**Northland Health Consumer Council**

5.00pm to 7.00 pm Thursday 25 July 2019

Tohorā House, Waipoua Meeting Room

**Minutes**

**Present/Apologies**

|  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Attendance** | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Lynne Tucker (Chair)** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Kathy Diamond** | x |  |  | x | o |  | x |  |  |  |  |  |
| **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** |  |  |  |  |  |  |  |  |  |  |  |  |
| **Camron Muriwai** | -- | -- |  |  |  | x | x | o |  |  |  |  |
| **Karen Riwhi** | -- | -- | -- | -- | -- | -- |  |  |  |  |  |  |
| **Rick Currie** | -- | -- | -- | -- | -- | -- |  |  |  |  |  |  |
| **Ann McKillop** | -- | -- | -- | -- | -- | -- |  |  |  |  |  |  |
| **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 |  |  |  |  |
| **Dee Telfer** | x | x | x | x |  | x | o |  |  |  |  |  |
| **Kevin Salmon** | x | x |  | x | x | x | x | x |  |  |  |  |
| **Pip Zammit** | -- | -- | -- | -- | -- | -- | -- | x |  |  |  |  |

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

**Next meeting: 5.00pm to 7.00pm, 26 September 2019**

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| 1. **Matters arising**    1. Apologies: Chris Harmston, Michael Roberts    2. Conflict of interest: nil    3. Confidentiality: Camron and Susan still need to sign the new agreement    4. Car parking tickets distributed    5. Looking for new youth members to join the Consumer Council. Please let Lynne know if you can recommend anyone. | | |
| 1. **Previous minutes 25 July 2019 –** the previous minutes were agreed    1. From now on the patient information brochures will not list the Consumer Council as the approver of the document. Instead, those documents that were looked at by the Council will say “reviewed by Consumer Council”, while the approver will be someone from the relevant service/department.    2. Document review has now been assigned to a subcommittee of the Consumer Council: Penny, Kristina, Camron, Susan. Feedback will then go to Lynne, and then the final draft with all of the edits will be presented for consideration by the Consumer Councils as a whole.    3. The Consumer Council is keeping a register of documents that have been reviewed and the feedback given, as well as the final version of the brochure adopted. | | |
| 1. **A study into lifestyle changes prior to surgery**    1. Chris Harmston has sent apologies as unable to attend today.    2. Dee Telfer, Acting Director of Nursing and Midwifery, provided an overview of this topic:    3. Lifestyle affects recovery after surgery, thus it is important to make lifestyle changes early. After surgery patients are not active, they may gain weight, etc. Where a healthy and active lifestyle has been established before orthopaedic surgery it is then easier for patients to return to such a lifestyle on recovery and to maintain that lifestyle and make the most of using their new hip/knee.    4. A special scoring system is used to determine which patients fit the criteria for surgery. However, the waiting list in Northland is very long. We need a better, equitable way to tell who fits those criteria for surgery. | | |
| 1. **Employment of new graduate nurses by NDHB Dee Telfer**  * A nursing accord is under development focussed at retention of new graduates. * The goal for NDHB is to employ 100% of Northtech nursing graduates. Currently working toward breaking down barriers to ensure all services are open to taking new graduates. * A concept paper around this is under development. * There is an understanding that Directors of Nursing and Midwifery should have a say in the criteria for acceptance of nursing programme applicants at universities. More emphasis should be placed on ensuring more Maori students are taken on. There are plans to start promoting careers in healthcare from as early as intermediate school to get more Maori students thinking about nursing. * Looking at 2nd tier nursing model (enrolled nursing). When training was offered for enrolled nurses there has been a lot more Maori representation in the nursing workforce. Enrolled nurses can relieve pressure on registered nurses. Consider whether Health Care Assistants are filling the gap for enrolled nurses at the moment? Using HCA’s this way would be risk to patient safety. * There is a return to nursing programme in partnership between NDHB and Northtech. NDHB has now provided work placement for 6 nurses through the programme. * Nurse practitioners are nurses with an advanced scope of practice (currently 17 in Northland). They can complement practice and provide continuity and local knowledge especially in practices where locum doctors are used extensively. | | |
| 1. **Christmas function Lynne Tucker**   Please consider where we could have our Christmas function and what we want to do. | | |
| 1. **Members’ biographies Lynne Tucker**   Council members asked to write a short introduction about themselves to place under their pictures on the Consumer Council page on the NDHB website. | | |
| 1. **National patient survey**   The feedback timeframe for the national patient surveys has closed. Kathy found it very good that the Likert scare questions on the survey ask the patient to explain the number rating chosen. This helps to give more substance to the answer. | | |
| 1. **Round Robin and feedback from meetings**   2.1Kathryn Sadgrove   * Parking for renal patients remains an issue. Access from the lower carpark is difficult, especially for people with wheelchairs. The electric shuttle is helpful, but could be improved. Is there access through the Surgical Admission Unit directly to a lift? * Most of those who looked at the survey found iut difficult to access and questions not always appropriate for population. Overall feedback was given. * Whanau Tahi meetings have not started yet. It would be good to have this up and running sooner rather than later, especially since Northland was the first to make progress on this. * Maternity Governance meeting:   + When information is provided on Down Syndrome, official NZ Down Syndrome Association information must be given out together with NDHB leaflets   + There have been issues with women being able to access certain types of scans.   2.2 Lynne Tucker   * Name badges will be provided to Consumer Council members. * Encourage members of the Council to take note of the parking situation when visiting the hospital. Consider whether the Council could do a project around ideas to improve parking. * A representative from the NDHB’s Executive Leadership Team (ELT) will attend Consumer Council meetings each month. * Council members will now be paid for any official NDHB meetings attended. * The group photo of the Consumer Council needs to be updated – planned to this in October.   2.3 Dee Telfer   * Parking at Jim Carney centre is not ideal – patients often too unwell to walk upstairs from the underground car park. To provide better access, 2 disability car parks have been created as well as a drop-off area. * Another area that needs improvement is signage at the entrance to the hospital. It has been put to the Consumer Council members to consider whether they feel the signage is clear and effective.   2.4 Rick Currie   * Rick runs a Living without violence programme. Some of the feedback from that indicated low trust in the health system. In particular, this seems to be due to the use of medical jargon in communication with patients. Older whanau indicated they felt like they were not treated properly, they were not sure what was going on for them. It is important to look at where it was what they lost their trust? * Dee used to work at a hospital in Queensland. During that time they implemented an algorithm for how to make patients and the public feel welcomed and respected. This has noticeably improved patient’s experience and staff morale, as was evidenced by a staff and patient survey. * NDHB has processes to embed our values into staff and patient interactions.   2.5 Penny Franklyn   * Completed a 10 week sign language course.   2.6 Kathy Diamond   * Kathy is very involved with the Oranga Tamariki inquiries in Wellington * Kathy has been invited to be a member of the Council of Elders and had been welcomed to the group with a powhiri at Barge Park. It is with regret that we accepted Kathy’s resignation from the Consumer Council. The Chair thanked Kathy for her valuable contribution to the Consumer Council, and her presense will be missed. | | |
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| **Actions** | | |
| Wika will provide member contact details to Lynne to follow up regarding attendance at meetings. |  |  |
| Wika to reschedule Chris Harmston regarding the presentation |  |  |
| Wika to follow up to obtain name badges for Council members |  |  |
| Lynne will follow up regarding payments for attendance at official DHB meetings. |  |  |

**Next Meeting**: 5.00pm to 7.00pm, Thursday 26 September 2019 **Venue**: Waipoua Meeting Room, Tohora House