

Consumer Council Partners in West Coast Health



MINUTES

9:30am – 11am on Thursday 30 June 2022

VIRTUAL MEETING – MS TEAMS

Video conferencing link: [click here](#)

Members

Membership		In Attendance (Quality)	
Russ Aiton (Chair - Central)	<input checked="" type="checkbox"/>	Jo Tiller, <i>Acting Quality & Patient Safety Manager</i>	<input checked="" type="checkbox"/>
Nicki Mora (Central)	<input checked="" type="checkbox"/>	Andrea Bruning, <i>Document Controller (Minutes)</i>	A
Christine Robertson (Central)	<input checked="" type="checkbox"/>	Karin Le Breton, <i>QPH&AE Facilitator</i>	<input checked="" type="checkbox"/>
Keith Rusholme (Central)	<input checked="" type="checkbox"/>	In Attendance (OLG Sponsors from 10am)	
Gaye Coates (Central)	<input checked="" type="checkbox"/>	Philip Wheble, <i>General Manager</i>	A
Shelley Mills (Southern)	X	Deb Wright, <i>Manager Northern IFHS</i>	A
Claudia Landis (Southern)	<input checked="" type="checkbox"/>	Holly Mason, <i>Acting Director of Nursing</i>	X
Gail Cossar (Northern)	X	Kylie Parkin, <i>Programme Manager Hauora Māori</i>	X
David Brydon (Central)	<input checked="" type="checkbox"/>	Jane George, <i>Director Allied Health Scientific & Technical</i>	X
Michael Nolan (Southern)	<input checked="" type="checkbox"/>	Present = <input checked="" type="checkbox"/> Apology = A Absent = X	

Agenda Items		Delivery	Who
1.	Welcome / Apologies / Karakia / Thanks	Verbal	Chair
2.	<p>Previous Minutes</p> <p>Confirmed as read and accurate.</p> <p>Action points arising from previous minutes</p> <ul style="list-style-type: none"> Chair/ members to populate activity section of Work Plan. Google docs/ another repository to be set up by Chair/nominated member. 30/6: Not discussed. Advise Operational Managers/General Manager of Central meeting expansion whilst Northern/Southern meetings are paused due to lack of membership Resignation acceptance/letter of thanks to Kathryn, Deb and Jenny 		<p>All</p> <p>Chair/ All</p> <p>Supported</p> <p>Completed Andrea</p>

	<p>Robin began with introducing himself and a background of his responsibilities.</p> <p>Conversations with specialist services/hospital outside of the locality CDHB specialists are looking at community need which is acuity driven regionally</p> <p>Areas of community may suggest specialist services elsewhere such as Nelson or Southern.</p> <p>Waiting list needs to remain equitable – West Coast has no opportunity to go private therefore the local health needs have an imbalance, there should be no balancing of the books.</p> <p>Cardiology, Respiratory, Rheumatology, Orthopedics should provide equity in services, but get distracted by numbers, there may be links to Nelson and Southern in the future.</p> <p>Planning and funding exists but has other focus and involved differently.</p> <p>Orthopedics more surgeries per population of 10,000 until the last year or two, volumes remain the same but frequency needs balance.</p> <p>Bowel Screening Programme</p> <p>Is a success, West Coast is going to be celebrating 1-year anniversary and will tag on the tails of the national promotion.</p> <p>There is 54 % engagement, target is 60%</p> <p>56% of Maori/Pacifica uptake of note the screening age is dropping to 50 for this group – volumes will be ok for the service to manage</p> <p>7% of treatable cancers previously unknown are now on a curative pathway rather than been found too late.</p> <p>Of note there has been 52 days without an emergency C-Section, the care pathway in the community has strengthened.</p> <p>Mary began by introducing her role, responsibilities which is broad and wide ranging.</p> <p>Transition to Te Whatu Ora - Health NZ, will be guided by the community including needs, wants and direction.</p> <p>There is a focus in primary care central around year 1-8 work tamariki, boundaries are being broken down for best effect.</p> <p>Immunization, vaccination clinics and primary health are all building connections</p> <p>Work is happening to improve the primary care workforce availability</p> <ul style="list-style-type: none"> • New GP Central beginning in September • GP wants to make the coast their home – currently in talks <p>There is a decreasing of locums and getting locals now</p> <p>Concerns remain over the GP FTE (remains a regular concern)</p> <p>Is focused on workforce wellbeing and being part of the community, the years have taken a toll and the workforce is exhausted, which also relates to immigration and supply chain issues.</p>		<p>Robin Rutter-Baumann</p> <p>Mary Harrington</p>
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	<p>Consumer Council then voiced their concerns for the staff wellbeing and asked if there was support in place.</p> <p>Acknowledged that the workforce has had an inflow of new people (retiring/moving) leave is increasing but rosters are being maintained, this is due to people wanting to reconnect with family and trying to give staff a rest.</p> <p>Gently reminded to be kind acknowledge tiredness</p> <p>And thank you to the community for the tolerance.</p>		
4.	<p>Work Plan – QSM Framework/ Consumer Reporting</p> <ul style="list-style-type: none">• Southern• Central• Northern <p>Themes that come out of this discussion were:</p> <ul style="list-style-type: none">• Meetings cancelled• Engagement not happening• Being disillusioned• Momentum is being lost	Verbal	All
8.	<p>General Business:</p> <ul style="list-style-type: none">• Reefton Aged Care• Resignations <p>Jo and Karin left the meeting at 1110</p> <p>Russ then updated the Consumer Council on the Localities Engagement</p>		Russ
8.	<p><u>Meeting concluded at 11am</u></p>		
<p>Next Meeting: Thursday 11 August 2022, 9:30am – 11am - Corporate Boardroom</p>			

Summary of Actions		NAME
1.	Share the latest Clinical Board Report prior to the Consumer Council Meeting	Russ
2.	Share information around the Korero Mai project with the Consumer Council	Jo

Quarterly Consumer Council Meetings – Dates for 2022		
Thursday 17 March	9:30am – 11am	Virtual Meeting
Thursday 30 May	9:30am – 11am	Corporate Boardroom
Thursday 11 August	9:30am – 11am	Corporate Boardroom
Thursday 10 November	9:30am – 11am	Corporate Boardroom