

## Consumer Council Partners in West Coast Health

### Minutes of meeting held in the Corporate Board Room on Monday 22 February 2016 at 12.00 noon

**Present:** Barbara Holland (Chair), Lynnette Beirne, Alice Cardwell, Judy Tutchen, Ned Tauwhare, Ruth Vaega, Neil Stephenson, Katherine Adlam (via vc)

**In Attendance:** Mark Newsome (General Manager Grey/Westland), Kathleen Gavigan (General Manager Buller)(via vc), Kylie Parkin (Acting Maori Health Manager), Sue Duff (Patient Safety Officer), Kathy O'Neill (Planning & Funding, CDHB & WCDHB), Marie West (Health Pathways), Julie Bell (for minutes)

**Apologies:** Mark Davies, Keith McAdam, Michael Frampton (Programme Director), Paul Norton (Quality & Patient Safety Manager), Gary Coghlan)

1. **Welcome & Apologies**

2. **Disability Action Plan**

Kathy O'Neill provided the meeting with a written and verbal progress update on the Disability Strategic Plan.

The draft Plan has been sent out for feedback and will go to the DSAC meeting on 10 March for feedback and endorsement and then to the Board for approval.

Feedback from members to be submitted by 2 March.

Nominations welcomed from Consumers for the Steering Committee.

**Action:** *Kathy to send criteria for Steering Committee to members.*

The Strategy has been set up as a living document.

Working with Communications Department on a Communications Strategy.

*Kathy left the meeting at 12.20pm*

**3. Grey/Westland General Manager Update**

Mark provided the members with a verbal update on the following areas:

Facilities

- Delay with Facilities progress due to funding concerns - \$1.3m shortfall, a relatively small amount of money
- The Partnership Group have delayed for fixed price certainty on detailed Design

Buller

- Capital Investment Committee meeting had 3 questions around design
- Next meeting with the Committee will be in March regarding the Buller Business Case
- Work is happening around the new facilities

Certification Visit

- Required warrant of fitness to run as a Hospital (by the Ministry) went very well
- Ten corrective actions required to be undertaken
- Valuable feedback received
- Certification Lead Auditor advised the journey the DHB is on and advancement in 3 years is remarkable

Mental Health

- The Mental Health Review has been completed and a Work Stream set up
- External Clinical Experience has been brought in to help assist and implement recommendations from the Review

Recruitment

- Continuing to recruit GPs including a Nurse Practitioner for South Westland
- Continually trying to recruit long terms Locums or GPs for Grey

Community

- Tracking along and getting busier
- Looking at our Model and supporting this
- Need to work out markers and objectives

Certification

- Structures in place particularly with Quality and Patient Safety
- Compliments outweigh the complaints

- Looking at Patient Safety Officer replacement
- Auditors spoke positively about the Consumer Council and noted more representation required on other Committees

*Mark left the meeting at 12.30pm*

**4. Previous Minutes**

The minutes from the meeting held on 7 December 2016 were accepted as a true and accurate record of the meeting.

Moved by Alice  
Seconded by Ruth

**5. Matters Arising from Previous Minutes**

Members who provided feedback on the review of the Consumer Council 4 questions were thanked.

A meeting with the Quality & Patient Safety Manager and Programme Director to be arranged so they can view the comments and work out how to progress from here.

Two year duration – Barbara to report back.

Dates for meetings this year. Agreement for meetings to remain on a Monday from 12.00noon to 1.30pm in the Board Room.

**6. Reports from other Committees**

Falls Prevention – no meeting held to report on.

Stroke

Looking at appointment of Stroke Co-ordinator. Appointment in the next 6-8 weeks.

Youth Health Advisory Group

- Asked to review Youth Consumer Model
- PHO have Mental Health Team developing a website for West Coast youth. Assisting young people to find easy way to find services that exist on the West Coast. A one stop shop (Youth Health Shop) which works in other cities such as Christchurch is preferred
- No meeting yet this year
- Representatives from other areas are on this Group

Clinical Governance

No update provided

Discharge Planning

New Community External Referral form has been sent for approval.

