

## Consumer Council Partners in West Coast Health

### Minutes of meeting held in the Corporate Board Room on Monday 14 August 2017 at 2.00pm in the Corporate Board Room (with vc link to Buller Health)

**Present:** Lynnette Beirne (Chair), Neil Stevenson, Judy Tutchin, Emma Richardson, Ned Tauwhare, Ruth Vaega, Coraleen White

**In Attendance:** Paul Norton (Quality & Patient Safety Manager), Kathleen Gavigan (General Manager Buller – via vc), Gary Coghlan (Executive Management Team (EMT) Sponsor), Deb Wright (Quality Patient Health & Adverse Event Facilitator), Lee Harris, Phil Wheble (General Manager), Julie Bell (for minutes)

**Apologies:** Mark Davies, Keith McAdam, Katherine Adlam

#### 1. Welcome & Apologies

Attendees were welcomed and apologies received.

Moved by Ned  
Seconded by Coraleen

#### 2. Previous Minutes

The minutes of the meeting held on 12 June 2017 were confirmed as a true and accurate record of the meeting.

Moved by Lynnette  
Seconded by Paul

#### 3. Reports from other Committees/Working Groups

##### Falls Coalition (Lynnette)

The Falls Co-ordinator position, based in Westport, has increased hours of work allocated to the role. The Falls Coalition is now split into Hospital and Community based group. They are currently working on getting the different programmes up and running, i.e. Tai Chi.

### **Stroke (Lynnette)**

There is now a dedicated Stroke Nurse covering maternity leave (Molly Jennings). The next meeting is 15 August. There will be a Blood Pressure day at Mitre 10 on 19 August. Stroke awareness week will be held in October. Weekly blood pressure checks are available at the St John building in Buller. The FAST message is being promoted nationwide.

### **Discharge Planning (Judy)**

This Committee is on hold.

### **Clinical Board (Judy)**

This Committee is on hold.

### **Medication Safety Committee (Judy)**

Meeting held last week. Items discussed: IPV fluids are being ordered in a different way. Issue re storage. Self-medication in some wards. Discussion re room temperature. Some temperatures are too high in summer for medications.

### **Buller IFHS Workstream (Neil)**

Discussion re poly-meds prescribing concern; these are to be monitored on a quarterly basis. GP Tim Fletcher has volunteered his spare time to survey the highlighted drugs. PHO's Pauline Ansley has run a number of successful Health Literacy hui throughout June. A 2-day Cultural Competency hui was held at Bruce Bay marae late July was a very valuable exercise.

Ante-natal classes currently run at weekends by Plunket are not drawing great crowds: looking for feedback. The big "Latch-on" early August was run as a 'Bub Crawl' to promote breastfeeding facilities at Plunket and the Library.

The Westport MENZ Shed has opened; registration and induction training day set down for 10 September. It is hoped the Shed will provide a conduit for promoting men's health issues in the community.

Neil spoke to the hand-outs that have been circulated around the Hospital about the March against the proposed Westport IFHC, Buller Hospital Action Group.

*Gary Coghlan joined the meeting 2.18pm*

Query raised around taking part in events such as the Waiata. Gary advised that support will be provided to participants. Events are to be innovative and peer groups to be up and running to provide support.

*Kathleen Gavigan and Lee Harris joined the meeting at 2.24pm*

Youth Health Action Group (Emma)

Emma advised she will be attending a meeting today with Planning and Funding to discuss being a Consumer Representative on this Group.

Restraint Committee (Paul)

Local security in place. Part of security service encompasses training staff in restraint techniques. Clarification that the training process is about restraint minimisation and aware of an aging workforce. SPEC training is the new model with 2 staff trained so far. Work in progress.

Maternity Quality Safety Group

Consumer Representative has been appointed. Details of Representative to be provided to this meeting.

Other

Template to be provided to Consumer Representatives of other Committees to complete prior to each Consumer Council meeting

**Action:** *Julie to prepare template with Chair and send out prior to each meeting.*

West Coast Accessibility Group (Lynnette)

This Group has been set up with the Councils. Meeting attended in Buller last Thursday. The Group is progress.

