



# Northland Health Consumer Council

5.00 pm to 7.00 pm Thursday 28 February 2019

Tohorā House, Waipoua Meeting Room

## Minutes of Meeting



### Present/Apologies

Attendance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Kevin Salmon (Chair)	x	x									
Kathy Diamond	x	✓									
Kathryn Sadgrove	✓	✓									
May Seager	✓	✓									
Leanee Sayers	x	x									
Susan Burdett	✓	x									
Robyn OLeary	x	✓									
Kristina Duran	✓	✓									
Penny Franklyn	✓	✓									
Lynne Tucker	✓	✓									

  

Visitor	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Trudi Dahlkamp & Laura Cook	✓										

  

In Attendance	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov
Michael Roberts	o	x									
Sheryll Beveridge	x	x									

✓ = present, x = apologies given, o = no information

Minutes: Kim Doble

Acting Chair: Lynne Tucker

**Next Meeting: 5.00pm to 7.00pm, 28 March 2019**

### 1. Admin

1.1 Apologies – Susan Burdett, Kevin Salmon, Leanee Sayers, Mike Roberts, Sheryll Beveridge

1.2 Previous Minutes – were agreed



Consumer Council  
Minutes 31 January 2

### 1.3 Matters arising

All

- We have three applications for new members. The interviews will take place next week and the interview panel is Lynne, Penny and Kim
- We need to start thinking about contacts we may know that would help us identify other suitable candidates as Brian Vickers has resigned and Kevin Salmon has indicated he will be resigning in the near future
- It is important that we select new members by looking at what they can bring to the council and what skills they have
- It is important that the members are a true representation of the population of Northland
- We need youth representatives and males
- There are a number of organisations in Whangarei that we could approach to help us find potential candidates such as Te Aho Trust, Man Alive, Age Concern etc
- We are lacking mental health representation now that Brian has gone. It would be useful to have someone with a connection
- We previously had a member Debbie Walker and Kathy will make enquiries to see if she would be interested in coming back

### 1.4 Conflict of Interest – none

### 1.5 Introduction by Consumer Council member: May Seager

- May is the Manager for Fale Pasifika, this is a non-profit organisation that is tasked with advocating for Pacific Island Peoples and representing them in the whole of Northland and also providing whatever services they can contract for. They currently have a couple of health ones and an education one
- May has worked for Fale Pasifika for five years
- She has extensive experience of the health system as a consumer through her family and herself. May also has dealings with the health system through work, the Pacific population face the same problems as the Maori population such as access to services, understanding what's going on, sometimes it's about cultural appropriateness
- May is on the hand hygiene committee as a consumer council representative, the meetings are bi-monthly. May was also involved in some co-design work in SCBU.

### 1.6 Register of Requests for feedback



Schedule of Requests.xlsx

The members reviewed the schedule and highlighted the items that are ongoing or need follow up. Kim will update the schedule and follow up where necessary. The schedule will then be reviewed at the next meeting so items can be allocated appropriately to members.

## 2. Review of patient information documentation:

Kim Doble

### Is the information useful? Is it clear/easy to understand?

The Council reviewed the following documents and comments were noted on the forms:

2.1 Information on Caring for Your Child's Eczema

2.2 Blood Clots and Cancer

2.3 The members then discussed the current process for reviewing documentation. It was agreed that Kim would post hard copies of patient information to Lynne and Kathy Sadgrove and the rest of the members will continue to receive them by email. The members will try and review the documents

before the meeting and note their feedback which can then be discussed at the next meeting to save time

### 3. Strategic Planning 2019 – the year ahead

All

- At the last meeting the members decided there needs to be some focus on the year ahead and find out what the members are interested in and what sort of projects they would like to become involved in
- Kathy stated that previously we had the register of requests and this was key to the projects and a link to hospital staff. Corrina would send this out each time a new request came in. Some projects might be short term and some long term. It is important to use this schedule again. The requests came in from all different departments. Kim stated that on the Consumer Council page on the intranet there is a link for staff to complete requests for input from the Consumer Council. The members will have to think of ways to promote this further
- Lynne stated that once the new chair is in place it would be useful for them to have a meeting with Nick Chamberlain to discuss any projects the members would like to be involved in and to promote the council
- Kathy currently attends the Child Health meetings and the Maternity Governance meetings. She also attends the Whanau Tahi/shared care electronic records meetings. Kathy has done a morbidity project for Maternity
- May would like to see a Pacific advocate at the hospital working for the hospital. There are times during the year where families and patients are unable to communicate with the clinical staff. The current situation is not acceptable and is not working. May is a consumer representative for the Manaia PHO and attends the Hand Hygiene meetings
- Robyn would like to become involved in a project that deals with rural health issues and access to services
- Kristina is interested in anything to do with child care or the elderly

### 4. Any other business

- Kathy has been to Kaitaia and Kerikeri for the Whanau Tahi presentations. This has gone really well. She has a power point presentation which she will do when Anthony Pouto comes to the meeting. She is now doing the Whanau Tahi communications meeting. Kathy brings a consumer plus caregivers perspective at the presentations

#### Summary of action points:

Who	What
Kim	To reformat the Schedule of Requests, update spreadsheet with items that are now closed and follow up on outstanding items
Kim	Contact Brian Vickers regarding a potential replacement
Kim	Contact organisations for potential new members
Kathy	Contact Debbie Walker re: coming back to the Consumer Council
Penny	Make enquiries regarding a potential new candidate
Penny	Penny will do a five minute introduction about herself in March