

Consumer Council Partners in West Coast Health

Minutes of the Meeting held in the Hokitika Health Centre on Monday 8 October 2018 at 2.00pm (VC link to Greymouth Boardroom)

Present:

Lynnette Beirne (Chair), Patricia Nolan, Sarah Birchfield, Russ Aiton, Paula Cutbush, Marcus Shenker, Sarah Birchfield, Coraleen White.

In Attendance:

Philip Wheble, *General Manager*

Imogen Squires (via VC), *Senior Communications Advisor*

Deb Wright (via VC), *(Quality Patient Health & Adverse Event Facilitator) - (until 3:04pm)*

Andrea Bruning, *Document Control/Quality Support - Minute Taker*

Not in attendance:

Nil

Apologies:

Gary Coghlan (*Executive Management Team (EMT) Sponsor*)

Rosalie Waghorn (*Quality & Patient Safety Manager*)

Cameron Lacey, (*Medical Director, Medical Council, Legislative, National Rep West Coast*)

Sandy Mclean, *CDHB*

1. Welcome / Karakia / Apologies

The Chair welcomed everyone to the meeting, and apologies were noted.

The Consumer Council thanks Julie Bell for her previous work with the Council.

Action: Lynnette to organize card.

Imogen Squires introduced to Council members and welcomed.

2. Previous Minutes / Matters Arising from Previous Minutes

The minutes from the meeting held on 13 August 2018 were confirmed as true and accurate.

Moved: Sarah

Seconded: Marcus

Matters arising from previous Minutes:

Julie Lucas spoke at workshop recently and the discharge planning ideal came across clearly and well understood.

Action: Council to invite Julie to attend December meeting in Greymouth to present.

Carried over to next meeting IDEAL letter to EMT:

Deb had conversation with Jenny Woods and was unsure if there was a discharge audit.

Action: Deb will confirm with Jenny and advise further at December meeting.

3. Workstream – Committee Members; with Phil Wheble

Committee wrote to Pauline Ansley about Workstream, Lynnette read the Committee Pauline's email response regarding this.

Coraleen advised she referred to April Terms of Reference and the one that was ratified in July was different, therefore she felt confused. Coraleen advises she spoke to Rhoda McDonald and Jo Howard on 10 September, as herself and Jo Howard were invited to discuss with Rhonda why meetings were on hold. Coraleen was confused as to why Jo Howard became a Consumer Council member. Lynnette confirmed she is not a Consumer Council representative. There has been a communication breakdown. Clarification is that Marcus and Coraleen are the two people part of the Consumer Council.

4. Resignation Letter – Emma

Lynnette read letter to Consumer Council from Emma resigning from position. Letter has been sent back to Emma accepting resignation.

Coraleen states she can relate to feelings aired in letter, across the board. Phil disagreed, and states there is a huge amount of work in DHB to improve.

Phil explained one Consumer Council member is on Workstream with two Consumer Representatives, advising the right number of people needs to be involved with 8-10 people ideal to avoid conversation degradation.

Phil has discussed with Gary opportunities for other groups/meetings for input.

Review on Mental Health has had huge amount of consumer input with possible need for a better job communicating how we are having consumer input into the work being done.

Lynnette reiterated we have come a long way with small steps and making headway.

Coraleen recognized Pauline has done great work with the work plan and does not want to see it fall aside. Phil confirmed Pauline was always temporary, will continue to see stability moving forward and is putting in place frameworks to support initiatives. Alliance support group looks at progress reports from all Workstreams, Alliance leadership team which sees health system as a whole will challenge Workstream and Alliance support if not moving forward.

5. Committee Stocktake

Patricia Nolan - Mental Health

Meeting occurred on 14 August, focuses were networks that exist - not so much community based discussions. Looking at integrated family health services, health literacy, collective impact, ways they need to work going forward with community teams. Focusing on moving forward with a fresh view. Sarah believes visual aids will assist those with disabilities.

Russ Aiton – Restraint Committee/Manaakitanga

Russ expressed concerned he was just filling a seat and is working on relationships and networking.

Highlights - 15 episodes of restraint (environmental) due to one person spiked numbers, down to one episode in September. Doors being locked, more of an open door policy for staff, patients and visitors. Overall year to date trend is downward.

Coraleen clarified what environmental restraint meant, Russ explained it is an environmental episode of restraint if the patient is inside and they have locked the doors on staff. If staff deems patient is no longer at risk they unlock the doors. Deb confirmed at restraint meeting each episode of restraint is recorded in Safety1st, collated and broken down – WCDHB moving toward 0 episodes of seclusion.

Sarah Birchfield – Child and Youth

Meeting attended Monday 1 October, data based report received was based on 0-5 year olds collection of birth/deaths from Ministry of Health. Main topics were breastfeeding, oral health literacy, before school check, and immunisation on the West Coast and where statistics sit against other regions.

Concerns – Kids referred as picky eaters. Sarah has queried if there is any data around DCM5 eating disorder later on in life. Confirmed there is no data collection to date. Deb stated it may be likely 13 & 14 year olds with such conditions, but would have to refer back to their records. Breastfeeding target is going well, immunisation not so well.

