

Consumer Council Partners in West Coast Health

Minutes of the Meeting held in the Greymouth Community Services Meeting Room on Monday 1 April 2019 at 2.00pm

Present:

Russ Aiton (Chair), Sarah Birchfield (Vice Chair), Marcus Shenker, Danae Russell, Jenny Green, Ann Bradley, Debbie Peters, Paula Cutbush, Patricia Nolan (from 2:12pm)

In Attendance:

Rosalie Waghorn, (*Quality & Patient Safety Manager*)

Andrea Bruning, (*Document Control/Quality - Minutes*)

Jenni Stephenson, (*Programme Manager – West Coast Alliance, Planning and Funding*)

David Croft, (*Project Lead – Planning and Funding*)

Apologies:

Gary Coghlan, (*Executive Management Team*)

Philip Wheble, (*General Manager*)

Imogen Squires, (*Senior Communications Advisor*)

1. Welcome / Karakia / Apologies

The Chair welcomed everyone to the meeting, and apologies were noted. Introductions provided for new members.

2. Previous Minutes / Matters Arising from Previous Minutes

The minutes from the meeting held on 4 February 2019 were confirmed as true and accurate.



Minutes - CC Meeting
040219 Draft.docx

Moved: Sarah

Seconded: Marcus

Matters arising from previous Minutes:

- Chair to liaise with Gary in 2019 about meeting on the Marae - ongoing
- Deb to confirm with Jenny re: discharge audit for February meeting (carried over from last few meetings) – documents sent to Russ and Lynnette on 11/02
- Phil to follow up with Vicki - Russ awaiting email from Vicki on Credentialing Committee (carried over from previous meetings) - ongoing
- Andrea to find out when Buller Workstream meeting is for Marcus – emailed Pauline 22/02 referred Marcus to Chair of committee for dates
- Russ to contact Imogen to set up a time to discuss ideas for the website - ongoing
- Russ to contact Kathy O'Neill with response on Disability Action Plan - ongoing

- Andrea to locate disability action plan and circulate to members – sent to Russ/Sarah 22/02
- Marcus to send Rosalie details directly of discharge situation he is concerned about - done
- New members to submit bios to Andrea - done

3. Annual Planning – Jenni Stephenson

Introduction and explanation of role. Jenni advised there are 8 work streams under the West Coast Alliance, discussion held around the annual planning and activity for 2019/2020, as 3 months out from new financial year. Focus is to improve engagement with consumers; Jenni's purpose for attending the meeting is to connect with the group. There are currently two work streams without a consumer voice. Explained that Alliance Leadership Team is currently seeking chairperson – ideally someone independent outside of the health system, and Jenni would like to use the consumer council as advertising network for expressions of interest for this position. A lot of the work plan is Ministry advised however there is intent to discuss specific local issues. The representation required would be a consumer perspective on ideas, and advice on current processes from a person using the health system and ALT do the work on how to make it happen, such as writing strategy documents and organisational tasks. Pharmacy work stream was originally set up as a mechanism for community pharmacists as business people, and the idea of a consumer on the work stream was floated but the scope of the group may change in time. Healthy West Coast is a population health work stream which a consumer representative is required, briefly discussed scope of group. Alliance Updates and EOI documents are to be sent with the minutes. The Council would find it helpful for Jenni to attend some meetings for ongoing discussions.

4. The Hub – David Croft

The Hub Project - David introduced himself and provided an overview of The Hub and current role as Project Manager Lead. The project started in 2017 with several work streams identified, including referral management, transfer of care process, transport coordination mapping, contact centre and data management. The work streams focus on integration of services in line with the WCDHB proposal for change and the introduction of integrated family health centres.

David's efforts have been on 3 main projects recently:

Transport – discussion around National Travel Assistance Scheme, volunteer services, shuttle services, ambulance services and what health related transport options are available for the West Coast at this time. WCDHB currently links with several of these groups. David has assessed current processes and transport options, developed a report and made recommendations.

Referral Management – currently some referrals are received via a range of systems and are processed via fax, hard copy, electronically or verbally. The idea is to streamline all into an electronic standardised format. Challenges acknowledged with introducing

electronic systems in rural remote areas without good connectivity. A report has been developed/recommendations made.

Transfer of Care – members discussed transfer of care and several present had experienced difficulties particularly with intersecting West Coast and Canterbury services. They acknowledged a significant lack of public transport services on the West Coast i.e. bus/train services impacting transfer of care. A report has been developed and recommendations made.

Other - David will discuss and confirm the reports and recommendations at the Hub meeting next week. Members discussed how linking transport, referral and transfer of care processes and accommodation through an electronic system may be possible. If there is support from Hub stakeholders to pursue these ideas, new work streams will result. Several members expressed interest to provide input. David will liaise with the Chair initially and the Consumer Council will decide how and when to provide input in more detail on an ongoing basis.

