

Consumer Council Partners in West Coast Health

Minutes of meeting held in the Corporate Board Room on Monday 2 February 2015 at 12.00 noon

Present: Barbara Holland (Chair), Ned Tauwhare, Lynnette Beirne, Neil Stevenson, Judy Tutchin, Katherine Adlam

In Attendance: Gary Coghlan (EMT Sponsor of Consumer Council), Paul Norton (Quality & Patient Safety Manager), Mark Newsome (General Manager Grey/Westland), Kathy O'Neill (CDHB), Pat Beck (CCS Disability Action), Margaret Kyle (CDHB), Julie Bell (for minutes)

Apologies: Mark Davies, Keith McAdam, Alice Cardwell, Joe Hall, Michael Frampton (Programme Director), Kathleen Gavigan (General Manager Buller)

1. Welcome & Apologies

Chair welcomed everyone to the meeting and apologies were received.

Moved by Judy

Seconded by Lynnette

2. Previous Minutes

The minutes of the meeting held on Tuesday 9 December 2014 were read and confirmed as a true and accurate record of the meeting after the following correction was made:

Under point 3 heading 'Register of Concerns #15 – Refreshments at Rest Homes – Nancy Stewart is from CDHB not Kiwiana Care.

Moved by Neil

Seconded by Lynnette

3. Matters arising from previous minutes

Orientation Handbook

Waiting on update for one paragraph from Planning & Funding regarding statistical information. Will follow up with Planning & Funding.

Action: *Chair to follow up with Planning & Funding for statistical information.*

Register of Concerns update

#20 Privacy Concerns – this item can be closed off.

Rest Homes – comment received that nothing has changed at Rest Homes regarding sufficient provision of refreshments.

Action: *Add to Register of Concerns*

Action: *Chair to invite Nancy Stewart (CDHB) to next meeting*

Action: *Suggestion box forms to be distributed to Rest Homes*

#21 – Confirmation that patients are asked if they prefer a female driver when being transferred. This item can be closed off.

#6 – Communications trying to include information on National Travel Assistance (NTA) where possible. The members were advised that a piece of work is about to begin on patient transfers. Noted there are 3 types of transfers: Urgent (life threatening), Urgent and Routine transfers. Also noted NTA brochures to be included with Outpatient appointment letters via Central Booking Unit and Social Work.

Action: *Mark to provide a status report at next meeting.*

4. Maternity Update

Margaret Kyle joined the meeting to provide the members with a general overview on the Maternity Quality & Patient Safety Plan.

She advised that:

- Majority of recommendations from the Maternity Review have been implemented
- Model of care for Midwives has moved from employed by WCDHB to self-employed. New LMC (Midwife) has been appointed and will start on 1 March 2015
- Consumers can choose their own midwife. A list of all midwives is on the WCDHB website and working well
- GP's can print from the website if consumer does not have access
- A lot of promotional material is being widely distributed
- The birthing unit in Kawatiri (Westport) will again be available as a primary care option. The unit is being prepared for re-opening in early March. Midwife will be available 24 hours 7 days a week either on site or on call

5. General Manager Grey/Westland Update

Mark Newsome provided the meeting with a brief update on the following areas:

- Hospital Services redevelopment continues. About to appoint engineering to the project. Still within expected timeframes. Proposal underway for Buller

- Hospital Services is going well – all elective activity closed over the Christmas period. Hannan Ward is still closed. Monitoring on a day to day basis. Communication around this ongoing with staff
- Reefton – Community engagement held last week with another meeting with Reefton in the next 6-8 weeks
- Working with the District Council on potential new rural practice centre in Moana
- Primary care – going well. Trying to recruit more permanent staff
- Working on transalpine service for Mental Health regarding continuity and systems that are not different, i.e. standardising systems and processes

Question asked around DNAs (did not attend). It was confirmed there was a piece of work done on DNAs over the past 4 months. Noted there was no txt to remind system in place.

Mark left the meeting at 1.00pm

6. General Manager Buller Update

A written update from Buller IFHS Work-stream was provided by Kathleen Gavigan.

The following areas were covered:

- Single Point of Entry progress
- After Hours work
- Clinical Lead appointment
- Work Plan for 2015-16 key focus areas
- Health of Older Persons Engagement
- IFHC facility development request for proposal and progress



GM Update for
2Feb15 meeting.pdf

7. Draft Disability Strategic Plan Update

Kathy O'Neill provided the meeting with a progress update on the Draft Disability Strategic Plan. The initial document has been circulated for comment. The next step is to prepare a paper and send with revised draft to Executive Management Team (EMT) for approval.

The overarching strategic level Plan was provided to the members for their information and input. This document is a draft for consultation.



Disability Action Plan
Draft 2Feb15 meeting

Final document to be ready May/June.

Three forums will be held soon in Westport, Greymouth and further south.

A mission statement will be prepared which will sit alongside the Action Plan.

It was noted this is a 10 year plan. Need to look at the priorities for the next 2 years. These priorities will sit under the Action Plan. It needs to come from the wider community.

Note: Pat Beck sat in on this item as she has a special interest in the disability services.

It was noted there are a lot of words in the document that do not mean a lot at this stage. The question was raised about how disabled people are being approached for their input.

Kathy & Pat left the meeting at 1.15pm

8. Quality & Patient Safety Manager Update

Paul Norton provided the meeting with a brief update on the follow areas:

- Appointment of Sue Duff in the new role of Patient Safety Officer. This role will handle complaints and investigations. In the process of locating the role on site and easily accessible by the public
- Quality Facilitator - Mental Health vacancy has been adverted with sufficient applicants for interviewing
- Quality Accounts has been published. Looking for good positive small stories for the next set of accounts
- Consumer Experience Survey – results have just come in from last survey. Will be circulated to members for the next meeting. Into the build up for the next survey. Will continue to publicise the importance to us to receive consumers feedback

There being no further discussion the meeting closed at 1.35pm.

Next meeting will be Monday 13 April 2015 12.00 noon to 1.30pm.