

Consumer Council Partners in West Coast Health

Minutes of the Meeting held in the Greymouth Community Services Meeting Room on Monday 4 February 2019 at 2.00pm

Present:

Lynnette Beirne (Outgoing Chair), Patricia Nolan, Sarah Birchfield, Russ Aiton, Marcus Shenker, Danae Russell, Jenny Green, Ann Bradley

In Attendance:

Rosalie Waghorn, (*Quality & Patient Safety Manager*)
Imogen Squires, (*Senior Communications Advisor*) from 2:37pm
Andrea Bruning, (*Document Control/Quality - Minutes*)
Gary Coghlan, (*Executive Management Team (EMT) Sponsor*) from 2:17pm
Philip Wheble, (*General Manager*) 2:46pm – 3:15pm
Julie Lucas, (*Nurse Manager Clinical Service Operations*) from 3:45pm

Not in attendance:

Paula Cutbush

Apologies:

Debbie Peters
Deb Wright (*Quality Patient Health & Adverse Event Facilitator*)

1. Welcome / Karakia / Apologies

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

2. Previous Minutes / Matters Arising from Previous Minutes

The minutes from the meeting held on 10 December 2018 were confirmed as true and accurate.



Minutes - CC Meeting
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Moved: Sarah
Seconded: Russ

Matters arising from previous Minutes:

- Visit to Marae – Chair to facilitate with Gary for a 2019 meeting/visit to the Marae
- Credentialing Committee position being advertised in January 2019 – new starter on 4 March.

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. EOI – New Positions

Russ Aiton moved and seconded for Chair.

Sarah Birchfield moved and seconded for Vice Chair

4. Reporting – Other Committees

Patricia Nolan - Mental Health

Russ Aiton – Restraint Committee/Manaakitanga

Marcus Shenker – Buller Workstream

Sarah Birchfield – Child and Youth

Paula Cutbush – Reefton Workstream

Lynnette Beirne - Stroke Meeting

Lynnette Beirne – Clinical Board

Lynnette Beirne – Falls Committee

Lynnette Beirne – Health of Older Persons

Lynnette Beirne - The Hub

Coraleen White – Reefton Workstream

Meetings have not taken place over Christmas/New Years and are due to resume in February. Gary suggested campaigning for two representatives on Mental Health Workstreams.

5. Work Plan and ToR

Discussed the current work plan, which is to be updated at the April meeting. New member photos for website and ID cards to be updated. Members to organise their bios and send to Andrea within the next week following the meeting.

6. IDEAL Presentation – Julie Lucas

Julie attended the meeting to provide an overview on IDEAL. Discharge planning has improved considerably since working on this project.

Gary showed Julie this initiative who felt it was a tool that used to be in place had been lost over time. IDEAL is improving communications with patients, ensuring they are well informed upon discharge.

I – Identifying and including the significant other, this could be a neighbour, friend, partner, family - any support person in the patients life.

D – Discussion – Discussing how people are managing in their homes with things like cooking, cleaning, transportation. Care plans arranged which patient must sign.

E – Education – Educating people on their medications, conditions and them educating us on their experience.

A – Assess how well the diagnosis, condition, and next steps in the patient’s care are explained to the patient and family.

L – Listen – Listening to and honouring the patient and family’s goals, preferences, observations, and concerns.

Russ asked how success is monitored and how to tell if it is working well.

Julie advised the main results are via CNS discussing with patients directly, failed discharges within 48 hours with same issue, departmental feedback, and hearing from district nurses.

Discussed ending PJ Paralysis, getting into the habit of not keeping people healthy enough to be in their own environment to prevent losing muscle etc. Step down units as part of hospital build, people who aren’t quite ready could possibly be benefited. DNs now go up and meet & greet before they leave the ward, Allied Health have input. CDHB does not use IDEAL but it is on intranet as a training package. Patient stories will be communicated with both good and constructive perspectives. Discussed patient transfer service from CDHB to WCDHB, and vice versa. Julie is able to see patients in Canterbury and their forecast discharge date and keeps an eye on it. Reports received from CDHB which enables WCDHB to plan in advance.

