Northland Health Consumer Council

Minutes

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| 1700 – 1900 | Thursday, 25 June 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 | ✓ | ✓ |  |  |  |  |  |  |
| Kristina Duran | x | ✓ | c | c | ✓ | ✓ |  |  |  |  |  |  |
| Penny Franklyn | ✓ | ✓ | c | c | x | ✓ |  |  |  |  |  |  |
| Camron Muriwai | ✓ | x | c | c | x | ✓ |  |  |  |  |  |  |
| Karen Riwhi | x | ✓ | c | c | x | o |  |  |  |  |  |  |
| Kathryn Sadgrove | ✓ | ✓ | c | c | ✓ | ✓ |  |  |  |  |  |  |
| May Seager | ✓ | ✓ | c | c | ✓ | 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

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| 1. Agreed Previous Minutes of Thursday, 28 May 2020 |
| 1. Matters Arising    1. Apologies –Mike Roberts, Sonny Joseph Pere-Epiha, Dee Telfer, Pip Zammit, May Seager    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 Presentation by Kelly Innes clinical nurse coordinator for patient discharge and Theresa Hayes who deals with primary options in the whole of Northland. |
| 1. General Business   3.1 Everyone was welcomed back following the COVID-19 lockdown. This is the first official meeting since lockdown.  3.2 The members reviewed the COVID-19 lockdown report which will be submitted to the Incident Management Team to provide feedback. Camron would like to add that during lockdown the Maori Directorate arranged for a Manaaki tent to be put up outside the hospital so they were able to offer patients/support people cups of tea and reassurance during their waiting time. Lynne will be adding some further experiences to the report regarding access to care during lockdown. |
| 1. Other/New Business   5.1 **Terms of Reference (TOR) for Consumer Council**  Members have considered the TOR, it was agreed that as it is likely there will soon be a national document; changes won’t need to be made. The only item to be amended is the quorum for the meetings as the number of members have reduced, it was agreed that the quorum should be half plus one. Kim will amend the TOR to this effect. Also at some stage we will have to appoint a Vice Chairperson.  5.2 **Volunteer Position Description**  Members considered this. The only comment is training that should be given to new members, this hasn’t happened in the past. Kathy and Kim have attended HQSC training so will be able to offer training in the future.  5.3 **HQSC update**  Lynne has been invited to attend HQSC Zoom meetings for all the Consumer Council chairs around the country. This will be ongoing on a monthly basis. They are trialling markers at 4 DHB’s at the moment with a view to rolling this out nationwide at some stage to improve inequities and health. It is linked in with the patient surveys that are already done here in Northland. |
| 1. Updates from regular meetings    1. Maternity Clinical Governance meeting via Zoom, Kathy noted that a Midwife mentioned they are experiencing difficulties with parking for patients.   There has been some improvement with the parking for Renal patients.   * 1. Clinical Governance Board and Stewardship meetings Lynne noted that due to COVID meetings are catching up, therefore there is nothing of note to report to the council.   Teleheath Lynne met with Roy Davidson who will attend the July meeting. **Roy would like the council members to consider some questions in preparation for the next meeting.**  AAU (Acute Assessment Unit) Steering Group, Lynne invited to attend meetings. AAU planning is now on hold as area in question (medical outpatients) is not appropriate for long term use.  6.3 Camron is involved with the Northern Regional Alliance/Chronic Cough working group which is supporting an information resource called Lungs 4 Life for families. He has also helped with translations into Te Reo Maori i.e. Koira 4 Rukahukahu. The Lungs 4 life programme provides support to families of children at high risk of developing lung disease or Bronchiectasis.  National HQSC Consumer meetings Camron attended a meeting and will share the minutes with members  6.4 Other members haven’t attended any meetings due to lockdown. Meetings should now start to resume.  6.5 The members reviewed the schedule of meetings. There are now more requests for consumer attendance so it is important to allocate an appropriate person to the requested group.  6.6 Sue enquired whether anything was happening about plans for the hospital to catch up with procedures being put off during COVID, Lynne/Sue will follow up on this at the next Clinical Governance meeting.  6.7 Documentation - due to a backlog of documents attempts are being made to catch up until systems are back in place. |
| 1. Meeting Closed |

| Actions | Description | Who | Deadline |
| --- | --- | --- | --- |
| TOR | Amend quorum to half plus one | Kim |  |
| Update of schedule | Kim will update the schedule and follow up with Child Health to see if the meetings are still running. | Kim |  |
| Attendance | Lynne to attend Deep Dive meeting (Review of Allied Health Services) | Lynne |  |

**Next meeting:** 1700-1900 Thursday, 30 July 2020

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