Council members expressed interest to join one of the feedback workshops and also to participate more closely in the development of the Northland Health Strategy.

6. **Presentation by Trudi Dahlkamp, Patient Experience Manager, Patient Safety and Quality Improvement Directorate**



The Patient
Experience.pptx

- NDHB carries out a Patient Experience Survey, mandated by MoH. This is part of a global movement to hear patients' voices.
- The survey looks at Patient Experience through 8 "lenses" – it touches every level of an organisation, from building design, governance and community.
- Used to have difficulty getting sufficient numbers of patients/parents giving feedback on ward 2 (Paediatric). Now a Healthcare Assistant on ward 2 is collecting the feedback instead of staff from Patient Safety and Quality Improvement Directorate. This works better as the HCA has more opportunity to build rapport and get that feedback.
- Food arriving cold has been our biggest complaint from the point of view of patient experience. This has now been addressed with Spotless. New insulated trolleys have been

promised to help ensure food stays hot when delivered to the wards. The menu also needs a redesign as it is not easy to fill out.

- Data collected through the Patient Experience Survey is helpful for identifying improvement themes – see presentation slides attached.
- Discussion around discharge planning. This process should begin early when patients are admitted to hospital. NDHB currently has a project around improving discharge planning. There are limitations relating to software that are limiting our option for improving the discharge process.
- Trudi also facilitates regular Walkarounds with the Executive Leadership Team visiting various areas in the hospital to talk with frontline staff about their concerns.

7. Round Robin and feedback from meetings

- Harm reduction meeting has been moved to a Thursday – Rick will attend.
- May attended the workplace violence prevention group. They are working on how to provide staff with strategies around workplace violence prevention. Working with security on defining levels of concerns and measures.
- In 2018 May Seager completed the Mana Moana NZ leadership programme. Please pass the word – there are scholarships available again for emerging leaders to attend this training.
- Kathy is going to a radiographers' meeting in BOI to talk about working with people with special needs in a hospital setting.

Actions

RSVP regarding the Christmas function	all

Next Meeting:

Venue: Waipoua Meeting Room, Tohora House