



Northland Health Consumer Council

5.00pm to 7.00pm | Thursday 31 August 2017

Tohora House, Waipoua Meeting Room

Minutes of Meeting



Present/Apologies

Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	24 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	23 Nov
Kevin Salmon	✓	✓	✓	✓	✓	✓	x	✓	✓			
Debbie Walker	✓	✓	✓	✓	✓	✓	✓	✓	x			
Kathy Diamond	✓	✓	✓	✓	✓	✓	✓	✓	✓			
Kathryn Sadgrove	✓	✓	✓	✓	✓	o	✓	✓	✓			
Brian Vickers	✓	✓	✓	✓	✓	x	✓	x	✓			
May Seager	x	✓	x	x	x	x	x	✓	✓			
Julie Hepi	✓	✓	✓	✓	✓	✓	✓	x	✓			
Leanee Sayers	x	✓	✓	✓	✓	o	✓	✓	x			
Lisa Young						x	✓	✓	✓			
Susan Burdett									✓			
Robyn OLeary									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
Laura Cook									✓			
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	x	✓	x	x	x			
Margareth Broodkoorn	x	✓	✓	x	✓	x	✓	✓ via phone	x			
Corrina Davis	✓	✓	✓	✓	x	✓	✓	✓	✓			

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

1. Previous Minutes 27 July 2017

1.1 Minutes of the previous meeting held 27 July 2017 deemed true and correct.

2. Matters Arising

- 2.1 Invite sustainability group member to present. Brian has given his apologies for this meeting so will invite a sustainability group member to the October meeting.
- 2.2 We need everyone together to sort a photo at the next meeting.
- 2.3 Margareth to check where the boundaries are for Whanau Tahi.

3. Welcome – Susan Burdett

3.1 Kevin and the group welcomed new member Sue Burdett, round of introductions followed.

4. Laura Cook, Clinical Information Specialist – Concerto Templates (attached)

4.1 Concerto is a programme that holds all the clinical documents and history for patients. The attached templates are filled in prior to any operations. Currently this process is being done manually and the

templates do not appear in concerto, it is only in the paper format. Laura will ask about the backup or fail safe systems, as there would no longer be any paper record. The templates would be filled in with a clinician. Concerto now has a very proactive process to track and audit appropriate access to patient records. It would be good to see information around the security of this information on the templates for public knowledge. Some concern was expressed around these templates capturing some really difficult family situations and complex issues that may not be general knowledge.

- 4.2 NHCC advised that if you send this template as a letter, write the letter for the consumer not for the clinician and pick the relevant points for the consumer. If you have limited education or are not used of forms this needs to be as simple and as clear as possible. A document for the medical profession does not always make a good document for the patient. Maybe have a box at the top for the patient information saying “this is important please read and this is for you”. Laura thought she may be able to make the document for patient centric information only, written for patients and if they want further in-depth information this can be provided. Lisa attended an ASH meeting today and there was a discussion about the discharge document which can be quite unclear for parents and causing confusion. Brian said they need to say when the patient is referred so that the patient is aware the referral has been made. It is easy to print the referral and cc to the patient but needs that pretence about what matters to you.
- 4.3 The templates should have name and address only, if this template is posted in a window envelope, you can see patients DOB and contact number. These should be removed.
- 4.4 **Action Point:** Laura to find out why “occupation” is on the templates. DONE Laura responded: “the answer is that some occupations have a higher incidence of anaesthetic allergic reactions – for example, if a consumer is a veterinarian, then the anaesthetist would pay particular attention to the increased likelihood of procaine sensitization.”
- 4.5 Julie asked if these templates can be seen from hospital to hospital, apparently they cannot.

5. Conflict of Interest

- 5.1 Nothing new to be noted.

