

Meeting Minutes

Meeting:	Consumer Council
Venue:	SCDHB Board Room Level 6 Gardens Block
Date and Time:	Thursday 16 August 2018 1200 – 1430 hours

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

Agenda Items:

1. **Karakia** by Bianca Sheed
2. **Apologies** Katrina Whiu. Accepted
3. **Conflicts of Interest / “Interests” Register**
Nil to update.
4. **Minutes of Previous Meeting**
Moved that the minutes are accepted as a true and correct record. Anne-Marie McRae/Gabrielle Hall. Carried
5. **Matters Arising**
 - a) Great media articles with photos of co-chairs in the Timaru Herald and The Courier.
6. **Consumer Council update – Mark Rogers**
 - a) Mark Rogers attended and spoke at the Board meeting 27 July 2018.
 - b) Question was raised about what stage the hospital rebuild was at and also about the renovations that are occurring such as the café area.
Moved that the co-chairs initiate discussion re the renovations and the role of the Consumer Council in the planning/consultation with Nigel Trainor. Neil Kiddey/Shannon Hansen. Carried.
 - c) The CC email was discussed in relation to whether it should have its own domain rather than being received by Jenny Ryan. Any emails sent by Jenny Ryan on behalf of the CC are sent from her email address, rather than the CC’s email address. It was noted that only two messages have been received on that alias. It was decided to

leave it as is and re-assess if the number of incoming emails increase. Jenny Ryan will add Mark's home phone number for out of office reply when she is on leave.

- d) Joy Sylvia will draft the wording of a small statement to go in the staff weekly email updates and Pulse magazine to inform and encourage staff to contact the CC (via CC email) with any feedback or suggestions.

7. Correspondence:

- a) Letter of resignation from Jakki Guilford had been distributed to the CC by Mark Rogers. It was accepted with regret and Mark had replied as such.
- b) Phone message received by Mark Rogers from a consumer expressing concern about the phone message on the Timaru Hospital phone. This was played to the meeting. Mark Rogers will contact Stacey Scott Communications to suggest the emergency 111 message comes first, not last. Mark will also go back to the consumer with thanks for the feedback.
- c) Email message received from a consumer expressing how difficult the physio pool is for users like her with limited physical capacity. Mark had contacted the Clinical Leader Physiotherapy to discuss and he provided her feedback to the meeting. Mark will contact the consumer with the offer of personal assistance from the staff if she is happy to be contacted.
- The CC agreed that the pool was a great asset and should be retained somewhere as a DHB service, as there are no other suitable alternatives. (noted CBay is too cold for some consumers).

8. Reports

a) *Call for Concern (Anne-Marie McRae)*

Anne Marie provided her feedback from a conversation she had with the project lead Dr Peter Doran. Once the Patient Track system of the project is underway (planned for October) the Korero Mai phase will begin.

b) *Patient Diaries (Anne-Marie McRae)*

An update was provided and awaiting to hear from a community organisation who may provide support. Also seeking more information from and working with CDHB NICU (Neonatal Intensive Care Unit). The plan is to roll out to Timaru's Paediatric Ward first.

c) *Zero Seclusion (Jane Cullimore)*

Jane reported back on the HQSC workshop on Zero Seclusion by 2020 which she attended. There were a number of concerns and questions about this initiative. Suggested that a person from the project group present to the next CC meeting. Jane to facilitate.

d) *Bio-degradable options (Shannon Hansen)*

Concern expressed about how well the DHB was using bio-degradable options (such as cups, wipes, overshoes). Jenny will facilitate contact between Shannon and the Facilities Manager to assess and ask questions on what is currently happening, including practices with Spotless the cleaning company.

e) *Disability Stock take (Jenny Ryan)*

The report had been provided to the CC. Jenny reported back on the feedback of the Facilities Manager on which recommendations could be started and achieved.

9. Communication with people when they have their procedure postponed.

Sharon Turner and Jax Grigsby spoke to the proposed communication tool which had previously been provided to the CC for their feedback. The feedback will be collated and a draft provided back to Mark for sharing with the CC members. Members will be updated with progress and use of the communication tool.

Meeting Closed at 2.45pm

Next Meeting: 1 November 2018 at 12.00 noon

Action Points

No.	Action	Responsibility	Date added	Status
1.	Co-chairs initiate discussion re the renovations and the role of the Consumer Council in the planning/consultation with Nigel Trainor.	Anne-Marie McRae Mark Rogers	16 Aug 2018	
2.	Draft the wording of a small statement to go in the staff weekly email updates and Pulse magazine	Joy Sylvia	16 Aug 2018	
3.	Contact Stacey Scott Communications to suggest the emergency 111 message comes first, not last. Respond to the consumer with thanks for the feedback.	Mark Rogers	16 Aug 2018	
4.	Physio Pool feedback – contact the consumer with the offer of personal assistance from the staff.	Mark Rogers	16 Aug 2018	
5.	Invite a person from the Zero Seclusion project group to the next meeting	Jane Cullimore	16 Aug 2018	
6.	Bio-degradable options – facilitate contact with Shannon and the Facilities Manager	Jenny Ryan	16 Aug 2018	
7.	Patient Diaries	Anne-Marie McRae	5 April 2018	Progressing
8.	Call for Concern	Anne-Marie McRae	5 April 2018	Progressing

Completed Action Points:

No.	Action	Responsibility	Date added	Status
1	Media article in Health Beat and Pulse	Anne-Marie and Stacey	5 April 2018	Completed 14 June 2018
2	National Meeting: contact Graeme Norton	Mark Rogers and Jenny Ryan	5 April 2018	Complete 14 June 2018d
3	Mental Health Review report	Jane Cullimore	5 April 2018	Completed 14 June 2018
4	Finalise the Annual Report	Mark Rogers	5 April 2018	Completed 14 June 2018

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