Credentialling

No meetings held this year to report on.

Have recently reviewed policies and protocols.

Expressions of Interest sought for Consumer Representatives on other Committees and Forums such as Medication Safety Committee and Quality Accounts. Keen for consumer input and really good stories.

**7. Register of Concerns**

O'Connor Home concern – Phil Wheble (Planning & Funding Team Leader) to advise.

Footie Ward

A room has been allocated in Footie Ward for Palliative care. The room is being renovated with access to the outside. It is larger than the facility in Dunsford Ward. Another lounge will be set up for inpatients which will be finished shortly.

Kiwiana

Care of residents funded through WCDHB if entitled.

**Action:** *More information to be provided at the next meeting.*

**8. General Manager Buller Update**

Kathleen provided the members with a verbal update on the following:

Certification Audit

- Buller staff should be proud. Positive feedback received from Auditors
- Walk through. Specifically Footie Ward and patient looking at the whole patient journey
- Ward well managed and organised
- Positive feedback from patients and family around care and partnership
- Multi disciplinary team meetings that have been happening for 18 months are an example of exemplary practice
- Improvement to be made in care planning and the use of early warning services. Education required on these 2 systems

### GP Coverage

- There was a shortage at the end of last year
- Effort made around recruitment. Tim Fletcher has been appointed as permanent GP starting 7 March. He has a strong interest in training
- All gaps filled until the end of May
- Focus on May onwards
- Focus on Work Stream making improvements in long term conditions management

Note of thanks to Neil and Katherine for their valuable contribution to the Work Stream.

### Buller Facilities

- Capital Investment Committee information provided
- Business Case has been sent
- Input from Design Team – waiting on decision around approval
- Schedule of accommodation and design foot print has been sent to the capital Investment Committee
- Next stage is the preliminary detailed design
- Initiatives of older persons health in the community
  - Community-based diversional therapy going well
  - A lot of people have been living in isolation for a long time
  - Support of local transport arrangements
  - Very active Housing Group looking at purpose-built housing for older people
  - Social Worker setting up database of people with respiratory problems for support and rehabilitation

*Sue Duff joined the meeting at 1pm*

### 9. **Patient Safety Officer Update**

Sue provided the meeting with a written and verbal Complaints overview update. Of note:

- This is the new format
- A recommendations log has been developed
- Safety1st report is provided to Grey/Westland CQIT as well as Buller CQIT meeting
- Coronial Services have changed their process
- Request for patient information – 4 policies and 1 form have been sent out for feedback

- Participation from Consumer Council members requested for development of a poster re Consumer Complaints. Expression of interest received from Ruth

**10. Maori Health Update**

Kylie provided the meeting with a brief update on the following:

- Working on Maori Health Planning
- Certification
- Tatau Pounamu – a lot happening locally with suicide prevention work

**11. HealthInfo**

Marie West provided the meeting with information on the localisation of a website, developed in Canterbury, called HealthInfo for West Coast people.

HealthInfo ([www.healthinfo.org.nz](http://www.healthinfo.org.nz)) is now up and running with localised information about health conditions and diseases; local support groups and organisations; medications; medical tests and procedures; and tips for staying fit and well.

**12. Review of Terms of Reference**

The Chair advised that a few items on the Terms of Reference will be amended and updated on the website:

- Change of Membership – the 2 year tenure should be amended to read ‘able to be considered for re-appointment’
- Dates to be changed, time of meetings and venue
- Key tasks – to be removed and changed to read ‘involvement in activities’

**Action:** *Terms of Reference to be updated with above changes and sent out to members.*

- Chair to be elected – Barbara was nominated as Chair.

Nominated by: Lynnette  
Seconded by: Ned

There being no further discussion the meeting closed at 1.42pm.

Next meeting will be Monday 11 April 2016.