

# Consumer Council Partners in West Coast Health



## MINUTES


**1:30pm – 4:00pm on Thursday 18 February 2021**

**Te Nikau Ground Floor Meeting Room 1**

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

## Members

Membership		In Attendance	
Russ Aiton (Chair - Central)	<b>A</b>	Philip Wheble, <i>General Manager</i>	<input checked="" type="checkbox"/>
Ann Bradley (Southern)	<b>A</b>	Rosalie Waghorn, <i>Quality &amp; Patient Safety Manager</i>	<b>A</b>
Jenny Green (Southern)	<input checked="" type="checkbox"/>	Deb Wright, <i>Northern IFHC Manager</i>	<input checked="" type="checkbox"/>
Debbie Peters (Northern)	<input checked="" type="checkbox"/>	Andrea Bruning, <i>Document Controller (Minutes)</i>	<input checked="" type="checkbox"/>
Christine Robertson (Central) – Acting Chair	<input checked="" type="checkbox"/>	Joanne Brown, <i>QPH&amp;AE Facilitator</i>	<input checked="" type="checkbox"/>
Keith Rusholme (Central)	<b>X</b>	Gary Coghlan, <i>General Manager Maori Health</i>	<input checked="" type="checkbox"/>
Gaye Coates (Central)	<input checked="" type="checkbox"/>	Brittany Jenkins, <i>Director of Nursing</i>	<b>A</b>
Shelley Mills (Southern)	<b>A</b>		
Claudia Landis (Southern)	<input checked="" type="checkbox"/>	<b>Guests</b>	
Gail Cossar (Northern)	<input checked="" type="checkbox"/>	Nicki Mora	<input checked="" type="checkbox"/>
Kathryn Cannan (Northern)	<input checked="" type="checkbox"/>	Jo Hart	<input checked="" type="checkbox"/>
Margaret Lilley (Northern)	<b>X</b>		
Bev Bade (Northern)	<b>X</b>	<b>Present =</b> <input checked="" type="checkbox"/> <b>Apology =</b> <b>A</b>	
Michael Nolan (Southern)	<input checked="" type="checkbox"/>	<b>Absent =</b> <b>X</b> <b>Leave =</b> <b>#</b>	

Agenda Items		Delivery	Who
1.	Welcome / Apologies / Karakia / Thanks	Verbal	Chair
2.	<p><b>Previous Minutes (27 November 2020)</b>  <b>Minutes confirmed true and correct.</b></p>  <p>Consumer Council Minutes 27 Nov 2021</p> <p><b>Action points arising from previous minutes</b></p> <ul style="list-style-type: none"> <li>Gary and Russ to liaise on meeting date/invitation for Tatou Pounamu. Meeting with Gary, Brittany Jenkins and Marion Smith on 3 December. Update to be provided at first meeting of 2021. 18/02: Work in progress, meeting likely to occur in April. Brittany/Russ have met with Tatou Pounamu briefly. Ongoing communication needed with consumer council – keeping on agenda as action point.</li> <li>NPES Results – Quality to follow up on National Patient Experience Survey results to provide update at next meeting. 18/02: Patient experience survey in process of changing, data is still being collated following move to new provider. Patient</li> </ul>	Attachment	<p>All</p> <p>Gary/Russ</p> <p>Rosalie/Arianne</p>

	<p><i>information leaflet circulated with minutes – national document has been localized to WCDHB template. Removing from agenda.</i></p> <ul style="list-style-type: none"> <li>○ Chair/ members to populate activity section of Work Plan. Google docs/ another repository to be set up by Chair/nominated member. <i>Ongoing – no update.</i></li> </ul>		Chair/ All
3.	<p><b>National Bowel Screening Project</b>  <i>Introduction of Manaia Cunningham (WCDHB) and Rachael Haldane (CDHB) Project Manager National Bowel Screening Programme.</i></p> <p>Rollout began in October 2019 in Canterbury, Rachael led project – lending expertise to WCDHB in getting programme off the ground, WCDHB expect to commence in May 2021 following Ministry of Health approval. 13 DHB's have gone live, 6 DHB's to follow.</p> <p>PowerPoint and explanation of physiology provided for educational purposes.</p> <p>Purpose of programme is to identify polyps – range in stages from 1 – 4, often symptomatic very late – idea is to catch it early.</p> <p>Programme will be directed at people 60 - 74 years old and expects to include 6.5k people on the West Coast over two years – will be modelled on even/odd birthdays bi-annually. In the first year, all 60 and 74-year old's will be invited to participate. Maori, Pacific, and lower socioeconomic groups (reside on Quintile 5 street) can have test anytime and don't have to wait for birthday.</p> <p>National Coordination Centre will post out a notification letter, followed by a kit sent by mail two weeks later. This will occur approximately 10 weeks after birthday (opt out option available).</p> <p>Contents of kit shared with group and explained. Marketing issue with packaging in process of being resolved – packaging to become more obvious with relation to purpose. Discussed postal issues in New Zealand regions that can impact delivery timeframes.</p> <p>Testing occurs at a lab in Auckland. If negative – National Coordination Centre send letter explaining no further action required, person will go back on the register for review in two years' time. Positive result – Local GP clinics have 10 working days to get in touch with patient, referral to surgical services initiated. If doctor does not contact within 10 days, Endoscopy Nurse will contact GP/ patient to arrange as a safety net. Colonoscopies should be done within 5 weeks from contact.</p> <p>Communications will be planned closer to the time.</p>	Presentation	Manaia Cunningham/ Rachael Haldane
4.	<p><b>Consumer Reporting – Other Committees</b></p> <p>Northern – two meetings (Northern Workstream) focused on community consultation on health issues – collating data. Focus on supporting regarding preventiveness. PHO Karo data, and ASH rates helping direct conversation. Dental issues an area of highlighted interest for Buller.</p>	Verbal	Members