5. **Reporting – Other Committees**

Patricia Nolan - Mental Health

No mental health meeting last month, meeting next week.

Russ Aiton – Restraint Committee/Manaakitanga

The Committee reports that the trend for seclusion is downward. Changes made to (physical environment) have or are being completed. These include weighted furniture, replacement of glass in windows and doors. Staff are being SPEC trained as are the Security staff.

Marcus Shenker – Buller Workstream

Read out agenda items from last meeting. The next meeting is coming up this week.

Sarah Birchfield – Child and Youth

Guest speaker attended to talk about funding and discussed the action plan.

Paula Cutbush – Reefton Workstream

No update provided.

TBA - Stroke Meeting

Russ Aiton – Clinical Board

The Clinical Board has reconvened for the first time in months and is still establishing Terms of Reference and members to attend.

TBA – Falls Committee

TBA – Health of Older Persons

Russ Aiton - The Hub

Meeting to be held next week

6. Work Plan and ToR

Work Plan:

- Proposal for action points and purpose to remain the same
- Activities need to be refreshed
- Russ suggests everyone to review the document and consider what can be updated prior to next meeting

Terms of Reference:

- Amendments to be considered under Membership
- All agree that the locality for the term of the membership needs to be updated to reflect West Coast residency
- Discussion about sub committees – question raised as to whether it should be the chair decision on members from the consumer council being elected on to relevant sub committees. Explanation provided to group that not all sub committees call for Consumer Council representation specifically (i.e. Medication Safety Committee, Maternity), but opened up to all consumers of the health system with skills/ experience relevant to the group considered. Council members feel it would be imperative to be included in discussions and decision process for appointment of members to relevant groups past tenure. Russ to talk to Rosalie about process around Consumer Council sub committees, and Andrea to send Russ email with email addresses of Chairs.

7. Transalpine Disability Action Plan

Russ spoke to Kathy via telephone, still working out what is needed from Consumer Council as still unclear what input is required.

8. National Patient Experience Survey

Jenny sent through National Patient Survey results from the last quarter, results reviewed and discussed by Rosalie. It was advised that nationally not many people complete the survey, which can be done via text, letter or email.

9. Other Items for Discussion

Quality Patient Safety Manager Update:

Feedback provided about Certification Audit. 15 auditors and technical experts attended for three days, and the audit went very well. WCDHB received 11 corrective actions. Actions are either provided with a 30, 60, 90 or 180 day timeframe to resolve issues; all received were based on 180 days as a very low priority. The corrective actions related to:

MDRO (Multi Drug Resistant Organisms) – Over-isolating patients and we are looking at processes with new facility.

Handover in Surgical Ward – process to be updated between shift changeovers as current process is not best practice. In the medical ward nurses handover their own patients to new nurses, however in the surgical ward the nurses handover to one person who then relays to next shift.

Restraint x3 – use of enablers, restraint policy, no register of restraint events in medical/surgical wards. WCDHB are responding to actions as unable to restrain in these wards.

Credentialing– No single repository for credentialing and appraisals, all held in separate places i.e. Healthlearn. Rural Learning Centre looking into CDHB process.

Medication Management – Locums are used to charting electronically, not completing correctly on paper.

Advance Care Directive – no documentation regarding end of life care written down in medical ward, although had been discussed with family.

Activities Management - Mental Health – ongoing work to address.

Care Capacity Demand Management (CCDM) – process used to work out patient acuity – already doing this via Trendcare.

Other updates:

- Deb started role as Northern Manager for Buller, now advertising for new Patient Quality Health and Adverse Events Facilitator
- Verbal offer has been made for a Quality Facilitator – Medical/ Surgical
- New starters in the Quality Team – Tom Noonan (Credentialing and Clinical Audit Facilitator) and Jenny MacFadgen (Quality Facilitator – Mental Health)
- HQSC Projects – 5 year programme for 5 different projects – Connecting Care and Zero Seclusion 2020 commenced.
- Tom Noonan attended perioperative review management training for adverse events occurring between surgery and 28 days
- Jenny attended adverse events training workshop
- Organ Donation study day cancelled due to staff losing family member who had undergone organ retrieval
- Debriefing training cancelled due to attack in Christchurch

10. Photos

Taken for website page.

Action List:

1. Russ 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. Russ to contact Imogen to set up a time to discuss ideas for the website
4. Russ to talk to Rosalie about possibility of additional meeting in May, and about process around Consumer Council sub committees
5. Russ to set up Google Doc and distribute link to members

There being no further discussion the meeting ended at 4:05pm.

The next meeting will be held on Monday 10 June at 2.00pm in the Buller Health Services meeting room at Buller Hospital.