Northland Health Consumer Council

Minutes

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| 1700 – 1900 | Thursday, 24 September 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 | 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 | 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

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| 1. Agreed Previous Minutes of 27 August 2020 |
| 1. Matters Arising    1. Apologies – Mike Roberts, Rick Currie, Pip Zammit, Dee Telfer    2. Camron Muriwai has resigned from the Consumer Council    3. Welcome and introductions to new member Sonny Joseph Pere-Epiha    4. Conflict of interest – none    5. Car parking tickets – distributed as required   2.6 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 Workplace Violence Prevention - Eliza Wallace     * Eliza gave an update on the Workplace Violence Prevention Programme. The members have been asked to provide feedback on a new policy. Members will feedback to Penny by 8 October |
| 1. General Business   4.1 Consumer engagement HQSC QSM Memorandum - Trudi Dahlkamp   * Waitemata have kindly shared a document that came from HQSC and adapted it to make it more user friendly. Trudi gave the members copies of the document to review. Someone from the Consumer Council will be appointed to consider the evidence in due course   4.2 Review Schedule of Meeting Requests   * This will be rolled over to the next meeting   4.3 Review of Going to Hospital written by HDC   * The group discussed where this resource could be useful. Lynne will collate the feedback and send it back to Neil Beney   4.4 Expression of Interest   * There has been a lot of advertising for new members. We are hoping to recruit some new members, we do have two people who we would like to interview shortly |
| 1. Updates from Regular Meetings   5.1 **Clinical Governance Board**   * Main discussion points were looking at the new format for reporting to the Clinical Governance Board, this will include a report from the Consumer Council * There was discussion about the Clinical Nurse Coordinator role and who will be looking after the hospital at night, this is an ongoing discussion   5.2 **Harm Reduction Group**   * No updates as Rick not present   5.3 **Document Review Group**   * Penny has been collating the feedback and sending to Kim. The system is working well   5.4 **Workplace Violence Prevention**   * There wasn’t a meeting last month, there is one next week but May is unable to attend   5.5 **Telehealth Steering Group**   * There will be a meeting next month   5.6 **Maternity Governance Group**   * There will be a meeting next month   5.7 **Advanced Care Planning**   * There is a Zoom meeting on 13 October for orientation and then the full meeting on 21 October   5.8 **AAU Steering Group**   * The meetings are on hold   5.9 **Capital Works**   * The main discussions were around the hospital café procurement * Kathy mentioned problems she had recently trying to buy food in the evening after the café has closed. It would be good to get someone to come from Food Services, Trudi will approach Spotless * Kaitaia Hospital has been granted funds for improving the hospital * Kamo Dental in Bush Road will be expanded for Ophthalmology and Dental * Lynne had a walk around the hospital, the COVID tents have now been removed, Outpatients looked fine. There is a plan to move the Discharge Lounge. The members would like an update on the Discharge Planner trial, Kim will arrange |
| 7. Meeting Closed |

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| Actions |
| Lynne to feedback to Neil Beney on Going to Hospital |
| Trudi will ask Spotless to attend a meeting |
| Kim will ask Christine Johnson to attend to discuss Discharge Planner |
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**Next meeting:** 1700-1900 Thursday, 29 October 2020

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