

## Consumer Council Partners in West Coast Health

### Minutes of the Meeting held in the Hokitika Health Clinic Room on Monday 9 December 2019 at 2.00pm

#### Present:

Russ Aiton (Chair), Sarah Birchfield (Vice Chair), Debbie Peters, Marcus Shenker, Ann Bradley (from 2:55pm), Patricia Nolan, Danae Russell, Paula Cutbush

#### In Attendance:

Rosalie Waghorn, (*Quality & Patient Safety Manager*)  
Andrea Bruning, (*Document Control/Quality – Minutes*)  
Jo Brown, (*Quality Patient Health & Adverse Events Facilitator*)  
Deborah Wright, (*Northern Manager, IFHS*)

#### Apologies:

Gary Coghlan, (*Executive Management Team*)  
Philip Wheble, (*General Manager*)  
Jenny Green

#### 1. Welcome / Karakia / Apologies

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

The Consumer Council notes that Sarah Birchfield is stepping down from the Council and that this is her last meeting. The Consumer Council thanks for her input and contribution on the committee, we congratulate Sarah on her appointment to the WCDHB Board and wish her all the best for the future.

#### 2. Previous Minutes / Matters Arising from Previous Minutes

The minutes from the meeting held on 17 June 2019 were confirmed as true and accurate. (*Amendment to Consumer Reporting – Sarah Birchfield “siblings aged 8-12”*)



Minutes - CC Meeting  
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Matters arising from previous Minutes:

- *Russ to contact Imogen to set up a time to discuss ideas for the website – action ongoing, discussion has not yet occurred.*
- *Jo to check feedback from new phone (HCM) triaging system – there has been no feedback to suggest system is working poorly, Jo has sent emails to team asking how and if they are planning on getting feedback, team are going through processes being newly implemented –carrying over to next meeting.*

- *Jo will speak with the WFD team regarding Buller work experience students - work ongoing, Jo has spoken to Phil and he doesn't believe there will be any issues preventing this.*

### **3. Reporting – Other Committees**

#### ***Danae Russell – Medication Safety Committee***

Danae attended the November meeting and discussed National Medication Chart review and changes to the 8 Day Medication Chart. Talked about sodium chloride flushes, document review update, and discussed the data from the Safety1st reporting.

#### ***Patricia Nolan - Mental Health***

Patricia attended meeting for Mental Health Workstream, talked about West Coast mental health crisis and new model of care, concerns about younger people in rest homes that should be in mental health care facilities – they believe numbers are small but from a consumer perspective it is larger based on information from the community. It was reiterated that there is no mental health respite or specialist mental health facility on the West Coast. Gary raised idea of a West Coast only mental health hui – no indication that this is an action to be followed up on.

#### ***Russ Aiton – Restraint Committee/Manaakitanga***

Minimal seclusion continues. Numbers reported on have been exceptionally different in 2019 from the prior year – attributed to changes in leadership, staffing mix, training, a consistent psychiatrist, and changes to the environment (windows in the doors, weighted furniture, alarm system, chalkboard etc.). NRT is being offered upon orientation into the ward. Commendation offered to the Restraint Minimisation Committee from the Consumer Council for their impressive work in Manaakitanga IPU.

#### ***Russ Aiton – Zero Seclusion 2 Connecting Care (HQSC)***

Meeting in Canterbury last week where storyboard was presented, WCDHB scaled themselves at 4.5 out of 6 with regard to the work being done on the two projects – happy with this scoring as other DHB's had scored themselves lower - WCDHB is a small DHB sharing resources and people whereas other larger DHB's often have dedicated project teams and key people who can be utilised.

#### ***Russ Aiton – Other Updates***

Meetings with Phil have occurred and discussions had about vision and strategy for 2020. HQSC visitors conversations – Darren Douglass would like to come back in 2020, Chris Walsh to come to April meeting to discuss consumer space. Nigel Millar (CMO from Southland DHB) would like to discuss his project regarding consumer engagement. Russ has been speaking with CDHB and NMDHB Consumer Councils. Russ is happy with visibility to HQSC nationally as a proactive consumer group. Russ intends to apply for seat on National Council.

#### ***Marcus Shenker – Buller Workstream***

Attended two Buller Workstream meetings, received a tour of Buller Health with the changes now in effect for the deconstruction. Noted that helipad access was changed

to provide additional patient privacy, as the main entrance is being used for Buller Health and access to Dunsford Ward. The helicopters are landing now by Kawatiri berthing with transfer patients leaving the side door of Foote Ward; Marcus feels this is a good temporary step. Notes that physio/OT gym is a long walk from the health centre entrance and suggested more wheelchairs for the consumers to access.

