



# Northland Health Consumer Council

5.00pm to 7.00 pm Thursday 28 November 2019

Tohorā House, Waipoua Meeting Room



## Minutes

### Present/Apologies

| Attendance                    | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
|-------------------------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Lynne Tucker (Chair)          | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | --  |
| Kathryn Sadgrove              | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | --  |
| May Seager                    | ✓   | ✓   | ✓   | x   | x   | ✓   | ✓   | o   |     |     | ✓   | --  |
| Leanee Sayers                 | x   | x   | x   | --  | --  | --  | --  | --  | --  | --  | --  | --  |
| Susan Burdett                 | ✓   | x   | ✓   | x   | ✓   | x   | x   | x   | x   | ✓   | ✓   | --  |
| Robyn O'Leary                 | x   | ✓   | x   | --  | --  | --  | --  | --  | --  | --  | --  | --  |
| Kristina Duran                | ✓   | ✓   | x   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | --  |
| Penny Franklyn                | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | ✓   | x   | x   | ✓   | --  |
| Camron Muriwai                | --  | --  | ✓   | ✓   | ✓   | x   | x   | o   | ✓   | ✓   | ✓   | --  |
| Karen Riwhi                   | --  | --  | --  | --  | --  | --  | ✓   | ✓   | x   | ✓   | ✓   | --  |
| Rick Currie                   | --  | --  | --  | --  | --  | --  | ✓   | ✓   | ✓   | ✓   | x   | --  |
| Visitor                       | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Trudi Dahlkamp & Laura Cook   | ✓   |     |     |     |     |     |     |     | ✓   | ✓   | ✓   |     |
| John Williams & Will Mitchell |     |     | ✓   |     |     |     |     |     |     |     |     |     |
| Anthony Pouto                 |     |     |     | ✓   |     |     |     |     |     |     |     |     |
| Eliza Wallace                 |     |     |     |     | ✓   |     |     |     |     |     |     |     |
| Paul Welford                  |     |     |     |     |     | ✓   |     |     |     |     |     |     |
| In Attendance                 | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Michael Roberts               | o   | x   | x   | x   | x   | x   | x   | x   | x   | x   | x   |     |
| Dee Telfer                    | x   | x   | x   | x   | ✓   | x   | o   | ✓   | x   | x   | x   |     |
| Kevin Salmon                  | x   | x   | ✓   | x   | x   | x   | x   | x   | x   | x   | x   |     |
| Pip Zammit                    | --  | --  | --  | --  | --  | --  | --  | x   | ✓   | x   | x   |     |

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

**Next meeting:**  
30 January 2020

### 1. Matters arising

- 1.1 Apologies: Rick Currie
- 1.2 Conflict of interest: none
- 1.3 Confidentiality: all signed
- 1.4 Carparking tickets: distributed
- 1.5 Member biographies: all have been sent to Lynne for review.
- 1.6 January meeting is planned as an informal New Year's get together instead of having a

## 2. Previous minutes: accepted with corrections

## 3. Presentation by Leonard Ross



191128 Consumer  
Council Presentation r1

- How can we make our platforms more effective? Reaching out for feedback through DHB website, Social Media Feedback.
- Reviewed the structure of the website and services offered.
- Consumer Council can review documents/text and provide feedback.
- The following feedback has been collected on the Northland Health Strategy page:
  - Too many clicks to get to the survey
  - Hard to find the survey link
  - Facebook redirects straight to the “Have your say” page, which is not ideal as readers/viewers might not know the context of the page they are being redirected to.

## 4. Discharge Lounge patient interviews

- It was decided after in-depth discussion that it is too complex for Council members to attempt to interview at random patients in the discharge lounge.
- Lynne will talk with the Cathy (R/N discharge lounge) to gather information from stats before we proceed further. This may involve following thru a discharge process on the ward.

## 5. PHO Mahitahi Hauora

- Mahitahi Hauora is the new PHO for Northland. Demand for primary services in Northland is very high and there is a shortage of GPs.
- Northland experienced an influx of tourists in summer driving up demand. Locums are usually required to cover summertime demand.
- Members expressed that it would be beneficial to have consumer council representation on the PHO consumer advisory group. May Seager is currently involved with the consumer advisory group through Fale Pacifica.

## 6. Reports from committees

- Karyn will join the Hand Hygiene committee.
- May attended the workplace violence prevention training which was held for staff. May will be part of the panel at training. The training was well laid out and had scenarios and support from staff.
- Sue presented info from the clinical governance meeting re midwives not from maternity meeting.
- Lynne attended the CGB meeting where a draft outline was presented on priority planning for the DHB for the next 5 years.
- Lynne also attended the Stewardship and Capital works meetings. NDHB has got \$40 million

of funding approved and will be looking at options to create another ward.

- Kathryn together from Erin (NDHB) presented at the radiographer's study day in Bay of Islands.

## Actions

| Actions |
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**Next Meeting:** 30 January 2020

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