Paula Cutbush – Reefton Workstream

Apologies for missed meeting, nothing to report and has not connected with anyone who was at the meeting. Phil advised the last meeting was two weeks ago. Discussions took place around planning and what the group wants to achieve, reviewing focus and priorities.

Lynnette Beirne - Stroke Meeting

Vans are visiting the West Coast starting on 15 October. Travel constraints mean Buller unable to be serviced, but is attending Nelson/Marlborough. Buller has free blood pressure checks at the St Johns shop. Telehealth and clock retrieval technology is receiving government funding for telehealth services. WCDHB are early supporters of initiative. Stroke numbers at approximately 50 per year on West Coast. New TV in ED with health messages. Magnetic door signs for board cars about blood pressure awareness etc. St John/Rotary assistance with blood pressure testing at New World on Saturday 13 October.

Lynnette Beirne – Clinical Board

New committee planning stages and Terms of Reference are being finalised for next year, should be fully functioning in 2019. Chair of Consumer Council to sit on committee as Consumer Council representative.

Lynnette Beirne – Falls Committee

Lack of attendance at the meeting was concerning. Terms of Reference require review. Secondary falls strength and balance classes are going well, numbers to be looked at.

Lynnette Beirne – Health of Older Persons

No quorum therefore no decisions could be made. Workstream update was on improved care and rehabilitation services and long term condition management. Lots of follow up work occurring for support services to engage people to be more active.

Lynnette Beirne - The Hub

Phil Wheble is acting Chair until a new lead is appointed. Transport – calling for consumer representatives, currently figuring out structure. Lynnette discussed list of current transport usage list. Pubs are using courtesy buses to lift and shift people in the community without transport into town for appointments.

Discussion about community bus for Buller, and use of courtesy vans. Pauline mentioned Inangahua has a wheelchair bus for Reefton, and Whocares in Reefton. Hokitika taxi has wheelchair van, and Care Buller has wheelchair bus.

6. Work Plan - Communication

Reviewed work plan for any changes. Phil queried whether DHB has ever come to Consumer Council regarding strategies. Lynnette advised there was a workshop previously and had spoken to Gary. Phil mentioned communicating the plan for the coming year, and advises the current strategy for Consumer Council to further understand DHB decisions in order to explain to wider audience.

Consumer Council requests Phil collaborate on one meeting for planning process once DHB get update from Ministry of Health on their direction with the plans expected by February. December meeting suggested.

Actions: Andrea to send Phil a reminder.

7. Communications - Discussion on Consumer Visibility

Imogen would like to review previous plan and discuss with Consumer Council to get an idea of what the needs are and extend questions to Council members.

Coraleen enquired about not yet receiving a CEO update, as advised this good way to receive information what is happening. Imogen advised the next edition will be out shortly and information has previously been sporadic.

Russ states external communications to the community comes from two streams of information. Consumer Council webpage has recently been updated, with more information about what Consumer Council is doing for DHB and consumers. Previously adverts in the Messenger were issued and Minutes of meeting go onto website.

Actions: Imogen to look at previous communications plan, and review current situation to assist Consumer Council with a new plan and Consumer Council need to provide a draft of ideas. Andrea will send out most recent CEO update.

8. Travel for Meetings

Council discussed the meeting locations for 2019. The consensus is that Council are flexible with traveling for the 6 meetings scheduled. Four meetings will be held in Greymouth, and one each for Hokitika and Buller. Phil and Russ have suggested utilizing locations to engage with other committees/groups in the location. Sarah suggested cultural inclusion by utilizing Marae and to liaise with Gary about access/availability.

7. Other Items for Discussion

- Phil discussed South Westland health services and facilities available rurally. Reviewing process and determining if cost effective to relocate buildings. Rural nurse specialist is in residence in South Westland. Nurse prescriber's upskilled for greater flexibility.
- Discussed possibility of Consumer Council to receive free influenza immunization and advertise advocacy on website.
- Gary due to resign as sponsor from Consumer Council, finishing in the near future and will be replaced by someone else on the EMT.
- Phil received EOI for Consumer Council and replied with Lynnette's details.
- Quality Accounts/Rosalie – Carried over to December meeting.
- Discussed rehab/multi-use units to be built on hospital grounds, confirmed not for the sole purpose of rehabilitation.
- Discussed discharge process and bringing patients back from Christchurch and transit to the West Coast. Reiterated that clinical processes limit how much input a consumer can have into discharging. Sarah mentioned that St Johns have four beds available at their facility.

Action List:

1. Lynnette to work on expression of interest for new Consumer Council members
2. Lynnette to contact Jenny Woods about Patient Survey
3. Lynnette to organize card for Julie Bell
4. Lynnette to speak to Gary about Marae use
5. Deb to confirm with Jenny re: discharge audit for December meeting
6. Phil to follow up with Vicki - Russ awaiting email from Vicki on Credentialing Committee
7. Council to invite Julie Lucas to attend December meeting
8. Andrea to email CEO update
9. Rosalie to invite Patricia to Secondary falls meeting (ongoing from previous meeting)
10. Andrea to email Phil reminder for Work Plan Communication – next meeting

There being no further discussion the meeting ended at 4:06pm.

The next meeting will be held on Monday 10 December at 2.00pm in the Greymouth Board Room.