

Consumer Council Partners in West Coast Health

Minutes of meeting held in the Corporate Board Room on Monday 13 April 2015 at 12.00 noon

- Present:** Barbara Holland (Chair), Mark Davies, Keith McAdam, Alice Cardwell, Ned Tauwhare, Lynnette Beirne, Neil Stevenson, Judy Tutchen, Katherine Adlam
- In Attendance:** Gary Coghlan (General Manager Maori Health), Paul Norton (Quality & Patient Safety Manager), Mark Newsome (General Manager Grey/Westland), Kathleen Gavigan (General Manager Buller), Nancy Stewart CDHB, Julie Bell (for minutes)
- Apologies:** Michael Frampton (Programme Director)

1. **Welcome & Apologies**

2. **Rest Home Update**

Nancy Stewart, Planning & Funding Project Specialist from Canterbury District Health Board, attended the meeting to discuss concerns regarding Aged Care services in Greymouth, in particular concerns regarding meals and refreshments provided to residents.

Suggestion made to get key people from Kiwiana Care together to talk about Aged Care facility problems.

Nancy confirmed that the WCDHB has strong clinical leadership, strong management and good communication with families. Managers have reached out to all the Providers.

- Action:** *Nancy to provide her contact details to Consumer Council members*
- Action:** *Nancy to talk to Anne from Kiwiana Care and provide Consumer Council with feedback*

3. Grey/Westland Update

Mark Newsome provided the members with a brief update on Grey/Westland in the following areas:

- Decrease in did not attend (DNA) rates
- Very good staffing levels. Need to move staff to areas of high activity
- EMT finalising decision re Hannan/ATR this week
- Maternity model of care now in place
- Recruited new graduate midwives
- Community stakeholder engagement in Reefton will pick up again next month
- New Associate Director of Allied Health (Lara Bakes-Denman) has been appointed and will be invited to next meeting
- Facilities progress will be quiet visibly for a while. Project people will be back on site mid May

Mark left the meeting at 12.35pm

Nancy left the meeting at 12.40pm

4. Buller Update

Kathleen Gavigan provided the members with a written and verbal update on Buller. She also provided the members with a copy of the Proposal 'A Locality-Based Community Mental Health Service in Buller'.

- Departing Doctor
- Locally based Community Mental Health Service for Buller – will give improved access
- Buller IFHC – tenders now closed and detailed design work will commence soon
- Buller Medical – considering a 2-team approach to ensure continuity of care cover for enrolled patients
- Specialist follow-up appointments – to increase use of videoconferencing where possible
- Health of Older Persons – community engagement process now completed – decision outcomes expected in June
- Single system of access to support One Service, One Team – trialling an answering service for all calls

Action: *Kathleen to send visual re stepped care approach.*

Review of Mental Health and Physical Care to be undertaken – latter is often neglected among mental health patients.

Noted: That young people (especially 15-25 yr olds) need extra support to engage in appropriate care services, especially for AOD (alcohol and other drugs) support.

5. Quality and Patient Safety Update

Sue Duff introduced herself as the new *Patient Safety Officer* and advised her role covers complaints and adverse events. Sue's office is located near the main reception and will be signposted soon. Communications will be putting something out soon regarding this new role.

Suggestion that the sign signals both complaints and compliments to be directed to this office.

Paul Norton provided the members with an update on the following areas of Quality:

- Maternity Forum – now has a West Coast Consumer representative. Meetings will be one a month
- Consumer Survey – quarter 3 survey has been completed and 91 surveys were sent out with 40% response rate
- Safety 1st – This is the new electronic incident management system that has now been implemented across the WCDHB. The system records slips, trips, falls, etc. and will provide better reporting on trends.
- Quality Accounts – Paul will be attending a Quality Accounts workshop in Wellington next Friday. Looking for positive consumer experience stories. The same categories will be followed as last year's accounts. Target for going to print is September. Request for Consumer Council members to promote and campaign for stories.
- Serious Incident Recommendations – 2 months into implementation of all outstanding recommendations. Evidence is coming in and is half way completed.

6. Previous Minutes

The minutes of the meeting held on Monday 2 February 2015 were read and confirmed as a true and accurate record of the meeting

Moved by Lynnette
Seconded by Neil

7. Actions arising from previous minutes

Register of Concerns update

New concern reported over patients having to pay their own transport from Greymouth to Hokitika Airport and return when travelling to Christchurch for cancer treatment.

Action: *Quality & Patient Safety Manager will look into this and report back to the Council.*

Item number 2, 3 and 23 can be closed.

Item 6 – no obligation to provide food for transferring patients. Common sense prevails.

Item 8 – WCDHB are now including CDHB transport pamphlets for all appointment letters.

Item 9 – Positive comment received regarding new park and ride at CDHB.

Item 22 – to be discussed at next meeting.

Suggestion boxes – 5 boxes required for Buller. Order to be placed.

Progress report on Falls Prevention workgroup project

No meeting last month. Looking at new charts on wall behind beds. Project is progressing well.

8 Future Work Plan

- Quality Accounts: Reminder for members to think about stories.

9. General Business

Request from Physiotherapy

Request for feedback on draft patient information Booklets. Total Hip Joint Replacement, and total Knee Joint Replacement. Please send comments on content by email to Julie Bell by 24 April 2015.

Correspondence

It was brought to the members attending that letters sent to consumers need to be more 'plain language' – specific example given.

Concern re Hannan and Morice Ward merger

Concerns expressed about merger of Hannan and Morice Ward with any overflow of medical beds proposed to be located in Kahurangi (dementia ward). Not felt to be appropriate placement.

Action: *Paul Norton to follow up with Mark Newsome for finalising response letter*

HQSC Visit

There will be a visit from 2 representatives of the Health Quality & Safety Commission on Monday 4 May. Invite for a member of the Council to attend.

Action: *Paul Norton to send out details of the visit.*

Car Parking

Question raised regarding removal of a disability park for a loading zone. It was confirmed a substitute disability park has been moved to another area on site.

Disability Consultation Meeting

The next Disability meeting will be held in May regarding a Strategic Plan. Important that interested persons attend or the West Coast disability resource service could be lost.

Pasifika Representative

One applicant to be interviewed in early May.

There being no further discussion the meeting closed at 1.40pm.

Next meeting will be Monday 8 June 2015 12.00 noon to 1.30pm.