

## MEETING OF CONSUMER COUNCIL

HELD ON: 23 February 2023 at 12 noon

L6, Te Whatu Ora South Canterbury Board Room

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**Present:** Lorraine Guthrie (Chair), Jill Merritt (Deputy Chair), Katrina van den Broeke, Dominique Enright, Gareth Ford, Andrew Humphrey, Lata Kumar, Quality and Risk Coordinator, Engagement Facilitator Mental Health and Addiction Services, Interim Director, Administration support.

**Apologies:** Julie Patterson, Sina Latu

**Karakia/Welcome** – The chair welcomed everyone to the meeting. Dominique opened the meeting with a Karakia.

**Conflict of Interest declarations** - No New conflicts

**Agenda confirmation** – Agenda taken as read

**Confirmation of Minutes** – The minutes have not been agreed or confirmed from the meeting held on 8<sup>th</sup> December 2023 as true and correct.

**Matters Arising from the previous minutes** – The minute document needs to be updated and revised, future agreement on what should be placed in the minutes.

The action list needs to be updated and formatted correctly all in agreeance this is to be placed at the end of the minutes and to keep an action log.

The chair proposed a new and improved template for minutes to share with the group.

There were questions around the time frame for minutes to be posted to the website. As stated in the Terms of Reference minutes should be shared between the group 1 week after the meeting taking place, any amendments to be made are discussed at the next meeting. Minutes will then be posted on the websites no more than 2 weeks after amendment at the following meeting.

Payslips for council members - Quality and Risk Coordinator to continue to fill these out after every meeting this will then get paid out in combination with the next pay run with hospital staff.

## Meeting agenda

### Correspondence – In/Out

#### Te Whatu Ora verbal update report – Interim District Director

- The Interim District Director has given reassurance that if he is unable to be present at a Consumer Council meeting, he will arrange for someone to stand in.
- Medical Ward update – The reasons why the Medical Ward has moved to the AT&R ward, this was discussed through a 6-week process where there was a backlog of patients in the Emergency Department and limited bed space in the Medical Ward being able to use AT&R with more beds, acknowledging that the situation of having patients in the lounges and other areas was not ideal but as a team it was decided better than having patients in hallways.
- The system is currently under significant pressure with high volumes of patients and low volumes of staff.
- AT&R renovation to be complete end of April, this will allow for Medical and AT&R wards to go back to their original areas.
- During this time the hospital has seen an increase of complaints.
- Katrina voiced a concern that the Consumer Council was not informed of these changes in the hospital, the Interim District Director accepts this concern and will take this on board. In previous events the Consumer Council has been informed about project decisions but not operational decisions. If this were to happen again the Interim District Director will involve a representative from Consumer Council to be in the discussion.
- Discussed 10 of the 12 Te Whatu Ora operating models will be released during March followed by a consultation process for staff to submit their feedback.
- Planned care – working groups are very strong in our community at present.
- Katrina shared some concerns about Medical Ward with her personal experience around the delirium project, the current ward does not have clocks, and/or some rooms have no windows and wants to know what can be done in the interim for this.  
**Action:** Interim District Director to talk to the Interim Operational Lead about how the Medical Ward can be adjusted to lower the risk of delirium.
- Katrina also had concerns about the disconnect between the Consumer Council and Clinical Board, looking at how this can be connected the Quality and Risk Coordinator will review the terms of reference for this.
- Dominique had a question about whether Te Whatu Ora is splitting into Māori health authorities? The Interim District Director explained the partnership between Te Whatu Ora and Te Aka Whai Ora and the work that still needs to be done in the local iwi partnership board space. This needs to be in place no later than June 2024. Just like Te Whatu Ora, Te Aka Whai Ora is still getting established.
- Gareth asked for an update on the remote patient monitoring.

**Action:** Interim District Director to procure lead of this project to attend a meeting to provide an update.

## Consumer Council Reports

- Health Literacy Project – Gareth would like to send a letter of recognition to Joy that helped start the project.

**Action:** Katrina Van Den Broeke to write a draft letter for Joy.

- Delirium Project - Katrina Van Den Broeke will touch base with her team to get an update.
- The Mental Health Implementation team has been connecting with other DHB providers not only in New Zealand but Australia and Alaska, to get a broad look at what other health providers do within their Mental Health system.
- Great feedback from the community with the 1737 helpline.

## Action register

Action	Who	Due by	Status
Interim Director to have a conversation with the nursing teams to reiterate how important their introductions are to patients	Interim District Director	Next meeting	
Interim Director to provide consumer council with updates regarding hospital changes.	Interim District Director	Ongoing	
Nominate a consumer council member to connect with the Project Manager regarding the current hospital revamp	Jill Merritt	Next meeting	
Interim Director to look into how both Clinical Board and Consumer Council can interlink	Interim District Director	Next meeting	
Quality and Risk Coordinator to connect the consumer council team with Joseph Tyro so he can give an update on Māori health.	Quality and Risk Coordinator		
Quality and Risk Coordinator to connect Ruth Kibble to the Consumer Council team for an update on the remote patient monitoring	Quality and Risk Coordinator		
Interim District Director to talk to the Interim Operational Lead about how Medical Ward can be adjusted to help prevent delirium.	Interim District Director	Next meeting	

Katrina to write a letter to Joy to show the council's appreciation.	Katrina	Next meeting	
Everyone is to learn a Karakia to bring to the meeting.	Everyone	Ongoing	
Lorraine and admin support to work together to get the minutes in order	Lorraine and Admin support	Ongoing	

Meeting closed at 2:45pm

Next meeting 30<sup>th</sup> March 2023