

Consumer Council Partners in West Coast Health

Summary Notes of Introduction Meeting held in the St John Meeting Room on Monday 26 February 2018 at 1.00pm

- Present:** Emma Richardson (Acting Chair), Patricia Nolan, Sarah Birchfield, Russ Aiton, Marcus Shenker
- In Attendance:** Gary Coghlan (Executive Management Team (EMT) Sponsor), Paul Norton (Quality & Patient Safety Manager), Deb Wright (Quality Patient Health & Adverse Event Facilitator), Julie Bell (for minutes)
- Apologies:** Lynnette Beirne (Chair), Coraleen White, Tony Manuel

Note: Quorum of 6 members plus the Chair was not reached for this meeting. Meeting continued with discussion of Agenda items.

1. **Welcome/Mihi**

Gary provided the meeting with a Mihi welcoming the members to the meeting.

2. **Quality & Patient Safety Manager Presentation**

Paul gave a power point presentation to the members outlining the function of the Consumer Council. Of note:

Consumer representation on West Coast District Health Boards (WCDHB) Groups notification will be sent to all consumers currently on Groups giving them the opportunity to re-apply and providing the Consumer Council members to apply.



2018 Consumer Council Presentation.

Publications given to members for their information: *Engaging with Consumers – a guide for district health boards* by Health Quality & Safety Commission New Zealand and the West Coast District Health Board's latest *Quality Accounts*.

Members and other attendees were asked to introduce themselves to other members at the meeting:

Emma – has been on the Consumer Council for the last year. She has identified some weaknesses and strengths of the Council and feels the Agenda needs to be more consumer driven.

Patricia – has experienced a brain injury and has worked in this area for a number of years. She notes that some people who have suffered a brain injury have a huge distance to cover to access medical assistance. Patricia has worked in a number of community areas over the years.

Sarah – is a member of the Community Public Health sub committee of the WCDHB. She has a son with learning difficulties and her mother has advanced health problems. Sarah is currently studying towards a Diploma in Management.

Russ – has an interest in finding out more about once a patient is engaged, what happens in the middle and at point of discharge and appropriate discharge. Russ has a background in Health & Safety and Auditing and his health issues are of a cardiac nature.

Marcus – is from Westport and a consumer in all departments. He suffered a brain injury in 2010 due to negligence by the hospital system with delay of treatment and medical misadventure. He is on ACC, is a client of mental health and alcohol and drugs services in Buller and a patient at Buller Health. Marcus has a passion for health care.

Deb – is the WCDHB’s Quality Patient Health & Adverse Event Facilitator. Her role covers complaints, root cause analysis for serious events as well as a number of other tasks for the Quality Team. Deb is a Registered Nurse and Registered Midwife and has a house in Hector.

Julie – provides a support role to the Quality Team which includes administrative support for the Consumer Council.

Gary – is the WCDHB’s Maori Health Manager and represents the Consumer Council as sponsor for the executive management team. He has had cancer 4 times and 50 treatments. He has been studying for the past 20 years. Gary believes the Consumer Council should have a representative from *mana* such as the Chief Executive and Board Chair attend these meetings from time to time. He can see the Consumer Council growing in *mana* (influence) with more strategic members.

Paul – is the Quality & Patient Safety Manager and believes the Consumer Council is about partnership. The Consumer Council works under the umbrella of the WCDHB but it is their Group looking at what is relevant to the West Coast and having overarching governance. The Consumer Council will be setting a Plan for the year provided it sits within the parameters of the Terms of Reference.

3. Orientation of Members to Terms of Reference

The current Terms of Reference was discussed and noted that the mileage claim for members travelling to attend meetings is now 73c per kilometre. The Terms of Reference to be amended to reflect this.

With regard to change in remuneration, Gary advised that he would speak to the Board Chair about this.

4. Work Plan

Time will be allocated at the next meeting to discuss the Work Plan for the 2018 year.

5. Half day planning session (April 2018)

This session will be focused on setting the Work Plan for the 2018 year. Members to identify what they want to see happen.

6. Photographs for Profiles

Senior Communications Advisor Lee Harris took photographs of members to go with their Profiles to add to the public website.

7. Feedback from Members

Emma advised it would take time to get the Work Plan together.

Russ suggested a separate informal meeting be held by members prior to the next scheduled meeting to discuss ideas for the Work Plan.

There being no further business due to time constraint the meeting ended at 3.30pm.

The next meeting on 9 April 2018 will be a Planning session to go through the Consumer Council Work Plan.