Consumer Council Partners in West Coast Health



MINUTES

1:30pm - 3:30pm on Friday 27 November 2020

Corporate Boardroom / VC

Vidyo link: https://wcdhb.healthcloud.org.nz/join/l1h2H2M9

| Members | | | |
|-------------------------------|----------|---|----------|
| Membership | | In Attendance | |
| Russ Aiton (Chair - Central) | <u> </u> | Philip Wheble, General Manager | 1 |
| Ann Bradley (Southern) | V | Rosalie Waghorn, Quality & Patient Safety Manager | . |
| Jenny Green (Southern) | Α | Deb Wright, Manager IHS, Northern | 1 |
| Debbie Peters (Northern) | V | Andrea Bruning, Document Controller (Minutes) | 1 |
| Christine Robertson (Central) | Α | Joanne Brown, QPH&AE Facilitator | 1 |
| Keith Rusholme (Central) | V | Gary Coghlan, General Manager Maori Health | (|
| Gaye Coates (Central) | 1 | Brittany Jenkins, Director of Nursing | . |
| Shelley Mills (Southern) | | Brendan Marshall, SMO/ Rural Generalist | <u> </u> |
| Claudia Landis (Southern) | V | Jenni Stephenson - Programme Manager, Planning and Funding | |
| Gail Cossar (Northern) | V | Jane George - Director of Allied Health, Scientific & Technical ✓ | |
| Kathryn Cannan (Northern) | V | Laura Aileone – <i>Project Manager</i> | |
| Margaret Lilley (Northern) | Х | Present = | |
| Bev Bade (Northern) | Х | | |
| Michael Nolan (Southern) | V | Absent = X Leave = # | |

| Age | Agenda Items | | Who |
|-----|--|------------|------------------------|
| 1. | Welcome / Apologies / Karakia / Thanks | Verbal | Chair |
| 2. | Previous Minutes (21 August 2019) Consumer Council Minutes 210820.pdf | Attachment | All |
| | Action points arising from previous minutes O Gary and Russ to liaise on meeting date/invitation for Tatou Pounamu. 27/11: Meeting with Gary, Brittany Jenkins and Marion Smith on 3 December. Update to be provided at first meeting of | | Gary/Russ |
| | Chair/ members to populate activity section of Work Plan. Google docs/ another repository to be set up by Chair/ nominated member. 27/11: Action item not discussed. | | All Council Members |
| | Phil challenges Consumer Council to provide insight and ideas on how we communicate | | All Council Members |

| | with larger centres. Suggests all spend some time to look at 'NUKA model'. | | |
|----|---|--------------|--|
| | 27/11: Info is FYI, Gail provided brief overview. Removing from agenda. | | |
| 3. | Early Years Project - 1.45pm-2pm Growing Up Well on the West Coast community consultation presentation by Jane and Jenni, explained intention to use 'Thinking Partnership' model to put the child's health and wellbeing at the centre of care. Jenni thanks Gaye, Keith and Russ for involvement. Encourage Consumer Council to share information amongst networks to contact us. Facebook page and email address available. Jenni to provide link out via minutes (see attached). Community Consultation.pptx | Presentation | Jane George Jenni Stephenson |
| 4. | Rural Generalism Presentation - 2pm-2:30pm RG Model WCDHB Consumer Council 2 | Presentation | Laura Aileone Philip Wheble Brendan Marshall |
| | Rural Generalism presentation specifically around medicine provided by Brendan Marshall. Consensus statement at basis of model explained – what you want to provide for community and vision for doctors. | | |
| | Explained continuity of care in a rural environment important hence taking a population health approach relevant to the community, with Primary Care at the centre of the model. Examples of Rural Generalism already in action: Midwifery, and Rural Nurse Specialist and Nurse Prescriber/Practitioners. | | |
| | Benefits of rural generalist model discussed: long term workforce — less attrition, deliver better care closer to home, addresses inequity, is internationally accepted strategy for areas similar in demographic/geographic location to the West Coast. Reduced costs are a side benefit. 24/7 coverage required and surgical birthing - no service changes and no loss of services. Historically with current model evidence shows not sustainable with failed recruitment, excessive use of locums which is tiring on patients. | | |
| | Transalpine partnership with CDHB enabling local workforce. Specialists making sure our services integrate into tertiary centre. Maintenance of skill enforced i.e. spending a week a quarter in CDHB Women's for obstetrics/gynaecology etc. Service will include well supported placements, post-grad opportunities etc. to be successful. | | |
| | Formal proposal for change out at the moment for consultation. Councils have been highly engaged, MOH and HDC with glowing endorsement. ASMS have been fully engaged through the process, wanted solution – provided it and response has been disappointing. Ashley Bloomfield wrote letter of endorsement. | | |
| | Feedback from Consumer Council: - Use simple terms/ terminology review. | | |

