

Consumer Council Partners in West Coast Health

**Minutes of the Meeting held in the Greymouth Boardroom on Monday 10 December
2018 at 2.00pm**

Present:

Lynnette Beirne (Chair), Patricia Nolan, Sarah Birchfield, Russ Aiton, Marcus Shenker, Coraleen White, Paula Cutbush (from 2.16pm)

In Attendance:

Rosalie Waghorn, (*Quality & Patient Safety Manager*)
Imogen Squires, (*Senior Communications Advisor*)
Andrea Bruning, (*Document Control/Quality - Minutes*)
Gary Coghlan, (*Executive Management Team (EMT) Sponsor*)

Not in attendance:

Apologies:

Julie Lucas, (*Nurse Manager Clinical Service Operations*)
Philip Wheble, (*General Manager*)
Deb Wright (*Quality Patient Health & Adverse Event Facilitator*)
Cameron Lacey, (*Medical Director, Medical Council, Legislative, National Rep West Coast*)
Tony Manuel

1. Welcome / Karakia / Apologies

The Chair welcomed everyone to the meeting, and apologies were noted.
(Tony is resigning – yet to notify Consumer Council officially).

2. Previous Minutes / Matters Arising from Previous Minutes

The minutes from the meeting held on 8 October 2018 were confirmed as true and accurate.

Moved: Marcus
Seconded: Sarah

Matters arising from previous Minutes:

- Visit to Marae – Lynnette to facilitate with Gary next year, can be organised for two hour meeting. Maori Health Education to be included as part of visit. New facility may impact timing – Gary to stay in touch with Lynnette
- Patient Survey – enough data to record. Andrea emailed NPS results to Committee
- EOI's received for Consumer Council
- Card for Julie organised
- Credentialing committee position being advertised in January 2019
- Julie Lucas to present IDEAL in the New Year
- CE Update was emailed on 13/11/2018
- Secondary falls – no quorum at last two meetings

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 February meeting.

3. Reporting – Other Committees

Patricia Nolan - Mental Health

Communications with stakeholders are going well, slow traction - the feeling is that the conversations are based around management talking about their departments without understanding consumer views. Home Builders is going well, Supporting Parents working group not doing very well and currently sitting 2nd last in the country. Dedicated team needed and 5 year plan discussed, concerns discussed about safety for nurses.

Russ Aiton – Restraint Committee/Manaakitanga

No update

Sarah Birchfield – Child and Youth

West Coast input into Wellbeing Strategy - suggestions provided. Presentation given by Rosalie at Child and Health Alliance, roll out of an 0800 number for paediatrics in Christchurch in infancy stages. Discussed tablet based survey regarding health literacy and an e-growth chart that links to Health Connect South where the child's height and weight is recorded into HCS – good for clinicians to see changes as starts at 28 days of age. Discussed wellbeing survey completed in Greymouth, students sit near national averages. Dietitian discussed ECE and water in schools.

Paula Cutbush – Reefton Workstream

Paula did not attend the last meeting in Reefton, however elected to share her recent health journey via Reefton to Grey Hospital. Paula felt the process was smooth and enjoyed fantastic care from all clinicians and was very happy with the nurses who cared for her and was pleased that she received discharge notes. Paula queried if dietary advice could have been given related to condition. Overall was happy with the experience.

Lynnette Beirne - Stroke Meeting

Number of patients suffering strokes around 50 per year. Registered on National Stroke Register following a number of years being absent – doing well on reporting. Rehab is improving and use of telehealth is beneficial.

Lynnette Beirne – Clinical Board

Met last week, expressions of interest open until 31 January 2019. New rotating agenda and draft reporting template created.

Lynnette Beirne – Falls Committee

Strength and balance class receiving good numbers. Data showing fracture patients have longer stay in hospital due to transportation timeframes, discussed including travel time within reporting. Falls statistics are currently under the expected numbers.

Lynnette Beirne – Health of Older Persons

Telehealth being utilised for some assessments and physiotherapy department is now fully staffed.

Lynnette Beirne - The Hub

On hold with change of staffing

Coraleen White – Reefton Workstream

Missed last work stream meeting but had attended prior. Expressed frustrations about delays with outcomes, but feels now headed in the right direction. Positive feedback from members is being received. Two Maori representatives were present, good feeling of inclusivity. Discussed presentation given by Gary at the meeting. Marcus shared an excerpt from a newspaper about healthcare practices and patient disturbances. Pauline gave Coraleen an overview of IDEAL presentation, particularly around health literacy to which was discussed. Gary's team has spoken to people in the community and has asked for feedback to give to the EMT. Discussed recent national Mental Health review and discussed Maori mental health statistics and practices. Families feel lost and stressed prior to a diagnosis before intervention can begin, isolation experienced.

4. Work Plan

Discussed current work plan – nothing further to add.

5. IDEAL Presentation – Julie Lucas

Julie is an apology and unfortunately unable to attend due to being in Reefton. Retargeted to 2019.

6. Other Items for Discussion

Quality Patient Safety Manager Update:

Mental Health Inpatient Unit are changing after hours entry process, weighted furniture has been purchased, new windows in the doors for increased observation, and blackboard and chalk implemented to provide patients with opportunity to express feelings. Dietitians and nursing staff have implemented a red tray process if a patient needs assistance completing meals.

People on wards to now be dressed in day clothes, discharge dates communicated, corridors now have distance markers for mobility, placemats for meal trays provided.

Nurse Manager Clinical Services Operations is able to view which WCDHB patients are in CDHB via intranet and discharge dates are visible.

Certification audit begins on 26 February for 4 days. Organ donation team from Christchurch to attend and teach staff in March 2019. Open session in afternoon – will be communicated.

Discussed HQSC 5 year plan for mental health and 5 points, and brief overview of Connecting Care presentation shared – unable to communicate until finalised.

- Clinical Board EOI
- Applications for 2019 Consumer Council
- Quality Accounts/Rosalie – shared draft awaiting final sign off
- A word from Lynnette

Action List:

1. Lynnette to liaise with Gary in 2019 about meeting on the Marae
2. Deb to confirm with Jenny re: discharge audit for February meeting (carried over from last meeting)
3. Phil to follow up with Vicki - Russ awaiting email from Vicki on Credentialing Committee
4. Andrea to email Phil reminder for Work Plan Communication – next meeting
5. Andrea to send out copies of Quality Accounts once finalised

There being no further discussion the meeting ended at 4:00pm.

The next meeting will be held on Monday 4 February at 2.00pm in the Grey Hospital Community Services meeting room.

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