**Northland Health Consumer Council**

5.00pm to 7.00 pm Thursday 26 September 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 | x |  |  |  |
| **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** | -- | -- | -- | -- | -- | -- |  |  | x |  |  |  |
| **Visitor**  | **Jan** | **Feb** | **Mar** | **Apr** | **May** | **Jun** | **Jul** | **Aug** | **Sep** | **Oct** | **Nov** | **Dec** |
| **Trudi Dahlkamp** |  |  |  |  |  |  |  |  |  |  |  |  |
| **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 |  |  |  |
| **Dee Telfer** | x | x | x | x |  | x | o |  | x |  |  |  |
| **Kevin Salmon** | x | x |  | x  | x | x | x | x | x |  |  |  |
| **Pip Zammit** | -- | -- | -- | -- | -- | -- | -- | x |  |  |  |  |

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

**Next meeting: Thursday 31 October 2019**

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| 1. **Matters arising**
	1. Apologies: Sue, Ann, May
	2. Conflict of interest: Camron is working as Takawaenga but his participation in the Consumer Councils is as a representative for the Bronchiectasis community organisations.
	3. Christmas function – agreed to met at Lynn’s for a potluck lunch on 7 December 12pm. There will be no formal Consumer Council meeting in December.
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| 1. **Previous minutes 22 August 2019**
	1. the previous minutes were agreed;
	2. correction added to the attendance list – Camron offered apologies ahead of the August meeting

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| 1. **Visitor – Pip Zammit, Director of Allied Health, Scientific & Technical**
	* The Allied Health, Scientific & Technical service includes Physios, Occupational Therapists, Labs, Health Protection Officers, Kaiawhina and others
	* Pip is also a Service Manager for Oral Health and spends a lot of time in rural hospitals especially in Hokianga area through partnership with Hokianga Hospital
	* Discussed enrolment and utilisation rates of oral health services for children. The enrolment rate is high at 89% with primary school age children, but drops to 49% with adolescents. This is partially due to the need to re-enrol in the oral health service at high school as it is provided on a different contract, and this seems to be a barrier. Northland has the lowest utilisation rate of oral health services among adolescents in New Zealand.
	* There is a new trend with the elderly population retaining their teeth for longer. This raised new challenges to ensure this population received adequate oral care especially in rest homes and in the hospital. If retirement villages put in a dental chair then NDHB can provide oral health services on site, otherwise patients have to be ambulated to hospital for dental care.
	* Rick commented that there isn’t a lot of publicity about oral care. A lot of adults loose confidence over bad teeth.
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| 1. **Visitor – Trudi Dahlkamp, Patient Experience Manager**
* Part of Trudi’s role is collecting patient’s feedback
* NDHB uptake of the national patient experience survey is 16% which below the national rate of 25%. The uptake of survey is low in rural areas, potentially due to the use of sms/emails for the survey while the reception may be poor in rural areas.
* In order to augment the low uptake of the national survey, NDHB is conducting an inpatient survey which is shorter and based on the national survey. The drawback of relying on an inpatient survey is that people may be reluctant to talk because they worry this may impact their care.
* The national survey is currently being reviewed to identify questions that are better aimed at NZ people.
* Are the people who complete these surveys representative of the population? Are we reaching people who may be most in need of help with accessing healthcare?
* A lot of patients feedback that they do not understand what the medical staff are saying – due to jargon. Complicated concepts must be explained.
* Trudi - the New Zealand Health and Disability System Review report provides some answers to these questions. The report can be found here: <https://systemreview.health.govt.nz/>
* Trudi indicated she intends to attend the Consumer Council meetings regularly as a conduit between this group and NDHB patient experience projects. Lynne noted that it would be good to hear feedback about the outcomes of Consumer Council’s involvement in the various projects the Council is consulted about.
* Trudi is working on a project around the discharge summary. This has been going through the consultation process with clinical directors, district hospitals, some GP’s and the Consumer Council. The outcome will depend on what the organisation is willing to implement.
* Kathy pointed out that some rural patients are experiencing delays receiving discharge letters. Is anyone looking into the expectations around timeframes for delivery of discharge summaries? It is part of the hospital policy to start discharge planning early, but some people may take the estimated date of discharge quite literally and if they don’t have a lot of trust in the hospital system they might want to leave on that date even despite medical advice. Lynne encouraged everyone to think about possible solutions to this and **come to the next meeting with one idea to support the improvement work around discharge summaries.**
* Trudi noted there is currently a trial underway on one of the medical wards using a discharge folder with a checklist.
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| 1. **Chaperones policy**
* Camron and Penny have sent in comments, these will be forwarded to the Document Control Administrator (Kim)
* Is this policy aimed at the public or at staff?
* Suggestion to include a link to the Heath and Disability Commissioner website with the list of rights to facilitate a better understanding of why we need this policy.

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| 1. **Reports from attendance at committees**
	1. **Lynne**
		* The construction of new theatres and the cath lab is starting January 2020.
		* Due to construction of new theatres 47 carparks will be lost, which are mostly staff carparks. To compensate more parks will be added next to the swimming pool.
	2. **Kathryn –** Whanau Tahi will be changing to a new look which is to be tested soon before going live. Advanced care plans will be on that too. The Whanau Tahi project is going to the PHOs at the end of 2019.

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| 1. **Dates for Consumer Council meetings**

The regular Consumer Council meetings to be rescheduled to the last Thursday of the month. This is to eliminate confusion when there are five Thursdays in a month. Moved: Penny. Seconded: Rick and Cameron.  |
| 1. **Round Robin**

Members shared their general comments. |
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| **Actions** |
|  **Vita** to email the attendance form to all members – attendance at official NDHB meetings will now be reimbursed for Consumer Council Members. |  |  |
|  **Vita** to send out email reminders for members to write up their biographies |  |  |
|  **Members** asked to think about one idea to support the improvement work around discharge summaries. |  |  |
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**Next Meeting**:

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