

Consumer Council Partners in West Coast Health

Minutes of meeting held on Monday 11 December 2017 at 2.00pm in the Westland Health Centre Meeting Room (with vc link to Corporate Board Room and CDHB)

- Present:** Lynnette Beirne (Chair), Emma Richardson, Mark Davies, Coraleen White, Judy Tutchin, Neil Stevenson, Ned Tauwhare, Ruth Vaega, Keith McAdam
- In Attendance:** Gary Coghlan (Executive Management Team (EMT) Sponsor), Paul Norton (Quality & Patient Safety Manager), Cameron Lacey (Medical Director Mental Health), Stella Ward, Director of Nursing, Catherine McMurdie, Planning & Funding, Julie Bell (for minutes)
- Apologies:** Katherine Adlam, Deb Wright

1. Welcome/Apologies

The Chair welcomed attendees and apologies were received.

2. Confirmation of previous minutes (9 October 2017) / Actions Arising

The minutes of the meeting held on 9 October 2017 were confirmed as true and accurate.

Actions arising from previous minutes:

IDEAL – Feedback. A lot of problems reported of patients discharged too late to get their medication.

Would like to see more report – suggestion made to add question to National Patient Experience Survey.

Action: Add to next Agenda for discussion

3. Mental Health Consumer Survey

Cameron Lacey provided the meeting with details of the proposed Mental Health Consumer Survey. Of note:

Redesigning services in the future – this builds on a 2014 Mental Health Review. A lot of consumer input then.

Re-engaging staff – 1 workshop held with Mental Health Consumers in Grey and 1 to be held in Westport tomorrow.

Looking at identifying the Service’s weaknesses, strengths and opportunities. Want to release the document to get feedback from Consumers.

Manaakitanga sits outside this project. The building has some earthquake issue to be resolved by 2020.

Survey will be available on the WCDHB website. It has already been to a small group of Consumers for comment.

No intention to decrease the service. Intention to improve access to services.

Keen to go to the community to find out what the priorities are and what else is needed.

Need for more community-based services.

Outcome Decision: Consumer Council are happy with this Survey. Feedback on Survey results to be provided to Consumer Council.

Cameron left the meeting at 2.32pm

4. West Coast Alliance

Stella Ward is Executive Director of Allied Health and Chair of the Alliance Leadership Team for the West Coast. A programme run out of the Planning Team identified the needs for consumer members in the West Coast Alliance Group.

Open to thoughts and welcome Consumer Council’s direction to address the need.

Coraleen advised that she has been attending the Buller Workstream meetings and is concerned about the lack of attendance at these meeting since the departure of the Buller General Manager.

Stella to take back to the Alliance Leadership Team for a response:

1. Process for formalising appointments to the Buller Workstream.
2. Look at reinvigoration around engagement and identify where the resources need to be.

Action: *Stella to provide a response to the Consumer Council via Julie*

Request made for interaction of minutes with the other Alliance Group Workstreams. It was noted that progress reports will be provided instead of minutes.

Stella left the meeting at 2.45pm

5. Reports from Other Committees / Working Groups

Summary of reports provided at the meeting. In addition verbal reports provided as follows:

Stroke Coalition (Lynnette)

Meetings are now bi-monthly

Falls Coalition (Lynnette)

Medication Safety Committee (Judy)

Next meeting will be this Wednesday. Of note:

Pharmacies close at 5.30pm and open on alternate Saturdays from 10am to 12.30pm. Not open Sundays.

Concern raised around issues with Discharge Planning.

Action: *Gary to raise concern via the Chair to General Manager regarding what is happening. Will also suggest feedback to the Board.*

Youth Health Advisory Group

Expression of interest raised by member as Consumer Representative on this Group. No response received from Planning & Funding

Action: *Julie to contact Planning & Funding (Jenni Stephenson) for a response.*

Restraint Minimisation Committee

Report tabled.

Action: *Chair to contact Restraint Minimisation Committee Chair for details of Fitness Form.*

6. Chief Executive Update to Board (8 December 2017)

Any questions from members to be sent to either Gary for General Manager for a response.

7. Documents for Feedback

No documents for feedback at this meeting.

8. Quality & Patient Safety Update

Paul provided the meeting with an update form Quality. Of note:

Quality Accounts – have been distributed widely. Looking at other avenues for promoting positive stories for the 2016/17 period. Theme next year – an even wider perspective of health in the community. Looking at things that do not go well and how we try to resolve them as well as the good things that happen.

O'Connor Home – concerns around care at Rest Homes to be addressed through the DHB's complaints process.

Patient Experience Survey – latest results will be circulated to Consumer Council members for their information and comment.

Action: *Paul to send Patient Experience Survey Results to members.*

9. Work Plan

Tabled as ongoing.

10. General Business

Member Resignations

Katherine Adlam provided a letter advising her resignation from the Consumer Council.

Other members who will not be expressing an interest in re-appointment next year are Mark Davies, Keith McAdam, Ned Tauwhare and Neil Stevenson.

Resigned members were thanked for their work done for the Consumer Council.

Membership – Expressions of Interest

An advertisement will be placed next week seeking expressions of interest for membership in 2018. Letter received from Judy Tutchén expression an interest in being considered for re-appointment.

National Consumer Chairs Meeting

Lynnette advised that she attended the National Consumer Chairs meeting in Wellington recently. Of note from the meeting:

- Endorsement of Consumer Councils nation wide
- Getting Terms of Reference
- Identification Cards for members

Tour of New Facility

Question raised around tour of the new Hospital for existing Consumer Council members and past members.

Action: *Chair to forward request to Facilities Administrator for a response.*

There being no further business due to time constraint the meeting ended at 3.35pm. Meeting dates for 2018 to be advised.