Reported on Darren Douglass' presentation to the Consumer Council on the National Health Information Platform and the rolling out of The My Meds App, subject to government funding in the middle of next year.

Feedback was given that it was great to have DHB's share information and have immunisation data, consumer medicines, allergies + NHI data all linked on the same app. The correction of errors, and sharing to private practitioners and St John's was helpful.

#### ***Sarah Birchfield – Child and Youth***

Sibling Day that has been approved and funded by Te Rito Family Violence Network for siblings aged 8-12 and facilitated by Parent to Parent in Greymouth will be held in February 2020.

Discussed work plan at Child and Youth, guest speaker Rudolf van der Geest. Rosalie gave feedback about South Island Alliance.

This is Sarah's last meeting with the Consumer Council, recently appointed to the WCDHB Board.

#### ***Paula Cutbush – Reefton Workstream***

Paula advised she is unable to provide an update, as there has not been a Reefton Workstream meeting in some time with no indication as to why. Deb has discussed merging Reefton meeting with Buller with Tricia Loughnan, and will follow up with her on the status of the meetings.

#### ***Debbie Peters – Buller Representative***

Met with Deb Wright and discussed how the Consumer Council work in Buller is going to develop and change. Debbie will be meeting with Deb on a monthly basis going forward. Consumer Council have representation on Buller Workstream and Interagency meeting. Decant is halting progress, communication with consumers about the space and trying to facilitate consumer navigation through the hospital is focus at the moment. Northern Buller Health Trust in Ngakawau recently set up and there have been discussions around consumer engagement and involvement.

#### ***Ann Bradley – FOH Meeting***

Robin is going to reorganise the meeting. The same matters were discussed as at the last meeting. Greymouth Medical Centre is possibly moving in March due to end of lease at the site on Tainui Street. Jo advised there have been discussions about mobility assistance in the hospital and on the grounds regarding FOH concierge type discussions. No traction with sunflower lanyards. Ann gave feedback to Meriem Wilson who suggested people may not want to walk in with a lanyard.

#### **4. Recruitment of Consumer Council Members for 2020**

Two advertisements had been placed in the Messenger newspaper and shared on the WCDHB Facebook page, intranet and public website. Despite the additional

advertisement, lack of interest was noted at ‘Meet and Greet’ which were not as successful as anticipated with one person each attending Northern, Central and Southern slots, It is agreed that a different strategy is needed for recruitment next time. There have been approximately 8 people enquire about obtaining a form/information, and 3 applicants have submitted their EOI. Training day scheduled for February may need to be adjusted given the date booked in is a Buller public holiday. Next year 5 members will need to submit their EOI to be considered for 2020 Consumer Council which will be reviewed during recruitment drive (existing members do not have to interview again but will be subject to decision by QPSM, EMT and chair).

## 5. Work Plan and ToR

### **Work Plan:**

- Carried over to 2020

### **Terms of Reference:**

- No action required

## 6. Other Items for Discussion

### **Feedback from Darren Douglass**

Delighted with the meeting and how the meeting went. Technology discussed and comments taken on board. ERMS electronic referral management system – Darren maybe thinks it’s possible to incorporate some new functions with the right support. Possible pilot program is in the works. Darren extends his thanks to the CC for the energetic meeting.

### **Quality Patient Safety Manager Update:**

- New Operational Managers have been appointed – Deb Wright (Northern), David Smith (Southern) and Mary Harrington (Central). James Mclean is the new Clinical Manager for the Mental Health Service. Brief background given on the above individuals.
- Cowper Hub opening on Monday, four quality team members will be situated in this building.
- Jo talked about NetworkZ starting up in early 2020 - ACC funding 20 million for DHB’s to set up simulation training, starting in operating theatres to prevent harm and injury as a result of surgery.
- HQSC Learning from Adverse Events project meeting in Wellington on Thursday for the second workshop of this module – Rosalie and Jo attending. PowerPoint done on how current Serious Event Review process runs and education on this given to for Phil, Russ and Kylie Parkin.
- Jo followed up on Search Project in Burwood Hospital – sent out emails and awaiting feedback about a discussion.

**Action List:**

1. Russ to contact Imogen to set up a time to discuss ideas for the website and how the locality based consumer groups could be included into the existing Consumer Council webpage.
2. Jo to check feedback from new phone (HCM) triaging system

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

**Next meeting details:**

**TBA in 2020**