	Southern – lack of meetings – discussed post-natal depression, mental health and continuity of service as items of focus toward the end of last year. If interested in PHO Karo reports suggestion to obtain via David Smith (locality manager).		
5.	<p><b>Work Plan/ ToR</b></p> <p>Populating the work plan – not discussed. Some areas completed, others require further work. Updated copy to be published by next quarterly meeting.</p> <p>Terms of Reference – under review, has been reviewed by Russ and currently with Rosalie to finalize. Minor amendments made regarding mileage (recent increase from 76c p/km to 79c p/km) and number of members per locality. Expected to have final version published by next quarterly meeting.</p>	Verbal	<p>All</p> <p>Andrea</p>
7.	<p><b>Other Items for Discussion:</b></p> <ul style="list-style-type: none"> <li> <p><u>Quality &amp; Patient Safety Update</u></p> <p>- Quality Patient Health &amp; Adverse Event Facilitator provided update on recent consumer feedback trends. Move to Te Nikau has seen expected increase in feedback. Themes have mainly been around communication, process changes, facility design – there have been some changes made based on achievable and constructive feedback. Maps now available, Friends of the Hospital provided by St John are available as a ‘concierge’ – has been some comment about café not being open on weekend. Process changes occurring in consumer feedback space. Discussed unplanned presentations – reiterated that process hasn’t changed, location of services has. Prior to merging, communication appears not to have been effective. Discussion around reception and urgency of need, discussed triage timeframes. Discussed limited GP slots and related issues of privacy/confidentiality if having to explain reason for appointment to a non-clinical staff member. Deb taking the action to provide/explain process for primary care for approach to telephone/onsite appointments.</p> </li> <li> <p><u>National Data and Information strategy</u> – WCDHB Consumer working group input – Not discussed, carried over.</p> </li> <li> <p><u>HQSC – QSM update</u> – Not discussed, carried over.</p> </li> <li> <p><u>Recruitment plan for Consumer Council</u></p> <p>Brief discussion privately as a group excluding WCDHB staff regarding clarity around roles and responsibilities – to be raised with Chair. Christine to circulate notes of discussion to provide Russ with feedback on above. Key issue – members need to feel and understand they had made and are making a difference/ positive impact.</p> </li> </ul>	<p>Verbal</p> <p>Verbal</p> <p>Verbal</p>	<p>Quality Team</p> <p>Chair</p> <p>Chair</p> <p>All</p>

	<ul style="list-style-type: none"><li>Community engagement on WCDHB projects<ul style="list-style-type: none"><li><u>Rural Generalist Model of Care</u> Laura and Brendon visiting each locality groups in March to revisit conversation. DHB are wanting to communicate effectively - challenged with larger areas, requesting Consumer Council also think about how we can reach out to wider community. Phil suggested a good way to achieve this is for Consumer Council to identify community groups, flagging it with WCDHB to connect in and set up a time for a discussion/conversation.</li><li><u>Early Years</u> No update provided. Meetings have not commenced for the year, Consumer Council request for meeting schedule has not yet been responded to. No meeting to date with locality groups or information provided to representatives regarding community engagement.</li><li><u>National Bowel Screening</u> Manaia is contact person about engaging Consumer Council, Phil will take back to liaise with Russ in response. Members impressed by the presentation.</li></ul></li><li>Succession Planning - Chair and Vice-Chair 18/02: Brief discussion around vice-chairs, region leaders etc. Holding over until next meeting.</li><li>Action Plans updates<ul style="list-style-type: none"><li>Locality – not discussed</li><li>WCDHB Annual Plan – not discussed</li></ul></li></ul>	Verbal	Phil
		Verbal	Chair
		Verbal	Chair
		Verbal	Chair
		Verbal	Chair
8.	<u>Meeting concluded at 4pm</u>		

Next Meeting: 1:30pm- 4:00pm Thursday 13 May 2021 - Te Nikau Ground Floor Meeting Room 1  
VC Details: <https://wcdhb.healthcloud.org.nz/join/I1h2H2M9>

Summary of Actions		NAME
1.	<b>Primary Care</b> Provide and explain process for primary care for approach to telephone/onsite appointments/related confidentiality issues upon presentation to facility.	Deb Wright
2.	<b>Agenda item for next meeting</b> Mental Health and Youth – discussion point on how to engage with youth around mental health issues.	Joanne Brown

**Quarterly Consumer Council Meetings - Dates for 2021**

<del>Thursday 18 February 2021</del>	1:30pm – 4pm	<del>Te Nikau Ground Floor Meeting Room 1</del>
<del>Thursday 13 May 2021</del>	1:30pm – 4pm	<del>Te Nikau Ground Floor Meeting Room 1</del>
Thursday 12 August 2021	1:30pm – 4pm	Te Nikau Ground Floor Meeting Room 1
Thursday 9 December 2021	1:30pm – 4pm	Venue TBC