7. **Proposal for Change – Philip Wheble**

Phil reiterated that this process is nearing the end stages, and there have been ongoing discussions for some time now. The Model of Care discussions have been ongoing from 2016-2017 and have been looking at organisational structure following this. Reporting issues identified, Mental Health is an ongoing discussion with consumers/employees and has been a long process from 2014 onward. Cameron Lacey is leading future services project and Proposal for Change is the first major change in this process, which is relevant to the whole health system not just WCDHB. The new community AOD Service has recently gone online. Russ questioned when the WCDHB will allow consumer feedback on the Proposal for Changes. Phil advised Model of Care came to Council for discussion last year however the organisational structure is on reporting lines at the DHB. The general idea is to have someone in each area being enabled to talk to communities with a single team in each area with a particular focus. Marcus raised concern about promise of two extra beds in Westport which is no longer being worked towards, Phil addressed capacity vs demand. Media release went out on Friday regarding the mock up at St Johns.

Discussion regarding possible presentation to community in future, Consumer Council may be able to be of assistance.

8. Transalpine Disability Action Plan – Kathy O’Neill

Kathy has put forward some suggestions and is interested on hearing the Council’s thoughts and comments on the action plan circulated. Lynnette commends Kathy’s work on the plan.

Sarah raised question if a rural steering group would be separate or combined with Canterbury. Kathy has advised an additional working group would pull on an already stretched pool of people, and it would be better to utilise an existing forum such as ALT and Consumer Council to progress actions through these channels. Some of the things gaining momentum in Canterbury are moving at a faster pace. Champion suggested for West Coast with a bi-annual meeting. Forum would ideally include representatives from the Consumer Council, ALT and Advisory Committee via a VC meeting. Endorsement from the Consumer Council sought, with the next step to take to ALT and A/C for comment. Russ will email Kathy in the next couple of days, after discussion as a group.

Group discussion – Lynnette advised the Consumer Council have previously been very involved; the forum would be to ensure the action plan is worked on. Whole of health not just DHB is involved. Forum can be used to raise concerns about disability sector, and to be there to lend a consumer view. Kathy will reach out to committee groups for representatives. Discussed Transalpine and the working relationship with CDHB – explained Transalpine as being the partnership between CDHB/WCDHB, sharing of knowledge and process etc.

9. Other Items for Discussion

- Patricia – Over holidays received the Press, read an article about Mental Health on the West Coast rating as the worst in NZ, and had wondered where the information came from and was concerned about who is addressing the negative press. Imogen advised that WCDHB are unable to comment on specific cases to the media, even if inaccurate. Feedback leaflets are available for complaints/compliments around in the hospital and in medical facilities to avoid further media action, inviting people to share their experiences to be addressed locally. WCDHB is aware of the MHS coverage, and are planning to work with local media around future responses/comments.

Quality Patient Safety Manager Update:

Departmental migration meetings occurring regarding the new facility for things such as the need for staff to learn about the new working environment i.e. light switches, toilets, with ‘tours’ to be arranged.

Discussed the Certification audit scheduled for 26-28 February – preparations are keeping the Quality team very busy.

Patientrack being rolled out 18 & 19 February, this is an electronic system that feeds into Health Connect South – digital patient observation and alert response system.

Menus are done via Trendcare, which is a patient acuity tool – nurses put in what diet is needed, and it is fed through to the kitchen. Patients unable to make decisions about their meals, nurses refer to Dietitian. Red tray initiative discussed.

Rolling out of new menus commenced at the end of January.

10. Offsite Meeting Dates

Mon 10 June 2019 –meeting to be held in Buller

Mon 14 October 2019 – meeting to be held at St John

Mon 9 December 2019 – meeting to be held in Hokitika

Action List:

1. Chair to liaise with Gary in 2019 about meeting on the Marae
2. Phil to follow up with Vicki - Russ awaiting email from Vicki on Credentialing Committee (carried over from previous meetings)
3. Andrea to find out when Buller Workstream meeting is for Marcus
4. Russ to contact Imogen to set up a time to discuss ideas for the website
5. Russ to contact Kathy O'Neill with response on Disability Action Plan
6. Andrea to locate disability action plan and circulate
7. Marcus to send Rosalie details directly of discharge situation he is concerned about
8. New members to submit bios to Andrea

There being no further discussion the meeting ended at 4:10pm.

The next meeting will be held on Monday 1 April at 2.00pm in the Grey Hospital Community Services meeting room.