

Meeting Minutes

Meeting:	Consumer Council
Venue:	SCDHB Board Room Level 6 Gardens Block
Date and Time:	Thursday 5 April 2018 1200 – 1430 hours

Name:	Present	Apology	Absent
Neil Kiddey	✓		
Joy Sylvia	✓		
Bianca Sheed			✓
Mark Rogers	✓		
Anne-Marie McRae	✓		
Shannon Hansen	✓		
Jane Cullimore	✓		
Jakki Guilford			✓
Gabrielle Hall	✓		
Katrina Whiu	✓		
Also in attendance:			
Jenny Ryan	✓		
Teresa Heap (Minutes)	✓		

Agenda Items:

- Karakia** by Katrina Whiu
- Apologies**
Nil
- Conflicts of Interest / “Interests” Register**
Noted with one change for Jane Cullimore being involved as a member of Zero Seclusion Group Mental Health.
- Minutes of Previous Meeting**
Moved that the Minutes are a true and correct record Neil Kiddey/Joy Sylvia
- Matters Arising**
Mental Health Review – waiting for three-month trial to end
Day Patient Area – Jenny Ryan has spoken with the Charge Nurse Manager who is open to Consumer Council’s concerns and suggestions and has said she will discuss this with other consumers.
Update as at 5 April
 - Keeping the curtain closed
 - Looked at their signs

- Direct rather than say follow the signs
- They liked the idea of a line on floor

Another point to consider is that the Day Patient Services could be moved before the end of the year.

Add to action plan.

6. Correspondence:

Jenny has not received any mail/email for the Consumer Council. She has received complaints and is not sure if it has come via the website or if it has come through for the Consumer Council. The question was raised if there is any way that we can check which process was used. Jenny will contact some of the consumers to see how they accessed us and IT to be asked if they can help determine this.

Mark Rogers received a phone call from Denise Fitzgerald from Grey Power requesting attendance at their 18 April meeting. Jenny advised she is attending that meeting to outline the patient story, it was decided that Joy Sylvia and Jane Cullimore could also attend. Jenny to advise Denise Fitzgerald. Nigel Trainor is attending their June meeting, Teresa to confirm if Mark Rogers should also attend.

7. Reports

Annual Work Plan:

The Director Organisational Capability & Safety Robbie Moginie receives all documentation and has a copy of the Consumer Council's workplan, Robbie will communicate this to the Board on our behalf.

It is a live working document and will be updated as needed.

Disability Friendly Hospital

Attended by Joy and Shannon who appreciated Nigel being in attendance as he is an excellent advocate for us.

Whenever a Consumer Council representative/s is asked to speak at Board or Committee meetings we will request their terms of reference so that we know exactly what is required of those attending.

Ideally, 2 members attending any such meetings.

Let's Talk Conference

Report tabled, with one of the keynote speaker's commentary resonating with Mark and Joy. It was suggested that this could be used for developing the Consumer Council's mission statement. *"Empathy, acceptance, help, assistance, acknowledgement and shared ownership is needed whenever, wherever a patient requires care, irrespective of the injury or illness."*

Consumer Council Annual Report

Draft Annual Report will be circulated prior to our 14 June 2018 and to be discussed at that meeting. Once signed off, this will be forwarded to the SCDHB for their June meeting.

8. Consumer National Cohesion

Discussed the centralised co-ordination of all DHB's Consumer Councils, this was originally being handled by a Graham Norton. Jenny Ryan to follow this up.

9. Projects/CC Representation

Discussed capability/resources and what areas Board members are interested in.

10. Consumer Remuneration

The process for remuneration for attending non Consumer Council meetings is to email Jenny Ryan. SCDHB Remuneration policy AF14 to be followed. This had recently been circulated to Consumer Council members for feedback.

11. Future Projects

11.1 Patient Diaries

Discussed the Consumer Council investigating the providing of diaries for ICU patients / family / whanau. Anne-Marie and Mark to discuss this with the Clinical Nurse Manager.

11.2 Patient Medication Knowledge

Discussed consumer/patients knowing their own medication as part of the Health Literacy.

11.3 Call for Concern

Which would allow patients/family/whanau to call a cell phone number if they were concerned about any service 24/7. Board members felt this could complement the SCDHB staff CODE.

12. Postponements and Cancellations

A report detailing postponements and cancellations for day surgery to be tabled at the next meeting.

Next Meeting: 14 June 2018 at 12.00 noon

Meeting Closed at 2.40pm

Action Points:

No.	Action	Responsibility	Date added	Status
1	Media	Jakki Guilford / Shannon Hanson		Ongoing
2	Set up email addresses and minutes on website	Jenny Ryan / Natasha Hoskins	November	Ongoing
3	Day Patient Services	Jenny Ryan / Mark Rogers	April	Ongoing
4	Contact Graham Norton re: centralising information	Jenny Ryan	April	
5	Patient Diaries	Anne-Marie McRae	April	
6	Postponement & cancellations by month	Jenny Ryan	April	June meeting