



Register of Matters brought to the attention of Consumer Council (CC) members

	Signalled to CC meeting	Issue	Reported to	Comment / Action / Outcome	Status as at 11Nov14
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) <i>19/8/14: On-going. Process to be established.</i>	
2.	9/4/14	Chemotherapy service here – increased time to deliver treatments. Dedicated space & equipment needed. BP & Electronic IV machines being taken & used for general ward; need own space within rebuild plans	Referred to Facility Development Co-ordinator	To be discussed at relevant Workstream meeting. <i>19/8/14: Q&PS Manager to refer to the appropriate person to follow up.</i>	Q&PS Manager to discuss with GM Grey/Westland and DONM
3.	9/4/14	Privacy issues around Central Booking Unit staff taking patient records home	General Manager Grey/Westland	Quality & Patient Safety Manager to follow up with General Manager Grey/Westland.	Q&PS Manager to discuss with GM Grey/Westland
5.	9/4/14	Making complaints/feedback pamphlet – is it available at GP practices?	Reported to Chief Executive	To be referred to Chief Medical Officer <i>19/8/14: Additional suggestion boxes to be installed. All suggestion boxes to be checked regularly.</i>	Completed – additional suggestion boxes ordered and suggestion box forms distributed to GP Practices
6.	9/4/14	National Travel Assistance (NTA) – still needs public awareness at point of any transfer of services		Better Transport options across the system are required. Dedicated transport pamphlet available (customised for WCDHB). Work in progress.	Q&PS Manager to talk to Comms re suggestion of NTA information in Messenger

				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.	
8.	9/6/14	Pt transfers – Buller/Grey 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 Karyn Bousfield (DONM) to raise with Senior Nurses patients to be aware to put their hand up. Work in progress (leave). Awareness of service in Christchurch. 19/8/14: Q&PS Manager to talk to Director of Nursing & Midwifery to address at next Senior Nurses meeting.	Q&PS Manager to discuss with DONM
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.	Q&PS Manager to talk to Planning & Funding
10.	9/6/14	Difficulty obtaining parking at Grey Base Hospital between 2-4pm, especially around shift change time – staff using patient car parks including disabled parking spaces	Quality & Patient Safety Manager	Memo to be prepared for circulating to all staff as a reminder not to park in patient car parks.	Memo drafted for Facilities Manager sign off and distribution to All Staff at Grey Base
11.	9/6/14	Complaint/suggestion boxes need to be more visible with pen/paper & more widely distributed	Quality & Patient Safety Manager	Required improvements have been noted. Action in progress.	Completed – 2 extra suggestion boxes ordered for Buller
12.	9/6/14	Buller Maternity issues – concerns about normal birthing local options, lack of information		Maternity Website	Ongoing
14.	9/6/14	Interagency (DHB-WINZ) liaison protocol needed for Mental Health patients admitted to Acute Unit too unwell to notify WINZ of change of address & subsequently losing	Community Mental Health Operations Manager	19/8/14: A WCDHB Social Worker (Community Mental Health) is undertaking this work in Westport. Social Worker to be invited to November meeting.	Brian Field to attend meeting to discuss

		benefit			
15.	9/6/14	Rest Homes – Older Persons Health: Personal care being cut back and food (no orange juice only water)	Quality & Patient Safety Manager	19/8/14: No issues-based audit completed. Rest Homes are happy to receive feedback. New Manager to be appointed for Granger House.	
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	
17.	9/6/14	Aged Care Services configuration in Buller.	Programme Director & Chief Executive	Programme Director & Chief Executive to lead Discussion Forum and Community Engagement in July.	
18.	8/7/14	Several reported cases of patients recently presenting at Emergency Department and being offered the choice of acute surgery sooner in Christchurch but not being informed about national travel assistance (NTA) (within eligibility criteria) or ACC reimbursement of expenses, assuming claim is accepted. Travel expenses may be critical to the service choice decision.	Planning & Funding	Programme Director & Chief Executive to lead Discussion Forum and Community Engagement in July.	
20.	19/8/14	New privacy concerns at Buller Hospital. Noted that the café is shared by staff and public	General Manager, Buller	Quality & Patient Safety Manager to prepare memo around privacy issues, send draft to members before going out to staff.	Q&PS Manager and GM Grey/Westland to prepare memo re Privacy Issues
21.	19/8/14	Concern about female kaumatua being transferred to Christchurch Hospital with only male support – inappropriate for managing comfort stop support. Need to check with patient whether male/female support is acceptable.	Maori Health Portfolio Manager		Q&PS Manager to discuss concern with Maori Health Portfolio Manager

Closed Items

4.	9/4/14	Oral complaints/issues – tracking & action accountability?			Quality & Patient Safety Manager to follow up with General Manager Grey/Westland.	Closed
7.	9/4/14	Concerns about length of time for some lab reporting			Laboratories have specified reporting times; if these are being exceeded for priority cases then contracting issue needs to be flagged to Quality & Patient Safety Manager.	Closed
13.	9/6/14	Can CC members make individual comments in newspaper relating to WCDHB services?	Chair		Yes, but not identified as CC members	Closed
19.	8/7/14	Concern about 3 week delay in responding to a request for allocation of a hospital LMC. Does not serve the woman well and has the potential to miss critical timing of early tests.	Manager Maternity Services		19/8/14: With introduction of Maternity Website, women have the opportunity to self book through 'home page' or option of phoning the Unit and information will be sent out.	Closed