6. What makes a good consultation

- 6.1 Clinician practising good listening skills, and checking back
- 6.2 Open ended questions
- 6.3 Making the patient comfortable enough to ask questions
- 6.4 Clear introduction, name and what you do, keep it simple
- 6.5 Introduce others
- 6.6 Get consent to touch
- 6.7 Not talking to fast
- 6.8 Outcome of consultation to be given in writing, so that the person has a record of it, because they do not always remember once they have left the consultation
- 6.9 No assumptions that people have understood them, need to use plain language
- 6.10 Careful when wording something, don't use jargon
- 6.11 Make sure that the person is competent, do they need a support person
- 6.12 Cultural sensitivity
- 6.13 Any letters should not start with the history with the best bit being at the bottom
- 6.14 Letters sent to the patient that is not filled with jargon
- 6.15 Decision matrix on diagnosis, matrix gives you the options and you decide your outcomes and then discuss with the doctor

7. Workplace Violence Prevention Group – In the Moment Behaviour Management Strategies

- 7.1 **Action Point:** Corrina to ask Sheryll to the September 2017 meeting for further discussions. DONE

8. National Consumer Chairs Forum – Kevin

- 8.1 Kevin will be attending the next meeting 3 October.
- 8.2 **Action Point:** Corrina to sort reimbursement for Kevin's flights. DONE
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9. Topic of the Day – Open Forum

- 9.1 Kevin and Kathy's attended another Whanau Tahī meeting on 10 August. 4 DHB's have a shared platform called Whanau Tahī, but use it quite differently. Manukau have loaded their acute high needs patients with a care plan for everyone in the care team to see. They are now adding the patient portal which lets the patient look at their care plan. Kevin and Kathy would rather see patients have access and ability to fill in their own care plans rather than the GP making your care plan and record. The GP could then go over the care plan with you. Northland has uploaded the whole of the population and identified the acute high need population who will have a care plan. It has secure messaging and is being audited to watch who is looking at your record. Kathy and Kevin now have a care plan and access through the patient portal test site. But this does not talk to Auckland DHB and is surprising that the system do not talk to each other nationally. We will be promoting patient portal to the Northland consumers early next year. When we have visibility over our care plans we can query when information is not correct. Pharmacy will have a huge role to play with making sure the medications are right. They are really good at making sure that community get the right medications. Nice that they have just realised how important it is that the patient has access to their record. Hoping that it will be cheaper to get repeat prescriptions rather than paying \$20 to send a repeat to the pharmacy. The GP practices are changing, to try and cope with the amount of patients and increasing use of technology.
- 9.2 Kevin has received two referrals for youth and has been in contact with Chelsea and Gemma. NHCC happy for both to be interviewed. Lisa spoke with youth space to get these interested youth. Still require far north and Kaipara representation. VC available in BOI Hospital, Kaitiāia Hospital, and Dargaville Hospital. Hokianga Health may be able to assist if VC is required in this area. **Action Point:** Corrina to follow up with arranging of interviews and letters.
- 9.3 Kevin reiterated this is such a great group however if something happens no one is to be concerned about not being able to commit time, the work is important but not more important than family. There was one youth but they didn't have transport, agreed we could probably arrange transport depending upon where they live.
- 9.4 Kevin handed in Debbie's resignation to group. Everyone wishes her well. Corrina completed a list of Debbie's meeting she attended that will need to have representation. **Action Point:** Corrina to send list around for members interest.
- 9.5 Nick recently sent an email around to staff regarding the NDHB funding. This is population based funding based around the census back in 2013, the NDHB have not been receiving the right amount of funding and this issue is now compounded. Discussed issues around government denying the right amount of funding. NHCC support Nick and the Board in their stance. Moved by Brian and seconded Kevin.
- 9.6 New request for consumer participation by Ian Hartley-Dade, Julie happy to be put forward. **Action Point:** Corrina to pass details and forms to Ian. **Action Point:** Corrina to follow up with Equity Kaitiaki group. **Action Point:** Corrina to follow up with Julie around a meeting attended that was quite negative.

10. Other Agenda Items

- 10.1 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.
- Recommendation that the NHCC help with the promotion of Whanau Tahī Patient Portal when it is to be put out to the wider northland population
 - Discussed issues around government denying the right amount of funding. NHCC support Nick and the Board in their stance. Moved by Brian and seconded Kevin.
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9. Meeting Close 7.10pm

Policy Being Reviewed

- Family Friends and Visitors Policy
- Consumer Participation Policy – members to give feedback
- Mixed Gender Clinical Spaces Policy
- In the Moment Behaviour Management Strategies

