

Consumer Council Partners in West Coast Health



MINUTES

1:30pm – 3:30pm on Friday 21 August 2020

Corporate Boardroom / VC

Vidyo link: <https://wcdhb.healthcloud.org.nz/join/I1h2H2M9>

Members

Chair

Russ Aiton

Southern

Jenny Green
Claudia Landis
Ann Bradley
Shelley Mills

Central

Christine Robertson
Gaye Coates

Northern

Gail Cossar
Debbie Peters
Kathryn Cannan

Attendees

Rosalie Waghorn, *Quality & Patient Safety Manager*
Gary Coghlan, *General Manager Maori Health*
Andrea Bruning, *(Document Controller - Minutes)*
Deborah Wright, *Manager Integrated Health Services, Northern*
Jo Brown, *Quality Patient Health & Adverse Events Facilitator*
Philip Wheble, *General Manager (optional)*

Apologies

Bev Bade
Keith Rusholme
Margaret Lilley

Standing Items

Action

1. **Welcome/ Apologies/ Karakia**

Round table of introductions and new members welcomed.

Chair
All

2. **Previous Minutes (9 December 2019) were confirmed true and correct.**



Minutes - CC
Meeting 091219 Dra

Action Points



- 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. 21/08: Russ requests removal of item as will be larger piece of work once structure achieved/ finalized.
- Jo to follow up on the feedback from HCM phone triaging system. 21/08: Resolved with migration to Te Nikau. Removing from agenda.

Chair

Imogen

Joanne

Agenda Items		
3.	<p>Consumer Reporting – Other Committees</p> <ul style="list-style-type: none"> Process update Russ gave overview of how reporting from other committees historically occurred at meetings, proposing to refresh this piece of the agenda – how does this look with new locality groups? Christine suggests each locality group reports any issues raised, if they have been addressed, productive suggestions etc. Kathryn suggests inventory of what is in place for consumer involvement would be beneficial. Monthly locality meeting minutes suggested to be sent to Russ prior to quarterly meetings. Key points from each monthly locality meeting to be addressed as a wider group. <p>Phil talked about initiatives within localities and 2-3 key areas to be identified, and a structured framework will be put in place. Phil reiterated need to use health system data to form decisions. Annual planning starts in December and concludes in June-July following year. 3 key points will be driven by annual plan as Consumer Council matures in the meantime.</p> <p>Clear descriptors required at locality level around progressing activity, and progression of enabling consumer activity. Council responsibility to report concerns noted within the community and proactively drive engagement with locality manager. Discussed HQSC consumer engagement focus. Phil encouraged members to report issues to locality managers at any time, rather than waiting for a meeting. Discussed mechanisms for consumer engagement with DHB's and ways DHB's seek input from consumers.</p> <p>Claudia queried how feedback from staff is reported to executive level re things that are not working, Phil explained there are a number of different avenues organization-wide i.e. line manager being most appropriate first, incident reporting system (Safety1st), leadership team conduct regular patient safety walk arounds with departments, staff forums are held.</p> <p>Action: Phil also mentioned it is easy to have conversations with remote communities by gathering for a community meeting, his challenge to the Consumer Council is how do we communicate with larger centres – action. Suggests all spend some time to look at 'NUKA model'.</p> <p>Action: Gary suggests Consumer Council meet with Tatou Pounamu – feels it would be valuable hui. Some goals are very similar. Gary and Russ to liaise on meeting date/invitation.</p>	All Members
4.	<p>Work Plan/ Terms of Reference</p> <p>TOR – living document, adjustments needed to reflect localities. Core content does not need to change.</p> <p>Work Plan Headings on document still relevant, elements reflect QSM – content to be updated around activities. Christine asked question about Priority 2 – Russ confirmed activity will change, but purpose and headings will stay. Russ to speak to Phil about 2-3 key points - requires further clarification in order to tie into Work Plan. Deb spoke about how she envisions it to work for Buller specifically, thinks it would be fair to lay out concerns and put each one at a priority level. Some will be quite obvious, and may have organizational work already underway to address. Deb feels it is</p>	All Members

