



# Northland Health Consumer Council

5.00 pm to 7.00 pm | Thursday 29 March 2018

Tohora House, Waipoua Meeting Room



## Minutes of Meeting

### Present/Apologies

Attendance	22 Feb	29 Mar									
Kevin Salmon	✓	✘									
Kathy Diamond	✘	✓									
Kathryn Sadgrove	✘	✓									
Brian Vickers	✘	✓									
May Seager	✘	✓									
Julie Hepi	✘	✓									
Leanee Sayers	✓	✓									
Lisa Young	✓	✓									
Susan Burdett	✓	✘									
Robyn OLeary	✓	✓									
Visitor		29 Mar									
Anthony Poutu		✓									
Claire Wouts		✓									
In Attendance	22 Feb	29 Mar									
Michael Roberts	✘	✘									
Margareth Broodkoorn	✘	✓									
Keri Linklater	✓	✘									
Ayshea Green	✘	✓									

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

Minutes: Vita Badran

**Next Meeting: 5.00pm to 7.00pm, 26 April 2018**

## 1. Previous Minutes

### 2. Presentation by Anthony Poutu – Whanau Tahī

- Anthony is a project manager for the Whanau Tahī platform.
- Whanau Tahī is a shared platform of information between health services (GPs, EDs, Radiology, Pharmacy etc) between the four Auckland and Northland DHBs. Auckland just has acute patients and high users in the system. Northland included all patients in the Whanau Tahī platform. Now all pharmacies, for example, can see what medications a patient has. Patients can also set up their advance care plans through this platform. An advanced care plan is a document that is owned by the patient where the patients can write down information about themselves and healthcare professionals can read this information when a patient is unable to speak for themselves.
- Part of the Whanau Tahī platform is a shared care portal, and the latest update will allow patients to edit their own care plan.
- A lot of the shared care plan aspect is managed from the GP practice side. One of the benefits of Whanau Tahī is a snapshot summary view that can show a summary of everything about that patient as per the latest update from their GP practice.
- Records are kept in the system of who accessed the shared care plan and what changes were made.
- Pharmacy are actively supporting this project. Interest from Hospice, Oranga Tamariki, Cancer Society to join the platform. The more services will join the platform the more effective it will be.
- Regarding privacy, if someone outside the care team tries to access the patient's record then the instance is flagged and alerts are sent to relevant people to review. One can add and remove members of the care team, and also give or remove access for whanau and family members.
- One of the limitations is access to the connected health network. Updates are ongoing to the Whanau Tahī platform to improve usability.
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### 3. Initial outpatient DNA (Did not attend) analysis and discussion – Claire Wouts

- We are trying to lower the rates of patients to miss their appointments (DNA – Did not attend).
- Can we predict if a patient is going to miss their appointment? And if we can predict it we could try to determine what the reason was and whether we could help this patient to get to their appointment?
- Dargaville seems to have a high DNA rate, with a lot of the DNAs coming from high deprivation areas.
- Patient attendance rates seem to be somewhat higher after they have been to at least one appointment.
- Rate of DNAs seems higher among younger people and people who do not have a GP.
- Brian – for mental health patients we schedule face-to-face meetings to discuss aspects of care.
- Suggestion – rather than sending out a survey go out to where the patients are (such as Kaitiāia). We want to improve our service and understand what are the issues? In your own words, can you tell us what is the hassle with coming to an appointment?
- Suggestion – send a letter out to the leader of each Marae to read to the people at their monthly meeting.
- Think of DNA as DNI – Did Not Inspire people to attend.
- The free clinics - Child Health and Dental have the highest rates of DNA.
- Consumer perspective – it works best for me when we make an appointment face to face. Patient focussed booking.
- We don't have one 0800 number for the hospital, but a lot of 0800 numbers – one for each outpatient department. This enables the patient to reach the booking clerk they need to talk to directly, rather than going through a phone tree or the switch board. We display the phone number on the letters as well as on the text reminders (the new text reminders went live October 2017).

### 4. Volunteer recruitment

- Four volunteers were interviewed.
- All the candidates were very good. One candidate has extensive experience in consumer affairs.
- Suggested to invite all four candidates, subject to approval from the Chair.

## 5. Health Quality & Safety Commission NZ Conference

- Lisa reported on the conference she attended in Wellington.
- Topics discussed at the conference included:
  - Involving Whanau in care
  - Co-Design
  - Measuring and improving the patient experience
  - Linking data to improvement
  - Enabling complaints to become part of the solution
  - Partnering: an ideal or a reality?
  - A broken body is not a broken person (Speaker: Janine Shepherd, Australian author, aerobatics pilot, former cross-country skier)
  - Engagement in digital mental health tools
  - Women's voices: Identifying oncology-gynaecology service improvements
  - Our communities –are we reaching them?
- Summary is attached.

## 6. Updates from regular meetings

- Clinical Governance Board
  - The intermediate level care facility is up and running on ward 16.
  - There is a Clinical products review committee at Northland DHB that makes decisions about purchasing various products for use in the hospital.
- ASH
  - Identified issues with the discharge process.
  - Case studies showed that currently patients are not getting referred onto any bronchiectasis support services. Patients may see an outreach nurse if needed. More support is required.
- Site Master Planning
  - Update by Margareth
  - The business case development process is ongoing, there are many working groups focusing on the various aspects.
- Infection Control meeting
  - Margareth attends these meetings.
  - Hand hygiene statistics. NDHB level of compliance for February 2018 was 88.2%. Highest compliance rate area was SCBU at 96%, lowest is ICU at 72%. Regional hospitals: Kaitaia 85% compliance, BOI 90.3%, Dargaville 71%.
  - Initiative by Infection Control - to give out packs with dressing, tape etc for patients to dress their wounds at home after showering. Bottles of hand sanitiser are positioned in prominent places through the hospital to encourage use.

## 7. Round Robin

- Flue vaccination campaign started. In 2017 Northland DHB achieved 79% vaccination of staff. The MoH target is 80%. Crucial to increase levels of vaccination of people over 65 and with chronic conditions.
- Because of demand pressure on Whangarei hospital we now sometimes offer patients to transfer to Dargaville or to Bay of Islands for recovery (for example post-surgery).

### Summary of action points:

Who	What