Next Meeting: 5.00pm to 7.00pm, 28 September 2017

Venue: Waipoua Meeting Room, Tohora 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									
●	31/08/17	Participation in a proposed procurement exercise for a community based service. Ideally, the participant will be a parent with young children, and if possible identify with Maori customs.	To participate in the decision making and award of a tender for a preferred provider.	Ian Hartley-Dade	Julie Hepi 021 448 420 email julie.hepi@whangareiprimary.school.nz			Likely a meeting mid October, 1 full day workshop on 25th January, reading of tender responses between 5 January and 20 January.	Whangarei	Not at this time.	Ian Hartley-Dade 09 430 4101 ext 60475
●		Two consumer representatives please to participate as members of the sexual health and school based youth health services steering group.	Steering group members will be asked to monitor the progress of the NDHB Strategic Plan for Sexual and Reproductive Health Services. This involves both clinical and health promotion services. Maintaining consumer input/voice at this level ensures service delivery improvements made are more likely to meet the needs of the consumer.	Debbie Gamble	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com	Debbie Walker 027 277 3995 email debz.w@xtra.co.nz		3 monthly meetings for a year. Commencing September 2017. The meetings will be 2 hours maximum.	Tohora House, NDHB, Whnagrei Hospital Campus	There will be no charge for parking, a koha will be paid.	Debbie Gamble Phone 021 345 758
●		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@mac.com	Leanne Sayers 027 454 9571 email ljsayers@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 know in Northland as Whanau Tahī.	Corrina	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.nz	Kathy Sadgrove 021 081 43744, email ksadgrove@xtra.co.nz		15 June 2017 first meeting 11am to 1pm	Auckland Meeting. Make available meeting room and VC		Jo Fitzpatrick 027 5060704 or Shauntelle shauntelle@xtra.co.nz
●		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 managernpict@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@mac.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 telephone 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.
●	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	Lisa Young 027 277 7672 email lisareed@xtra.co.nz	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 Stragetig Projects Admin 430 4101 ext 60412
●	25/06/15 25/05/16 updated new 19/07/16	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@mac.com		3rd Wednesday every month 11.00am to 1.00pm		Ongoing monthly meetings	Alan Davis Clinical Director 021377588
●		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	Julie Hepi 021 448 420 email heremaia1@xtra.co.nz			2 monthly meetings of 2 hours duration, held in 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	Brian Vickers 09 436 5735, 021 445 330 email diandbri@mac.com	Isabelle Cherrington 0274041260 or (09) 4041551 work email isabelle@hauorawhanui.co.nz		28 September 10.15am to approx. 12.15pm Emergency/AAU/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
●	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	Lisa Young 027 277 7672 email lisareed@xtra.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

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
●	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			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	Otuhau C3 - Neighbourhood Healthcare Homes	Breakfast at Pehiaweri Marae, NHH Care Select Launch - NHH project aims to support primary health care to become better connected.	Debbie and Marilyn	Kevin Salmon 021 774 828 email kevin.salmon@alzheimers.org.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). Premila checking if May is required for every meeting.	Kevin	May Seager 021 238 5328 email managernpict@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
●		Closed									
●		I'm asking for the NHCC (or a consumer representative) to review 2 new templates in Concerto. I would also like to discuss how to include formalised consumer input as part of the process for template development.	Consumers are stakeholders for many Concerto templates. Your feedback will be used to improve the templates.	Laura Cook (Clinical Information Specialist at Northland DHB)				I'm happy to attend an NHCC meeting, but if you'd prefer to meet at my office in Maunu House (Whangarei Hospital) I'm usually available Mon-Fri from 10am-2pm. I'd say 45min total: 30min to review both templates, and 15min to discuss formalising consumer input into template development.	I'd be very happy to attend an NHCC meeting, or I can host up to 2 people in my office in Maunu House at Whangarei Hospital.	Happy to discuss further - my email is laura.cook@northlanddhb.org.nz, my mobile is 021814609. Many thanks!	Laura Cook 021 814 609
●		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 me539@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@northlanddhb.org.nz
●	25/02/16	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	Ruapekapeka Room		Keri Linklater Project Manager 021 518 087
●		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
●	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
●		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, Popualtion 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.nz 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 lnelson@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 managernpict@outlook.com			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

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
●		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 Matic 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 Kaitia 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	Kaitia 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
●	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 Broodkoom	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 lnelson@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@northlanddhb.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 me539@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 lnelson@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@northlanddhb.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 me539@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	DHB Shared Services No contact made	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) locality 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 me539@xtra.co.nz	6 April, in the mid north(Maori focused hui)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 me539@xtra.co.nz			Wednesday 9 March 3pm to 5pm	Forum North		