Mental Health Committee

Someone from the Consumer Council Group to approach Joe Hall (Consumer Advocate) regarding status of Mental Health Service. Paul advised there is a new Model of Care under development for the service. Real Time Survey is in place where patients are surveyed after appointments and discharge.

**4. Chief Executive Updates to Board (23 June and 11 August)**

Any matters provided in the Chief Executive updates to be sent to Julie Bell to collate and forward to the Chair to add to this next Agenda for discussion.

## 5. Quality & Patient Safety Update

Deb Wright provided the meeting with an update on Complaints. Of note:

July 2017: 14 Complaints: 6 Closed, 8 Active, 0 Extensions

August 2017: 2 Complaints: 0 Closed, 2 Active, 0 Extension

Care and treatment, communication and information are dominant themes with complaints. Averaging 8 complaints per month. Looking at trying to improve service delivery at every level.

Paul provided the meeting with a brief update on Quality activities. Of note:

The Clinical Board has been re-established – the first meeting was held to look at the Terms of Reference.

The National Patient Experience Survey results for May have been received. A few Consumer Council members visited patients in August to encourage them to fill in the Survey they receive.

**Action:** *Julie to circulate May Survey results to members.*

**Action:** *Paul to raise Consumer Council feedback regarding the Survey at Friday's National Quality Managers meeting.*

### Communications

Query raised with Senior Communications Advisor (Lee Harris) around communications from members to medial or other groups. and spokesperson on behalf of the Consumer Council. Lee advised the Council that Consumer Council is not a statutory committee therefore there are no hard and fast rules around communication. Though all public comment needs to go through the Chair.

*Lee Harris left the meeting at 3.00pm*

**Outcome:** Agreement for the above – carried.

### Thanks to Buller Manager

On behalf of the Consumer Council, the Chair acknowledged and thanked Kathleen for all the help and support she has provided to the Council in her role as General Manager Buller. Kathleen's last day will be 29 September.

Kathleen advised she values her contact with the Consumer Council. The Consumer Council is vital to building a patient centred health system. She thanked the Consumer Council members for their contribution to the planning of the Buller Integrated Family Health Centre (IFHC).

*Paul left the meeting 3.03pm.*

## **6. Draft Work Plan**

Media Releases – covered earlier in the meeting.

Next month Paul and Chair will be giving a presentation on what work the Consumer Council is doing to the Community & Public Health Advisory Committee and Disability, Support Advisory Committee (CPHAC/DSAC). The Chair asked the Consumer Council what they wanted to get out of this meeting.

*Phil Wheble joined the meeting at 3.18pm*

## **7. General Business**

### General Manager

Phil joined the meeting to answer any concerns that the members may have. Concern was raised in regard to the Buller work stream meetings. Phil advised he will be working with Kathleen regarding her involvement in all the work she has been involved in.

**Note:** The General Manager is not part of the Consumer Council meetings but is happy to attend meetings to discuss anything of concern. The Chair will send Phil an invitation to attend meetings as required.

*Phil left the meeting at 3.23pm*

### Proposal – Broader access to HealthOne clinical data by Practice Managers

Kathleen provided the meeting with an explanation of the Proposal. Of note:

- There are 2 patient management systems
- MedTech is solely a primary health care information system used in General Practices

- In Buller the Doctors use MedTech across the whole service
- HealthOne is aligned to the secondary care patient management system used at the Grey Base Hospital and other Hospitals around the South Island. This system gives access to the patient record when someone is in Grey or at another Hospital

**Action:** *Invite Jane George as Chair of the Information Services Group (ISG) to the next meeting to advise the two systems are going to be linked.*

#### Succession Planning of Members

Lynnette will meet with Paul and Gary to discuss succession planning of members. This will be an Agenda item for discussion at the next meeting.

The Chair thanked everyone for their attendance and the meeting ended at 3.40pm.

Next meeting: Monday 9 October 2017. The Chair will be an apology.