



Northland Health Consumer Council

5.00 pm to 7.00 pm | Thursday 30 November 2017

Tohora House, Waipoua Meeting Room

Minutes of Meeting



Present/Apologies

Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	24 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
Kevin Salmon	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓	x
Debbie Walker	✓	✓	✓	✓	✓	✓	✓	✓	x	x	-	-
Kathy Diamond	✓	✓	✓	✓	✓	✓	✓	✓	✓	x	✓	✓
Kathryn Sadgrove	✓	✓	✓	✓	✓	o	✓	✓	✓	✓	✓	✓
Brian Vickers	✓	✓	✓	✓	✓	x	✓	x	✓	✓	x	✓
May Seager	x	✓	x	x	x	x	x	✓	✓	x	x	✓
Julie Hepi	✓	✓	✓	✓	✓	✓	✓	x	✓	✓	✓	✓
Leanee Sayers	x	✓	✓	✓	✓	o	✓	✓	x	x	✓	✓
Lisa Young						x	✓	✓	✓	✓	✓	✓
Susan Burdett									✓	✓	✓	x
Robyn OLeary									x	✓	✓	✓
Visitor	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
Claire Wouts												✓
In Attendance	24 Nov	26 Jan	23 Feb	30 Mar	27 Apr	25 May	29 Jun	27 Jul	31 Aug	28 Sept	26 Oct	30 Nov
Michael Roberts	✓	x	x	x	x	✓	x	x	x	✓	x	x
Margareth Broodkoorn	x	✓	✓	x	✓	x	✓	✓ via phone	x	x	✓	x
Ayshea Green											✓	✓

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

Minutes: Vita Badran

Next Meeting: TBA

1. Previous Minutes

1.1 Minutes of the previous meeting deemed true and correct.

2. Matters Arising

- Margareth will potentially be leading a working group on signage.
- Christmas function - nibbles and drinks to be provided. Monday 18th December 2017 - normally 4.30 onwards. **Action:** Vita to send out an invite.

3. Conflict of Interest

None

4. Claire Wouts - Director of Innovation, Improvement and Excellence.

Claire joined Northland DHB in April 2017. She has a manufacturing background which gives her a fresh perspective looking at the big picture of how to challenge how we deliver care to patients.

The focus of the role is in two parts: doing it right and doing the right thing. See a presentation slide attached. Doing it right asks how we support staff to provide care to patients. Claire spends a lot of time with the outpatient booking staff to understand the job they do. Part of improving the outpatient booking process is to make it patient centred. In theatres we are looking at how to best organise them. Doing the right thing asks are we doing the right thing for Northlanders. Better care can be delivered by proving care earlier, focusing on prevention.

Ideas for improvement often come from staff and it is great because staff will lead improvement. There are a lot of ideas for improvement, and they get prioritised in collaboration with the services (eg Outpatients) and with the Executive Leadership Team. Claire also collects feedback from patients, eg talking to patients in the OPD waiting rooms.

When working on redesigning the appointment reminder text messages Claire looked at 2months worth of text replies from patients. The text message review highlighted important and practical things such as including the name of the clinic to go to, including the first name of the child when sending a reminder to parents as there might be more than one child in the family. Privacy considerations are also very important with the text message reminders - we do not give out any extra information in the text message. Based on the feedback from various departments and clinicians it was decided that for patients over 12 years of age the text reminders should go to that patient rather than to caregivers.

Action: Arrange for Claire to return to NHCC in three months to present any insights from the data gathered from consumers at the Outpatients Department.

5. CEO update – emailed from Kevin

- NDHB is looking at opening up more car parks around Maternity in 2018 (carpark 7)
- NDHB is working on improving access and signage. Looking at putting up signage at the traffic lights to indicate public parking available. Then need to guide from there into hospital (not via front door) as could be confusing for some.
- Pool parking on right hand side going down the hill to Tohora House will change to public and more along West End Ave as well, so should be more available.

6. Car parking Issues

- Would be good for security to continue to monitor that car parks are available after hours and on weekends.
- Problems with access for disabled patients - high proportion of consumer council members are struggling to access the hospital due to disabled car parks already in use. Also difficult to access the hospital for patients who end up parking in the main hospital visitor car park but are unable to walk up the hill - no transport available weekends.
- The back ramp (level 2) is too steep for a wheelchair. People with disabilities are not getting the service they need.
- Smoking outside the main hospital doors is also an issue. Who has the authority to enforce the no-smoking rules?

- Shuttle is only available Monday to Friday 8 till 4 if volunteers are available. It is hard for the unwell, elderly or disabled consumers to get to the hospital on the weekends, especially when the drop-off and disability parking is full.
 - Confusing signage on entering / exiting the hospital, including issues when exiting the hospital after hours.
- Action:** Group to write an email highlighting the parking/security issues to formulate a letter to be sent to Nick/board. Brian will write a draft and email to others for review.

7. Feedback requests

7.1 Maternity survey

- People might not know exactly which areas are Mid North. What about Kaipara? Can we just ask – “where do you live?”
- Q.5 – for some patients in the north the first and only contacts are often the Primary Healthcare provides eg Practice Nurses. May give more information via a survey if this is an option. Same goes for question 8.
- Q. 7 - needs N/A box - if seen pre 12 weeks.
- Q. 8 is very complicated and confusing. Please include the box for “can’t remember” – sometimes we receive so much information we can’t remember where we got each one. Is it important where the patient got the information from, as long they got it? Suggestion: Have you received information on the following topic: Yes/No. If Yes, where from.
- Survey is prescriptive - does not allow individuals to provide their own feedback / experience
- Q. 20 Suggested to add an option “I couldn’t stay with my LMC for other reasons – eg I couldn’t have one midwife the whole time as I went into labour early, etc.
- A shortened version might get more buy in but then it may not deliver the data the survey needs.
- It’s good they have a field in almost every question where the respondent can say I did not take part in this.

7.2 Stop smoking advice on the Electronic Discharge

- It needs to say briefly why, for example; ‘for your wellbeing it is important that you stop smoking’.
- It would be good to get the message across that their treatment results will be better if they stop smoking.
- Include a reason eg. "Smoking kills" or "Smoking is bad for your health".

4. Round Robin

- 4.1. Kevin attended the MoH meeting in Wellington around the Digital Health Strategy with follow up meetings in Whangarei. A need has been identified for a change of culture about IT solutions and perhaps moving together more on projects in the future.
- 4.2. 1 caregiver per patient gets free car parking on ward 2 irrespective of financial status. This information should be included in the clinic letters the patients receive.
- 4.3. Consumers participated in telehealth testing - large amount of feedback provided. The consumer council in Auckland is doing further Telehealth testing. Consumers are invited to participate in the discussion on 6th December 2017. Brian will send out the info to all via email.
- 4.4. May has been accepted for a Pacifica leadership course Mana Moana.
- 4.5. Two Intermediate care beds will be opened on ward 16 in February 2018. This is for patients who do not need to be in ICU but still require a high level of care.

9. Meeting Closed 7pm

Summary of action points:

Who	What
Vita	Confirm the time and date of the Christmas function and send out an invite to

	NHCC members.	
Vita	Arrange for Claire to return to NHCC in three months to present any insights from the data gathered from consumers at the Outpatients Department.	
Brian	Group to write an email highlighting the parking/security issues to formulate a letter to be sent to Nick/board. Brian will write a draft and email to others for review.	

Next Meeting: TBA

Venue: Waipoua Meeting Room, Tohora House