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
●	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@hauorawhanui.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 me539@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 lnelson@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						
●	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 Kaitaia and Kaipara. Tania will attend the Kaikohe and Whangarei workshops	Kevin	Kathy Diamond 0272333008 email kathy@nhht.co.nz	Tania Moriarty 021 714 252 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 021 714 252 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		Torongare 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



MR ALWAYS MIDDLETON T

To: DR . Not in SYSTEM

Patient Id: ZZZ1101
[DoB: 08/08/1968] Female
PO BOX 666, HELL, 0789
Ph: 09 1234567

Referrer/Referral

· Freetext
· Referral Date: 22/08/2017

Clinic Review

· Freetext
· Date of Clinic review: 22/08/2017

Investigations at time of skin testing:

· Serial Serum tryptase levels:: Freetext
· Specific IgE:: Freetext

Anaesthetic account of reaction including drugs given prior to reaction

Freetext

Treatment at time of reaction

Freetext

Patient account of reaction:

Freetext

Post-op problems or sequelae

Freetext

· Anxiety prior to reaction::

- No
- Mild
- Moderate
- Severe

· URTI prior to reaction::

- No
- Yes

Occupation:

Freetext

Present Medication:

Freetext

Medication at time of reaction (Including complimentary medicines):

Freetext

2017-08-22 04:14:31PM

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Malignant Hyperthermia Assessment (Malignant Hyperthermia Assessment)

MR ALWAYS MIDDLETON T

ZZZ1101 [DoB: 08/08/1968] Female
PO BOX 666, HELL, 0789
Ph: 09 1234567

Referrer/referral

- Freetext
- Referral Date: 22/08/2017

Clinic review

- Freetext
- Date of Clinic review: 22/08/2017

Malignant Hyperthermia History

Freetext

Symptoms of heat intolerance

Freetext

Family tree information

- Patient's parents:
Freetext
- Patient's relatives that had Malignant Hyperthermia:
Freetext
- Patient's maternal grandparents:
Freetext
- Patient's paternal grandparents:
Freetext
- Patient's partners/spouses:
Freetext
- Patient's siblings:
Freetext
- Patient's maternal aunts and uncles:
Freetext
- Patient's paternal aunts and uncles:
Freetext
- Patient's children:
Freetext
- Patient's (other):
Freetext

General health/Background History

Freetext

Surgical/Anaesthetic History

Freetext

In the Moment Behaviour Management Strategies

General:

- With repetitive inappropriate behaviour it can be beneficial to tell patients about the behaviour that needs to change and why. Once you have explained refuse to be redrawn into such conversations.
- Be respectful but don't get hooked in, walk away and be consistent.
- Try to keep feelings out of the equation and refuse to engage with behaviour that is not appropriate

Staff supporting each other – all staff:

- Be consistent with how you respond to inappropriate behaviour and/or language or interactions.
- Be strong and have the strength to follow through
- Support each other
- If your colleague appears to be subjected to inappropriate behaviour stand beside them it can be very supportive.
- Give the responsibility back to the patient
- Weekly (Friday) reflective meetings to be held which will assist re information sharing & pin pointing problematic behaviour early

Passive/aggressive behaviour:

- Don't be drawn into this type of interaction & try not to be silent – silence can be taken as agreement. You could try saying

"I wasn't present when you had that conversation with that Nurse/Dr would you like me to get them for you so that you can address this?"

In the Moment Behaviour modification statements

- Please don't talk to me like that. I will return in 5 minutes and let's start again.
- I cannot work with you when you are swearing – yelling – making sexual innuendos - racial slurs. I will return in 5 minutes and let's start again.
- Do you realise if you spoke or behaved like this in a shop in town the Police would be called
- I find the language you are using intimidating and I feel threatened. Please stop.....

I asked you to stop. If you continue I will leave.

- I hear that you are unhappy with the care you are receiving would you like to talk with someone else.

Inappropriate sexual comments/swearing:

- Respond by saying that you find that language offensive and inappropriate.
- Place the behaviour back onto the patient so they have to take responsibility for their own behaviour e.g.

*"I have to wonder if you would say that if **my** spouse/partner were here"*

*"I have to wonder if you would say that if **your** spouse/partner/children were here"*

"I'm not prepared to talk to you while you are using that kind of language."

"My personal/sex life is none of your business."

- Offer counselling if appropriate (G.P can arrange 6 free sessions and feel free to refer to Social worker ,