| | Suggest changing message to include more positivity, frame as the Coast leading the way - "improving on what we have" rather than messaging with a 'new model' of care. Ongoing feedback/link to information: Standing agenda item at each quarterly Consumer Council meeting for Brendan to attend. Visit locality meetings to provide regular updates. Information going out publicly on website key messages. | | |
|----|--|--------|--------------------------------|
| 5. | Consumer Reporting – Other Committees The minutes from each locality meeting will be circulated out to the others as well as to WCDHB GM and WCDHB Board. This will demonstrate the engagement with local communities as well as specific projects undertaken against the QSM Consumer Engagement. | Verbal | Members |
| 6. | Action Plans Update from each locality group on action points in their plans and planning for consumer engagement 2021 Reference to WCDHB Action Plan 2021 Action Plan for 2021 for Consumer Council Regions now populating action plans, QSM framework and WCDHB annual plan for 2021 is prescriptive and will tie into Consumer Council action plan once provided. Discussion to be carried over as standing agenda item at first 2021 Consumer meeting. Other Items for Discussion: | Verbal | All |
| 7. | Quality & Patient Safety Update Māori representation to be included in Serious Adverse Event Reviews. Patient Safety Week: World Patient Safety Day was Tuesday, 17 November 2020. This year's theme is Safe health workers, Safe Patients. HDC case breach finding released to public on 16 November regarding Mental Health suicide in 2018, expected to gain media attention, have had two enquiries from media. Consumer feedback dashboards to be shared with Russ by Joanne once finalized. Busy couple of months with consumer feedback, most complaints re: being unfamiliar with new processes, wayfinding and layout, and GP communication. | Verbal | Andrea Bruning Joanne Brown |
| | HQSC – visit by Dr Chris Walsh 14/10/2020 Presentation was well received. Dr. Walsh was excited by the energy of people she met. The way WCDHB is approaching the (new) QSM is encouraging and is was noted that the locality set up of its consumer council should provide good data. | Verbal | Russ |
| | <u>Tenure – Extension</u> Those coming up to natural end of original two-year term to | Verbal | Russ |

| | complete EOI to be sent out if they wish to apply for an additional term of one year. FYI - this EOI is extended again to those for a fourth and final year following the first EOI. Russ discussed plans for replacing a Vice Chair in 2021, and succession for Chair. EOI Form – Word and PDF versions attached: Consumer-Council- Consumer-Council-EOI-Tenure-Extensio EOI-Tenure-Extensio | | |
|----|--|--------|------|
| | Admin Discussion – Bios, NDA, Expense Form Outstanding Non-Disclosure forms and bio's to be emailed to Andrea by 31 December 2020. Claim forms to be used going forward are the supplied version (2.5) – change to form is the cents per kilometre which has increased from 76c per km to 79c per km. Please ensure claim forms are sent to Russ by the agreed date to avoid delayed payments to all Council members, as are processed as a batch on an agreed date with finance team. | Verbal | Russ |
| | Recruitment Plans Discussed intentions for 2021 to recruit for youth and Māori/ Pasifika representation in our communities. Recruitment is to go through EOI/ panel process with QPSM, Māori Health, Locality Manager and Consumer Chair involvement. Plan to be worked on in January 2021. | Verbal | Russ |
| 8. | Meeting concluded at 3:45pm | | |

Next Meeting: 1:30pm- 4:00pm Thursday 18 February 2021 - Te Nikau Ground Floor Meeting Room 1 VC Details: https://wcdhb.healthcloud.org.nz/join/I1h2H2M9

| Sur | nmary of Actions | NAME |
|-----|---|-----------------|
| 1. | NPES Results | Rosalie/ Andrea |
| | Follow up on National Patient Experience Survey results – Quality to provide update | |
| | at next meeting. | |
| 2. | Meeting date/ Invitation for Tatou Pounamu | Russ Aiton |
| | Update to be provided at first meeting of 2021 following on from Russ meeting with | |
| | Gary, Brittany Jenkins and Marion Smith on 3 December. | |

| Quarterly Consumer Council Meetings - Dates for 2021 | | | |
|--|--------------|--------------------------------------|--|
| Thursday 18 February 2021 | 1:30pm – 4pm | Te Nikau Ground Floor Meeting Room 1 | |
| Thursday 13 May 2021 | 1:30pm – 4pm | Te Nikau Ground Floor Meeting Room 1 | |
| Thursday 12 August 2021 | 1:30pm – 4pm | Te Nikau Ground Floor Meeting Room 1 | |
| Thursday 9 December 2021 | 1:30pm – 4pm | Venue TBC | |