



**Register of Matters brought to the attention of Consumer Council (CC) members (for 10/08/15 meeting)**

|    | Signalled to CC meeting | Issue   | Reported to                                    | Comment / Action / Outcome   | Closed |
|----|-------------------------|---|--|--|--------|
| 1. | 25/2/14                 | Transalpine service costs to WC patients; Christchurch end not always aware of services here for ongoing care; need to have whatever tests can be done here provided here | Programme Director & Acting Operations Manager | Always a challenge when messaging between 2 DHBs; Building effective communication is important; Specific issues to be raised through to Quality & Patient Safety Manager (observations)<br><i>19/8/14: On-going. Process to be established.</i>   |        |
| 6. | 9/4/14                  | National Travel Assistance (NTA) – still needs public awareness at point of any transfer of services  | General Manager Grey/Westland                  | Better Transport options across the system are required.<br>Dedicated transport pamphlet available (customised for WCDHB).<br>Work in progress.<br><i>19/8/14: Still on-going. Suggestion made to put an article in the Messenger. Members made recommendation to organisation to discuss suggestion with Communications person.</i><br><i>11/11/14: Request made for a memo to go to Outpatients staff to advise patients of NTA service.</i><br><i>2/2/15: Communications trying to include information on NTA where possible. A piece of work is about to begin on patient transfers. NTA brochures to be included with Outpatient appointment letters via Central Booking Unit and Social Work. Status report to be provided at 13/04/15 meeting.</i><br><i>13/4/15: No obligation to provide food for transferring patients. Common sense prevails.</i> |        |
| 8. | 9/6/14                  | Pt transfers – Buller/Grey<br>Often miss meals/morning & afternoon tea; may not have money to buy refreshments at canteen; water needs to be available/provided           | Quality & Patient Safety Manager               | Raise with Director of Nursing & Midwifery to raise with Senior Nurses patients to be aware to put their hand up.<br>Work in progress (leave).   |        |



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|------------|----------|--|---|---|--|
|            |          |  |   | Awareness of service in Christchurch.<br>19/8/14: Q&PS Manager to talk to Director of Nursing & Midwifery to address at next Senior Nurses meeting.<br>13/4/15: WCDHB are now including CDHB transport pamphlets with all appointment letters.            |  |
| 9.         | 9/6/14   | Transalpine Service – many elderly patients have poor mobility & no one to take them to Christchurch, have difficulty with the Shuttle steps, don't know their way around Christchurch, may require multiple appointments at different venues (e.g. eye surgery) – need a support person or to be met by a navigator in Christchurch | Planning & Funding                                    | 19/8/14: No update since last meeting. WCDHB to consider 'friends of the Hospital' service when patients are in Christchurch. Q&PS Manager to discuss with Planning & Funding.<br>13/4/15: Positive comment received regarding new park and ride at CDHB. |  |
| 16.        | 9/6/14   | National Travel Assistance (NTA) programme. Clarity about NTA required – transport options with community services card if need to travel longer distances between Christchurch and Greymouth.   | Planning & Funding                                    | Ongoing   |  |
| 22.        | 11/11/14 | Concern about need for a formal process for handovers when Locums replace members in multidisciplinary teams for individual patient case management.   | General Manager Grey/Westland, General Manager Buller | Quality & Patient Safety Manager to discuss with General Manager Grey/Westland and General Manager Buller.<br>13/4/15: To be discussed at 8/6/15 meeting.   |  |
| 24.        | 02/02/15 | Concern about ongoing comments that nothing has improved with regard to providing sufficient refreshments to Rest Home residents.  | Chair   | Nancy Stewart (CDHB) to attend 13/04/15 meeting to provide clarity around what is being provided to residents.<br>Suggestion box forms to be distributed at Rest Homes.<br>New boxes (5) to be ordered for Buller.  |  |
| 25.        | 14/04/15 | Concern about patients having to pay their own transport from Greymouth to Hokitika Airport and return when travelling to Christchurch for cancer treatment.   | Quality & Patient Safety Manager                      | Quality & Patient Safety Manager to discuss with General Manager Grey/Westland and report back to Council.  |  |
| 26.<br>NEW | 08/06/15 | Concerns about length of waiting time for Laboratory results. Now 10 working days for urgent or up to 6 weeks. How does this fit with new faster cancer time targets?  | General Manager Grey/Westland                         |   |  |