

MEETING OF THE CONSUMER COUNCIL

HELD ON 27 October 2022

12pm Te Whatu Ora South Canterbury Boardroom

PRESENT

Lorraine Guthrie (Chair), Jill Merritt (Deputy Chair) via zoom, Sina Latu, Katrina van den Broeke, Dominique Enright, Gareth Ford, Andrew Humphrey, Michelle Patrick

1. Karakia / Welcome

Welcome to our new Chairperson Lorraine Guthrie.

Standing in for Dianne Black, we are fortunate to have Michelle Patrick present.

2. Apologies

Lata Kumar, Julie Patterson, JD Holtzhausen,

3. Conflict of Interest declarations

Sina Latu declared her involvement with the Tongan Society and Oranga Tamariki.

4. Minutes of Previous Meeting

It was confirmed and agreed the minutes of the meeting held on 4 August 2022 as a true and correct record.

Moved/seconded Katrina/Jill.

5. Matters Arising

Katrina has been unable to write the letter thanking staff for their good work over the COVID pandemic.

Action: Lorraine to write the letter on our behalf.

Lorraine asked how the minutes are posted to the Consumer Councils page on the Te Whatu Ora South Canterbury website.

Action: Lorraine to discuss with JD.

6. Correspondence

No correspondence received.

7. Reports from Te Whatu Ora personnel

Jason Power (CEO) and Robbie Moginie (Director Organisational Capability and Safety) were not present to give their verbal reports.

8. Consumer Engagement QSM – Gareth to speak for JD in his absence.

The 6 monthly report to QSM emphasized the Kahanui Wellness Project. The project has been presented to both maraes in the last 2 weeks. Initial feedback is that it is reaching people who are too afraid, or are unwilling to be involved with other groups.

Participant feedback has been requested about content. An online survey is to be created by the Hospital. This assumes that participants have internet access so the process may have an inbuilt bias.

Dominique asked if the survey link can be shared with the Maternity Hui.

Katrina identified the statement in the report “The consumer council is newly established, partially resourced, and evaluation has not yet occurred.” is incorrect as the Consumer Council has been in operation for a number of years.

Action: JD to correct.

Katrina identified that the Delirium Project has not been listed.

9. CC Member Reports –

Gareth Ford update for Health Literacy Project

The Community Health Literacy Project is going according to plan. Gareth is working with Karen Berry (Media Liaison) regarding access via social media and the Learning Hub South Canterbury web page.

Gareth has had positive feedback from UK and Australian clinicians. GP's here are actively sharing with clients and whanau.

A common theme is that a person sees a Nurse or Doctor on arrival, gets a huge amount of information that passes straight over their head. The Health Literacy Project explains a lot in plain language, a “health care for dummies” manual.

Andrew Humphrey update for Shared Goals of Care

6 trainers have been trained so far. The Consumer Council fully supports the project to continue. The implementation of the project dovetails with the QSM criteria for Engagement and Responsiveness.

Resources are very stretched, but we need to support the need for time and funding for supervisors and attendees. The next intake of House Officers are scheduled to receive training in the Serious Illness Conversation Guide. The Consumer Council suggests supporting Dr. D’Souza by allocating a House Officer for a suitable amount of time to allow the project rollout to occur.

Katrina van den Broeke update for Preventing Delirium Project

Training of staff underway with a Pilot due soon. Nursing training sessions are done at shift change to maximize the number of staff available at each session. The downside is a lot of other tasks are competing for the time and attention of the staff.

10. General Business –

Katrina – Staff Uniforms & Role Identification

Staff uniforms and role identification

Concerns have been raised by members of the community that it is difficult to identify the roles of the staff by their uniforms, and consequently the authority of different staff members. Patients and whanau are uncertain about who they should talk to about medical issues, or issues of care.

Some staff wear name badges, others do not.

Colour of uniforms means little to patients/whanau, as staff in a specific role do not always wear the same colour.

The council recommends that the hospital management work with staff on this issue to make the identification of roles and authorities of staff more self explanatory to patients and whanau.

Katrina – Medical Ward

Katrina has had recent experience as consumer/whanau with the Medical Ward (now re-located in the old AT&R). The experience raised a number of issues of concern to the Consumer Council.

In the relocation, rooms have been converted to patient rooms, but these lack facilities which provide orientation in time and space - particularly important for older patients.

A number of rooms have no natural light, and clocks are not placed in patient eyeline. Boards with patient name, location and doctor are not always available. There are no pictures or TVs available to patients.

She is concerned about patient and staff safety and poor patient outcomes.

Katrina's interaction with staff, patients, and whanau makes her feel that there is a significant disconnect between hospital management - and staff, patients, and whanau.

The majority of the Consumer Council support an urgent investigation and remediation of the facilities at in the relocated Medical Ward at Timaru Hospital.

Katrina proposed -

A patient and whanau and staff-centred remediation of the physical environment and facilities in the Medical Ward with a view to better patient outcomes and improved staff satisfaction

Urgent action: Advise Jason, Robbie and JD of the Consumer Councils concern.

Action: Urgent Consumer Council follow up meeting with Jason, Robbie, JD including a site visit to Medical Ward.

Action: organize ID badges for new members

Not discussed, and carried over to the next meeting:

Key priority for 2023-24:

The Pae Ora Act (Healthy Futures) – August 2022. Question from Robbie: How can the TWOSC workforce be empowered to implement this into daily practice?

- How to:
- a) Raise awareness of the need for change – drivers for the Pae Ora Bill
 - b) Systematise consumer engagement in all aspects of service, review and design.
 - c) Facilitate genuine engagement processes; then document and share the outcomes and learning.
 - d) Integrate 'lived experience', knowledge and insights into our training and staff development processes.

All the above should be projected and presented to the SLT.

Karakia to close

Meeting closed at 1340