



Northland Health Consumer Council

5.00 pm to 7.00 pm Thursday 28 March 2019

Tohorā House, Waipoua Meeting Room

Minutes of Meeting



Present/Apologies

Attendance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Kevin Salmon	x	x	✓									
Kathy Diamond	x	✓	✓									
Kathryn Sadgrove	✓	✓	✓									
May Seager	✓	✓	✓									
Leanee Sayers	x	x	x	--	--	--	--	--	--	--	--	--
Susan Burdett	✓	x	✓									
Robyn O'Leary	x	✓	x									
Kristina Duran	✓	✓	x									
Penny Franklyn	✓	✓	✓									
Lynne Tucker (Acting Chair)	✓	✓	✓									
Camron Muriwai	--	--	✓									

Visitor	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Trudi Dahlkamp & Laura Cook	✓											
John Williams & Will Mitchell			✓									

In Attendance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Michael Roberts	o	x	x									
Dee Telfer	x	x	x									

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

Minutes: Kim Doble

Acting Chair: Lynne Tucker

Next Meeting: 5.00pm to 7.00pm, 18 April 2019

1. Admin

1.1 Apologies – Sheryll Beveridge, Leanee Sayers, Robyn O'Leary, Kristina Duran, Michael Roberts

1.2 Previous Minutes – May would like the sentence taken out in point 3 regarding staff being refused. Kim will amend this.



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1.3 Matters arising -

- It was agreed that Council members contact numbers would be shared between each other, Kim to coordinate this
- Following recent interviews two young people have been invited to join the group, we are awaiting their acceptance. There are several people who have shown an interest in joining the Consumer Council, we have yet to interview or receive applications to join

1.4 Conflict of Interest – none

1.5 Introduction by Consumer Council member: Penny Franklyn

- Penny has been a regular service user of the health system throughout her life having suffered with seizures
- She has been on a Governance Board for a Mental Health Service as a youth member
- She moved to Northland from Palmerston North and saw the opportunity to become a Consumer Council member last year. She thought it would be useful to compare the different services provided by different areas in New Zealand
- Penny has interests in auditing, policies, neurology, mental health and restraints

1.6 Register of Requests for feedback – The members will review the schedule to see if there are any areas of interest they would like to get involved in and this will be discussed at the next meeting.



Schedule of Requests.xlsx

1.7 Welcome and introductions – Camron Muriwai

- Camron has been employed by Northland DHB since 2005 as a Liaison Officer for the Maori Directorate
- He recently joined the HQSC National Consumer Council
- He has consumer experience through his daughter who had a respiratory condition for many years and sadly passed away. He also has experience in mental health and domestic violence
- He has worked with the PSA at Northland DHB as a delegate in the workplace and supported the bargaining process recently
- Camron has interests in the Partners in Care Programme and the patient journey

1.8 Update from Kevin Salmon:

Unfortunately Kevin has been unwell and he therefore informed the group that he intends retiring from the Council in the near future. He has informed Nick Chamberlain who he recommends to be the new chair person.

2. Presentation:

Social Listening on Healthpoint and considerations for Northland DHB

John Williams & Will Mitchell

- John is the Director of Healthpoint and Will is the National Relationship Manager of Healthpoint
- This programme happened on the Healthpoint platform originally in the Auckland metro area
- The programme is called social listening and it gives consumers the opportunity to provide feedback to specific services that are on the Healthpoint platform
- People can give feedback on a variety of things and in various ways and this is also happening in health. People can go onto Google and rate the service, a lot of the time the service don't even know that this is happening and there is no opportunity for them to respond

- In early 2017 David Price of Waitemata DHB was interested in how he could provide the opportunity for consumers to feedback to a service. He approached Healthpoint and asked them to set something up on the Healthpoint platform.
- There are close to 7000 services on the Healthpoint platform this includes general practices, community pharmacy, hospital services and NGO's
- There are 430,000 visitors a month on the Healthpoint platform, it is the largest health service site in the country
- David Price thought it would be a good place to do a pilot of this programme. He went through the Clinical Governance Board for the DHB, consumers and PHO'S and he said he wanted to set up something where consumers could give feedback via a questionnaire. The questionnaire was from NHS Choices which is a platform in the UK that the NHS use. The services themselves got the feedback during the pilot but it was not published on the Healthpoint platform
- In 2019 after one year of the pilot David approached the Auckland Metro region Clinical Governance to say he was going to publish this information and make it available on each of the service profiles and that is happening now
- Alan Davies is very keen on this happening in the Northern region
- 80 percent of the feedback was positive
- There isn't an actual rating service like on trip advisor, there is a question " Would you recommend this service to family and friends?" That question is the NHS validated question which will give the service some decent feedback
- The services have the option to opt out of this if they don't want to be involved
- The service gets notified straight away by email when someone leaves feedback. The service also has the opportunity to take something down if they don't like it
- There are rules and guidelines around the type of content you can put on the platform. It is anonymised
- We are working with a number of other DHB's at the moment to get their feedback
- We are now in the digital age and people are happy to leave feedback this way
- The reception received so far from the DHB's, PHO's and other stakeholders has been positive
- We are looking at improving the service delivery with the feedback interaction
- Will showed the members an example of the feedback platform and how to navigate it
- There is an opportunity to leave comments as well as the rating
- We have put together a range of guidelines to support the communication flow
- Kevin suggested that on the front page rather than having the yes or no, it would be better to say leave a comment and see reviews. This would encourage people to see that by clicking there they can leave comments rather than just a yes or no answer
- The members thought it was a good way of providing feedback to health services and gives consumers options on how to feedback
- John handed out a list of frequently asked questions for the members to consider

3. Review of patient information documentation:

Kim Doble

Is the information useful? Is it clear/easy to understand?

The Council reviewed the following documents and comments were noted on the forms:

- 2.1 Hand hygiene
- 2.2 Minor surgery
- 2.3 Imiquimod & Efudix
- 2.4 Follow up after surgery for bowel cancer
- 2.5 Information for patients referred to the general surgeons for a bowel problem
- 2.6 Head/Neck/Face skin graft
- 2.7 Sigmoidoscopy

4. Any other business

- Review of Document Review process

The members discussed the current process for document review. The members are happy to review the documents before the meeting. Penny would like hard copies posted to her, Kim will arrange this.

Lynne stated that if the members can review the documents and note their comments before the meeting this should reduce the time of reviewing in the meeting and give the members time to review the documents properly

- May gave her apologies for the meeting in April

Summary of action points:

Who	What
Kim	Prepare a list of contact numbers and distribute to the members
Lynne	Introduction at April meeting
Lynne	To follow up with Age Concern regarding recruitment for the Council