	<p>important for the Consumer Council to have a voice in where they would like to direct their resources.</p> <p>Jenny would like to see visibility with timelines. i.e. Under leadership and support, the purpose stays the same but the activity will be driven by the key points from the annual plan framework.</p> <p>Action: Chair/ members to start to populate activity section of Work Plan – Russ will email updated version. Master copy to be kept electronically, accessible by all members and WCDHB staff. Google docs suggested as a repository – to be set up by Chair/ nominated member.</p>	
5.	<p>General Business</p> <p><input checked="" type="checkbox"/> <u>Quality & Patient Safety Update</u></p> <ul style="list-style-type: none"> • Migration to the new facility has been recent and current focus. Quality Plan was put in place – monitoring Safety1st (incident reporting system), daily patient safety walk-arounds. Staff very happy with space, acoustics are not quite right, maternity and ED have been big winners. • Spike in complaints received – mostly attributed to GP communication and teething problems i.e. signage, environmental issues. Patient safety walk-arounds have been helpful in identifying things that can be resolved easily. • Surveillance audit next month on 22-24 September (hospital license to practice). Full audit occurs every 3 years, surveillance is 18 months after. Audited against Health & Disability Standards & corrective actions from last audit. Partial Provisional Audit (PPA) occurred prior to move to Te Nikau - corrective actions from this to be audited as well. • Working with Deb in Buller around their patient safety matters. • Resignations of Executives in Canterbury discussed. • COVID response update at level 2. • Kowhai Project have gifted WCDHB with planting, decals, televisions etc. Pounamu generously donated. 	Rosalie
<input checked="" type="checkbox"/>	<p><u>HQSC QSM Document Refresh</u></p> <p>Confirmed all have reviewed the document and understand the requirements of the DHB and as a Consumer Representative. Russ urges all to become familiar with the content.</p>	Russ
<input checked="" type="checkbox"/>	<p><u>HQSC – visit by Dr Chris Walsh 14/10/20 – update</u></p> <p>14 October – HQSC Director of Partners in Care (author of QSM document) coming to visit. meeting with Gary, Rosalie, Phil and Brittany at various intervals throughout the day and touring new facility. Russ extends invite to meet with Dr Walsh at 12:30pm-2pm – encourages all to attend. Dr Walsh also visiting CDHB & SDHB.</p>	Russ
6.	<p>News and updates</p> <ul style="list-style-type: none"> • WCDHB due to start a community engagement and co-design process that will inform and shape the way the DHB delivers, and supports other agencies to provide, health and support to newborn babies, infants, toddlers, preschoolers and their whanau up and down the Coast. Looking for facilitator for 3-month period, see attached flyer. Speak to Jenni Stephenson or Jane George for further information. • Revised claim form to be used for all meetings effective immediately. Can be printed double sided to eliminate multiple paper forms. 	<p>Jenny</p> <p> EOI Facilitator.pdf</p> <p> Consumer-Council-Representation-Atte</p>

7.	Meeting concluded at 3:30 pm
<p>Next Meeting: Friday, 27 November 2020 – Corporate Boardroom VC: Vidy link: https://wcdhb.healthcloud.org.nz/join/l1h2H2M9</p>	

Summary of Actions		NAME
1.	Consumer Council Communication with Communities Phil challenges Consumer Council to provide insight and ideas on how we communicate with larger centres. Suggests all spend some time to look at 'NUKA model'.	Chair/ Council Members
2.	Meeting with Tatou Pounamu Gary and Russ to liaise on meeting date/invitation.	Gary / Russ
3.	Work Plan Work Plan to be stored in an online drive as a master file for all to be able to access/update – Google Docs repository to be created.	Chair/ Council Members