

MEETING OF THE CONSUMER COUNCIL

HELD ON 23 June 2022

12PM, BOARDROOM, SCDHB



PRESENT

Bridget Duff (Chair), Jill Merritt (Deputy Chair), Gareth Ford, Andrew Humphrey, Katrina van den Broeke, Dominique Enright, Lata Kumar, Julie Patterson

IN ATTENDANCE

Jason Power CEO, Dianne Black Engagement Facilitator Mental Health & Addiction Services, JD DHB Liaison, Lee Cordell Smith Portfolio Manager (including AT&R, NASC, Aged Care and Public Health)

1. KARAKIA & WELCOME

The chair welcomed everyone to the meeting and introduced our new member Mrs Lata Kumar. Our other new member, Mrs Sina Latu will join us at our next meeting in August

2. APOLOGIES

Robbie Moginie Director Organisational Capability and Safety, Sina Latu

3. INTEREST REGISTER

None

4. CONFIRMATION OF MINUTES OF MEETING HELD 7 April 2022

It was confirmed and agreed the minutes of the meeting held on 7 April 2022 as a true and correct record.

Moved/seconded Jill/Julie

5. MATTERS ARISING FROM THE MINUTES

Under general business

6. CORRESPONDENCE

None

7. SCDHB REPORT

A verbal report was provided from Jason Power.

Health NZ is 8 days away from going live. Terms and conditions for staff transition to the new entity on July 1. THE SCDHB Board has had its final meeting and will dissolve on 31 June. Budget planning for the next financial year have been difficult due to the upcoming changes. No front facing roles to be affected except the CEO, which becomes a transitional role until October.

The Hospital's Regional and Local Operating model remains unchanged and will develop over time. There is expected to be significant change to the Systemic model to improve "equity access" and remove the "postcode lottery" that currently exists. The goal is to better utilise the resources we have to benefit our community.

Although winter pressures are having a significant effect on ED and other services, SCDHB has achieved 95 to 97% rate of planned care targets.

Current predictions are that South Canterbury Covid peak numbers have yet to peak.

Bridget questioned when the on-going restrictions on visiting hours will be relaxed. Whanau and family access to patients continues to be between 2 and 8 pm due to staffing shortages and COVID/Influenza management protocols.

Julie reiterated the healing benefits of having Family, Whanau and or support people present especially at significant times, such as diagnosis, ward rounds and discharge.

Community Services are under pressure. Primary care staffing issues (e.g. Strathallen) are significant and are being supported and supplemented by the DHB. Mental Health Services not yet peaked with need for assistance to >65 year olds with post COVID isolation issues.

Health Coaches and Health Care Practitioners are supporting primary carers.

With the dissolution of the SCDHB the Consumer Council will report to the senior leadership teams.

## 8. QSM UPDATE

From JD

Aoraki COVID testing centre has closed. Rapid Antigen Test (RAT) test kits are available from local pharmacies.

The car park in Kensington to be fitted with lighting and CCTV cameras, before being used as the new COVID testing centre site. CC advised that lighting should not be a nuisance for neighbours.

Adult Hospital Survey results: Patient feedback survey for the last quarter. 350 patients who had stayed over 24 hours in SCDHB care were asked 26 questions regarding their stay. About 10,000 surveys were sent out by DHB's nationally.

85 people responded to the SCDHB survey. Results were collated and presented. SCDHB rated well compared to other DHB's. This precipitated a robust discussion on sample size, methodology, and the interpretation of the results.

Issues identified and reinforced by the survey included communication breakdowns: Doctor rounds in the morning combined with restricted visiting hours meant family, Whanau and support people never met Doctors and other key carers. Reliance on the patient to relay information to others overlooked dementia, delirium, anaesthetics, medications and a host of other factors.

Gaps and overlaps identified with the responsibilities of GP/Hospitals/Carers/NGO's/Pharmacists and the care of the patient.

Maori input and Whanau support is considered as an integral part of patient care. This conflicts with the protocols in place during the pandemic response.

Positive survey feedback showed high confidence in SCDHC healthcare professionals, and that patients are treated with equity.

Dominique asked what the survey was, how patients are selected, and how the survey was presented. The patients are selected by an algorithm and sent an electronic survey if they have an email address. A paper copy is sent to those who do not have email. The pack includes a freepost envelope. SCDHB is the only DHB to send out a paper survey, and the response rate was less than 3%.

JD was asked what the complaints procedure was. Complaints can be made on line, or on paper. There is NO risk to the patient's on-going care.

Katrina asked if we can recommend a focus group or community outreach for survey use.

QSM – Consumer engagement with Gareth submitted May 30 and is still being processed.

Lee Cordell Smith Portfolio Manager including AT&R, NASC, Aged Care and Public Health took time from her busy schedule to brief us on how things are.

Strathallen is the biggest issue at the moment with the loss of 33 hospital care beds. This has resulted in the transferring of 33 patients to suitable places. This has been a complicated process for all the families involved.

A significant contributing factor to the loss of the hospital level care beds is the shortage of registered nurses in Aged Care. Overseas nurses have been recruited and are working through the certification process.

High vaccination rates in the aged care facilities have led to lower rates of death overall than previous years! Great evidence that the vaccination campaigns achieved their goal.

Andrew asked who provides oversight to Public Health Nurses and District Nurses. GP's or vascular surgeons.

Katrina asked if there is any night care available e.g. Health Care Assistants who stay overnight in the persons home. There are some available, however it is not often requested.

## 9. CONSUMER COUNCIL MEMBERS REPORTS

### **Katrina-** Delirium Project update

Peter Doran (Anaesthetist) leading a project on post-surgical delirium.

Visitors, family, Whanau, care givers are primary help in recovering from delirium.

Screening for potential delirium risk before planned surgical procedures. Not always recorded at discharge.

### **Gareth** – Health Literacy Project documentation and audio complete.

A kit has been prepared for presenters, and training is needed for presenters. Gareth and Jill to manage project roll out. Gareth and Joy to present first sessions.

Citizens Advice Bureau to be trialled, and have offered to be champions.

Sessions booked for Samoan Society and Multicultural Aoraki, with follow-up feedback sessions.

**Jill** – 7 Junior Doctors have passed their review.

Jill has volunteered to join the Health Literacy Project rollout.

**Julie** - Followed up with Timaru District Council regarding a pedestrian crossing in Queen Street between Kensington and the Hospital entry. A proposal was with council (copy attached) and is due for install in August 2022.

**Andrew** – shared goals of care project has restarted. Peter Doran is supporting the project.

New Business

Can the Consumer Council members get a pay slip emailed to them? Currently we have no record of what we get paid, or the hours that we are paid for.

Karakia to close.

Meeting closed 3.00 pm