



Register of Matters brought to the attention of Consumer Council (CC) members (after 12/10/15 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	<p>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) <i>19/8/14: On-going. Process to be established.</i></p> <p><i>14/9/15: Mark provided the meeting with an update and advised work is continuing on the Transalpine Services.</i></p> <p>Action: <i>Mark to follow up with Planning & Services regarding NTA posters.</i></p>	
6.	9/4/14	National Travel Assistance (NTA) – still needs public awareness at point of any transfer of services	General Manager Grey/Westland	<p>Better Transport options across the system are required. Dedicated transport pamphlet available (customised for WCDHB). Work in progress. <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> <i>11/11/14: Request made for a memo to go to Outpatients staff to advise patients of NTA service.</i> <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</i></p>	



				be provided at 13/04/15 meeting. 13/4/15: No obligation to provide food for transferring patients. Common sense prevails.	
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. 13/4/15: Positive comment received regarding new park and ride at CDHB. 14/9/15: Concern regarding cost of accommodation in Christchurch if a patient has to stay overnight. GP's should be able to provide information on support to patients regarding travel assistance.	
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. 12/10/15: To be blended with Item 25.	Closed
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. Suggestion box forms to be distributed at Rest Homes. New boxes (5) to be ordered for Buller. 14/9/15: Concern raised regarding O'Connor Home residents unhappy regarding food and refreshments provided. Mark advised there are some changes occurring that are still to be made public. 12/10/15: Confirm concern raised by Neil has been passed on to Nancy Stewart, CDHB.	
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.	Closed



				<p>14/9/15: Concern that NTA does not cover taxis on the West Coast and Christchurch.</p> <p>Action: <i>Paul advised he had made some enquiries with no set answer. Paul will make more enquiries and report back at the next meeting.</i></p> <p>12/10/15: Paul has met with LTA Co-ordinator Andrew Lamont and confirmed process as per Ministry of Health Policy.</p>	
26.	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	14/9/15: Mark advised that most routine testing results have a turnaround time of 24 hours. Specific tests such as for allergy can take up to 3 weeks for results.	
27.	10/08/15	Concern about multi use of Grey Hospital Chapel.		<p>14/9/15: A letter was sent to the Programme Director from the Chair expressing concern over use of the Chapel after the rebuild.</p> <p>A letter of response was received from the General Manager Grey/Westland which the Chair read out at the meeting.</p>	