Northland Health Consumer Council

Minutes

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| 1700 – 1900 | Thursday, 27 August 2020 | Waipoua Meeting Room, Tohora House |

### Present/Apologies

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| Attendance | Jan | Feb | Mar | April | May | June | July | Aug | Sep | Oct | Nov | Dec |
| Lynne Tucker | ✓ | ✓ | c | c | ✓ | ✓ | ✓ | ✓ |  |  |  |  |
| Susan Burdett | ✓ | ✓ | c | c | ✓ | ✓ | ✓ | -- | -- | -- | -- | -- |
| Rick Currie | x | ✓ | c | c | ✓ | ✓ | ✓ | x |  |  |  |  |
| Kristina Duran | x | ✓ | c | c | ✓ | ✓ | ✓ | ✓ |  |  |  |  |
| Penny Franklyn | ✓ | ✓ | c | c | x | ✓ | ✓ | ✓ |  |  |  |  |
| Camron Muriwai | ✓ | x | c | c | x | ✓ | x | o |  |  |  |  |
| Karen Riwhi | x | ✓ | c | c | x | o | x | o |  |  |  |  |
| Kathryn Sadgrove | ✓ | ✓ | c | c | ✓ | ✓ | ✓ | ✓ |  |  |  |  |
| May Seager | ✓ | ✓ | c | c | ✓ | x | ✓ | ✓ |  |  |  |  |
| Sonny Joseph Pere-Epiha | -- | -- | -- | -- | -- | -- | x | x |  |  |  |  |

 = present, x = apologies given, o = no information, c = cancelled due to COVID-19

Chair: Lynne Tucker Minute taker: Kim Doble

In attendance: Trudi Dahlkamp, Pip Zammit, Dee Telfer

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| 1. Agreed Previous Minutes of 30 July 2020 |
| 1. Matters Arising    1. Apologies – Mike Roberts, Sonny Joseph Pere-Epiha, Rick Currie    2. Conflict of interest – none    3. Car parking tickets – distributed as required    4. Meeting payment forms can be obtained via Kim. If attending Zoom meetings payment will be made by proof of attendance on meeting minutes |
| 1. Presentation   3.1 Sue Hughes and Stephen Jackson - update on the Northland Health Strategy   * There has been substantial community engagement since the last Council meeting * There was an online feedback that ran for four months, the response was 143 * The information has now been collated into key themes * There will be some more workshops * It is hoped that the high level strategy will be out by the end of the year * Sue will continue to keep the members updated with progress |
| 1. General Business   4.1 ‘My Health Passport’ - Pip Zammit   * Pip gave an update on the Health Passport. They have decided to go with the pictorial version sent by Penny. When they have been printed Pip will bring an example * There will be education sessions across the hospital * Penny has seen an ACC passport which has a section ‘Questions to ask’ which may be useful, she will attempt to get a copy * The members agreed that the pictorial version was ideal   4.2 Consumer Council Membership   * Lynne has spoken to the Philippine Community and is hoping there will be someone interested in becoming a member * We need a youth representative, Lynne will approach North Tec. Trudi will approach the Whangarei Youth Centre as they have a nurse * The group agreed there should be some advertising to recruit new members; Kim will ask Liz Inch to help with this through the Communications Team. It was suggested we could use the patient safety boards throughout the hospital and Facebook   4.3 Consumer engagement HQSC QSM Memorandum   * There was a webinar by HQSC on 11 August; there was difficulty in accessing this so unfortunately it wasn’t very helpful. Trudi asked for some documentation to be shared, Kim will add this to the next Agenda   4.4 Presentation to the Board   * The Board would like a short presentation from the Consumer Council to find out what they do for their next meeting in October * Other Councils submit reports to the board every six months * The members used to have a monthly report giving updates on meetings attended, they agreed it would be useful to bring this back as often there isn’t time in the meeting to cover this. The members will write a paragraph and submit it to Kim who will collate the updates and send it out with the Agenda   4.5 Review Schedule of Meeting Requests   * The members reviewed the schedule, Kim will update as discussed * Kristina will attend the Hand Hygiene meetings, Kim will forward details to Premila Reddy   4.6 Outpatient areas   * Lynne will be going on a walk around the hospital tomorrow to follow up on the outpatient areas, ICU access/family rooms and the signage for Child Health   4.7 COVID tents   * Kathy noted that the COVID tents have gone back up which means it takes away mobility parks. They are not actually using the tent at the moment   4.8 COVID-19   * Dee gave an update on staffing and infection control audits in the managed isolation facilities. There are 18 in total   4.9 Enrolled Nurse Programme   * Dee gave an update on the programme. There are two new cohorts, there are 32 nurses and 50% are Maori |
| 1. Updates from Regular Meetings   5.1 **Deep Dive**   * Lynne replied to Janice with feedback from the members on Allied Health Services   5.2 **Clinical Governance Board**   * Reviewed discharge planning sheet which is going to be trialled shortly * They are also reviewing staff cover at night   5.3 **Harm Reduction Group**   * No updates as Rick not presentCapital Works   5.4 **Document Review Group**   * Penny has been collating the feedback and sending to Kim. The system is working well   5.5 **Workplace Violence Prevention**   * Lynne will contact Eliza Wallace to enquire if Rick can attend if May is absent * Eliza will be presenting at the next meeting * Eliza is developing a new policy on Workplace Violence Prevention and she will be sending it to the Council for feedback   5.6 **Telehealth Steering Group**   * They will be setting up a design group to look at outpatient clinic processes * The next meeting is in two months and Roy will be working on The Strategic Engagement Work and Organisational Planning paper for the Executive Leadership Team   5.7 **Maternity Governance Group**   * They are currently reviewing the meeting and how it is set up and who should attend   5.8 **Maori Clinical Governance Board**   * Camron is not present; Dee was able to give an update. The first meeting was a month ago; terms of reference and purpose were agreed. Marty is the acting GM for Maori Health   5.9 **Whanau Tahi Shared Care Advisory Group**   * Kathy will be meeting with Anthony Pouto and will give an update at the next meeting   6.0 **Advanced Care Planning**   * Kathy and May have been put forward for the meeting. Dee will make contact them * Dee would like to come and do a presentation on Advanced Care Planning, Kim will arrange this for October  6.1 Mahitahi Hauora PHE  * May doesn’t formally attend this meeting as a Council member but wanted to give an update on the meeting and changes being made within Mahitahi Hauora   6.2 **AAU Steering Group**   * The meetings are not happening at present so no updates   6.3 **Capital Works**   * There is a meeting tomorrow, Lynne will feedback at next meeting   6.4 **Stewardship**   * These meetings are on hold at the moment as Paul Welford is working on a National COVID plan |
| 7. Meeting Closed |

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| Actions |
| Kim to look at advertising options for recruitment of new members |
| Penny will try and locate the ACC health passport and send to Pip |
| Kim will add HQSC QSM documents to next agenda |
| Kim to arrange Dee presentation for October |

**Next meeting:** 1700-1900 Thursday, 24 September 2020

**Venue:** Waipoua Meeting Room, Tohora House