

**MEETING OF THE CONSUMER COUNCIL
HELD ON THURSDAY 15 OCTOBER 2020
12PM, BOARDROOM, SCDHB**

PRESENT

Bridget Duff (Chair), Joy Sylvia (Deputy Chair), Neil Kiddey, Mark Rogers, Shannon Hansen, Kylie Douglas, Andrew Humphrey, Katrina van den Broeke (attended via teleconference), Julie Patterson, Jill Merritt, Gareth Ford

IN ATTENDANCE

Nigel Trainor, Chief Executive Officer; Robbie Moginie, Director Organisational Capability & Safety Corporate, Barbara Gilchrist, Quality and Risk, Sheila van den Heever, Executive Officer, Jo Goodhew SCDHB, Bruce Small SCDHB,

1. KARAKIA & WELCOME

The chair welcomed everyone to the meeting. Kylie Douglas opened the meeting with a Karakia.

2. APOLOGIES

Nil

3. INTEREST REGISTER

Andrew Humphrey declared that his wife works for the DHB.

4. CONFIRMATION OF MINUTES OF MEETING HELD 20 AUGUST 2020

It was **confirmed** and **agreed** the minutes of the meeting held on 20 August 2020 as a true and correct record.

5. QSM PRESENTATION

HQSC presented on the Quality Safety Markers by Dr Chris Walsh and Deon from HQSC

6. MATTERS ARISING FROM THE MINUTES

- Mammogram bus – this requires further investigation.

7. CORRESPONDENCE

No correspondence to be raised.

8. SCDHB REPORT

- It was indicated that the DHB is performing well and is on track for meeting electives target. The two specialties that are the issues is Dental and ENT, plans are being worked on to get them back to green.
- Redevelopments are progressing well. It was indicated that there is a committee looking at art in the hospital and need to make sure this is moving along.
- Business case for the Maternity unit and Energy change away from coal are awaiting final minister sign off.
- Funding to be received for innovation and sustainability from the Ministry of Health. The DHB is possibly looking at submitting a paper on remote monitoring of patients.
- Health and Disability Review – Stephen McKernan has been appointed as the lead. Focus is on four areas, Disability, Maori, Primary Care and possibly Mental Health. Changes to DHB Boards will possibly happen in 2022.

9. CONSUMER COUNCIL MEMBERS REPORTS

Reports taken as read. The following were some items further discussed:

- Credentialing training – Shannon, Kylie, Jo and Bridget have now completed a training session for this.
- Joy, Shannon and Kylie had undertaken an extensive look at the Chapel and were working in conjunction with the Hospital Chaplin to affect a positive outcome **Action – ongoing**
- Joy has also advised of a meeting of the Cultural Community Leaders (Aoraki Migrant Centre) on Tuesday 20th October at 5.30pm. **Action – advise Joy if you are able to attend (Julie & Shannon expressed interest)**
- Patient Experience Surveys – to be presented at the next meeting. **Action – Barb.**
- Health Needs Assessment workshop presentations to be circulated to the Consumer Council members. **Action – Sheila to send to Barb.**
- Health Literacy working group – Joy asked for time at the next meeting to present. Katrina van den Broeke expressed interest to be involved in looking at research documents.
- Patient safety & Security – A few items were raised:
 - Not all physical assaults, when the police are called out, at mental health were being recorded.
 - it was indicated that the lone worker app does have inherit risks. New ID cards are being rolled out.
 - Staff parking possibly an issue especially at night times in terms of safety.
- It was requested that the Consumer Council members be issued with ID cards, no access to areas just purely for identification.
- Security plan – to be presented at next meeting by H&S Manager and Director Corporate Services. Management reassured the Council that this is taken seriously and is being dealt with. **Action: Barb to arrange with the appropriate staff to be present.**

10. GENERAL BUSINESS

- Korero Mai – Shannon has asked for members to get involved. Jill, Bridget, and Neil have offered to help with interviews. **Action – Shannon to advise times etc. to those who have offered to help**
- Workplan – to be updated. Items already completed to be deleted if appropriate and HQSC and any other items to be added **Action - Barb to do this**
- Chair requested that work/projects carried out between meetings to be noted in written report where appropriate and sent to Chair prior to meetings to be included in meeting docs. This will hopefully help to speed up meetings and have everyone up to date with what has been happening.
- QSM Governance Group to be set up. Any expressions of interest to Barb/Bridget if keen to participate **Action – Barb driving this**
- Next meeting – it was decided that given the amount of work currently being undertaken by the CC that we meet again in November. **Action -Dates of 19th or 26th November to be investigated by Barb to see if Boardroom available for either of these dates.**

Meeting closed at 3.02pm