

Consumer Council Partners in West Coast Health

Minutes of meeting held in the Corporate Board Room on Monday 12 October 2015 at 12.00 noon

Present: Barbara Holland (Chair), Joe Hall, Alice Cardwell, Lynnette Beirne, Judy Tutchin, Mark Davies, Keith McAdam, Ned Tauwhare
In Attendance: Gary Coghlan (General Manager Maori Health), Paul Norton (Quality & Patient Safety Manager), Julie Bell (for minutes)
Apologies: Ruth Vaega, Neil Stephenson, Katherine Adlam, Mark Newsome, Michael Frampton, Kathleen Gavigan, Sue Duff

1. Welcome & Apologies

2. Previous Minutes

The minutes of the meeting held on Monday 14 September 2015 were read and confirmed as a true and accurate record of the meeting after the addition of the word 'falls' before bracelets on the first page second to last line.

Moved by Lynnette
Seconded by Joe

3. Actions arising from previous minutes

3.1 Register of Concerns Update

The Items on the Register of Concern were discussed and noted on the document.

3.2 Progress report on Falls Prevention Workgroup

No update provided as September meeting cancelled.

New: Youth Health Advisory Group

It was noted that Alice is now a member of the Youth Health Advisory Group and has attended one meeting. An update will be provided at the next meeting.

4. General Manager Grey/Westland Update

No update provided.

5. General Manager Buller

Written update provided.

6. **Programme Director Update**

No update provided.

7. **Quality & Patient Safety Manager Update**

Paul provided the meeting with a brief updated on Quality events. Of note:

Quality Accounts

Quality Accounts is progressing and Consumer Council submitters were thanked for their input. Draft newspaper format of the Quality Accounts will be sent out to members for feedback prior to finalising.

Patient Experience Survey

Paul provided the meeting with a rough overview of survey results. A full report will be provided when received from Cemplicity.

Quality Notice Boards

There is a communication section on all Quality Notice Boards around the sites and Patient Safety walk rounds will commence this month with feedback to be provided to Consumer Council and Executive Management Team.

8. **General Business**

IDEAL Presentation

Gary provided the meeting with an explanation of the IDEAL patient journey/experience concept.

Gary advised that IDEAL has been used in discharge planning conversations over the past 3 months.

Action: *Gary to look into use of IDEAL in other countries and report back findings.*

IDEAL to be used as a framework for staff interaction with patients. Doctors, Nurses, Physio and OT all need to have the same mindset for it to be a success.

IDEAL is something that Consumer Council can support by advocating for people that use the WCDHB Services.

Four Questions on effectiveness of Consumer Council

1. Is it working as expected for members?
2. What might be more helpful (if anything) to being an effective Consumer Council?

3. Are we value for money (VFM) to the WCDHB? How do we and/or they know this?
4. Are we effectively engaging with the public to potentially add more value to the DHB? Could we do more?

There being no further discussion the meeting closed at 1.36pm.

Next meeting will be Monday 7 December 2015.