

MEETING OF THE CONSUMER COUNCIL

HELD ON 8 December 2022

12pm Te Whatu Ora South Canterbury Boardroom

PRESENT

Jill Merritt (Deputy Chair), Katrina van den Broeke, Dominique Enright, Gareth Ford, Andrew Humphrey, Lata Kumar, Julie Patterson, Quality and Risk Coordinator, Engagement Facilitator Mental Health and Addiction Services.

1. Karakia / Welcome

2. Apologies

Lorraine Guthrie (Chair), Sina Latu & CEO

3. No Conflict of Interest declarations

4. Minutes of Previous Meeting

It was confirmed and agreed that the minutes of the meeting held on 22 October 2022 as a true and correct record.

Moved/seconded Gareth/Dominique.

5. Matters Arising

- The Consumer Council members discussed what to do if an 'Action' is required. In the past if we have identified something requiring acting upon, it has occurred in a timely manner by the Hospital team. The Quality & Risk Coordinator advised us that the practice is for the Chair of the Council to write a formal letter requesting the action recommended be undertaken.
- Consumer Council expressed that meeting minutes being published on the Timaru Hospital/Te Whatu Ora South Canterbury website be done so in a timely manner. Area of risk: Noncompliance with the CC terms of Reference.

- Payslips to the Consumer Council members who have requested them. Area of risk: Over or under payment for hours worked.
- Medical Ward. Area of risk: Health and Safety, Quality Improvement. All areas requiring feedback.

6. Correspondence

No correspondence received.

7. Reports from Te Whatu Ora personnel

Engagement Facilitator Mental Health & Addiction Services – Verbal Report

The Consumer Council received an update on many of the projects that the team are engaged in.

- Healthy Parent & Children project which ensures children are educated to help understand mental health illness that their close adults are experiencing.
- Canterbury Plunket Post Natal Adjustment Program is an underfunded and under resourced NGO run program investing in future mental health wellness.
- Mental Health KPIs have dropped in Whanau engagement.
- Consumer lead of Lived Experience Te Ata Whai Ora seem to be better organised with consumer engagement than Te Whatu Ora.
- Mental Health Wellbeing Forum – the future of lived experience and consumer leadership in Wellington. A follow up hui is scheduled May 25 2023 in Canterbury.
- Kahanui is being presented by the Engagement Facilitator.
- South Island Alliance currently in abeyance. Looking at working with first 1000 days program with Child Health.
- Looking at scope of practice to help relieve staff issues.
- Maximising physical health project ensuring ECG/blood tests/diabetes testing and monitoring to mitigate side effects of Clozapine.
- Menopause education for staff.

8. Consumer Engagement QSM

Quality & Risk Coordinator Verbal report.

The Consumer Council received an update:

- Two submissions are made each year to monitor the level of care provided in a certain way. The Consumer Engagement November submission has been done. Submissions closed 30 November 2022. Next submissions close 31 March 2023.

9. Consumer Council Member Reports

- Gareth Ford's Update for Health Literacy Project

Gareth has worked with the Te Whatu Ora Media Liaison person regarding access via social media and the Learning Hub South Canterbury web page. No recent enquiries, possibly due to preparations in the community for Christmas. Joy is now focusing on the Kahanui project. Thank you Joy for all your efforts.

- Katrina van den Broeke's update for Preventing Delirium Project is well under way in Surgical.
- Jill Merritt PGN1 student signoff underway again.
- Julie Patterson - pedestrian crossing completed and appears to be well utilized. Better materials used in the crossing have reduced the noise and provided a much safer path for crossing the road.

10. General Business

- Pae Ora (Healthy Futures) Act 2022 [Pae Ora \(Healthy Futures\) Act 2022 No 30, Public Act Contents – New Zealand Legislation](#)
The Quality & Risk Coordinator advised that the Consumer Council must have a Code of expectations, and the Consumer Council is expected to be the driving force for this.
- **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.
- 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.
- New ID cards have been issued to most Consumer Council members.

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's name, location and doctor are not always available. There are no pictures on walls or TVs available for patients.

She expressed concern 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 disconnection between hospital management - and staff, patients, and whanau.

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

As the CEO was not in attendance at this meeting, he could not respond to the concerns raised.

The Council recommends 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

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

Karakia to close

Wishing everyone a safe and happy festive season.

Meeting closed at 1445

Next meeting scheduled for 26 January 2023