

Meeting Agenda

Meeting:	Consumer Council
Venue:	SCDHB Board Room Level 6 Gardens Block
Date and Time:	Thursday 14 February. 12:00 noon – 2:45pm

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

1. **Karakia** - Katrina
2. **Apologies** – Gabrielle Hall. Accepted.
3. **New Interest declarations:**
 - a) Mark Rogers wife, Tina Rogers is General Manager of Bidwill Trust Hospital
 - b) Joy Sylvia has been nominated as a member of Consumer and Family Advisory Committee (CAFA)
4. **Minutes** of Previous Meeting (1 November 2018) agreed as a true and correct record (Anne-Marie/Neil)
5. **Matters Arising**
 - MoH Elective/Planned care collective submission was provided to MoH in November 2018
 - Outcomes of meeting between Nigel Trainor, Robbie Moginie, Anne-Marie McRae and Mark Rogers were communicated during Public Excluded time.
6. **Presenter:** Dr Peter Doran outlined the Deteriorating Patient project and the introduction of the National Standardised Early Warning Score (EWS) form with associated process in December 2018. This is working well with the aim to move to electronic Patient track in a few months. The next phase of the project is Korero Mai(Speak to me). This is a process that enables a patient or their family/whanau to communicate their concerns if they do not believe their condition is being appropriately recognised. Dr Doran would like two consumers on the working group. He anticipates that this will involve monthly meetings (with “homework”) and that it may take this year to implement. The third stage is called Shared Goals of Care and he anticipates this stage to be implemented during 2020. The names of the two CC representatives will be provided to Jenny in due course.
7. **SLT member in attendance** - Discussion held. A revised format for a CC Workplan has been provided by Robbie in draft. It may be useful for improving connectivity and visibility to have a repository of all workplans from groups and projects. Jenny to work with relevant administrators to help compile this.
8. **Correspondence:**
Inwards 23 October 2018 to Jenny Ryan from Laura Jones on behalf of Dr Nigel Miller (Chief Medical Officer Southern DHB) re Information Services Service Level Alliance (IS

SLA) for the South Island about *Seeking Consumer Input on Access to Patient Information*. – forwarded to co-chairs same day

Outwards from M Rogers 17 December 2018 to Laura Jones.

Inwards Response on behalf of Laura Jones received 19 December 2018.

9. Projects Pending

- a) Access to Patient Information (South Island Alliance) as per correspondence above. No further information regarding a visit from Dr Miller.
- b) Power of Attorney influence on Advanced Care Plans. This is a matter that is going to be a focus for the Clinical Board and they may look for further input from the Consumer Council. Paula Hogg has agreed to discuss ACP's with the Consumer Council at a mutually accepted date.

10. Reports

- a) **Hospital Development/Refurbishing** (Katrina/Bianca)
Katrina and Bianca have met with Jason Power regarding the plans and participated in a walk around. Their initial concerns have been raised. They are now well connected and involved with this work.
- b) **Environmental Practices** (Shannon)
Shannon outlined her frustrations thus far and has a meeting scheduled the next day (15 February). She will report back at the next meeting.
- c) **Patient Diaries** (Anne-Marie)
Anne-Marie has provided 4 diaries to the Paediatric Ward. They were donated and crafted by a Kaye Deavoll, a friend of Joy Sylvia's. Jenny to liaise with Natasha and Anne Marie and Mark Liddey (CNC Paediatric Ward) to promote this initiative. Altrusa have indicated that they would be interested in helping financially towards this project. Anne-Marie plans to introduce a suitable diary to Kensington Ward.
- d) **Surgical Journey** (Mark)
. Feedback has been that CC input has been utilised in developing the script when patients have to be informed that their procedure has been postponed.
- e) **Advertising/promotion** (Joy/Neil)
The CC agreed not to proceed with the advertisement/poster as drafted. The CC intend to ask Natasha Hoskins, as Communications Manager, to assist design an advert which is acceptable to SCDHB. It is planned to "launch" the new advertisement with a CC/community "meet and greet" type function. The members acknowledge the hard work put in to this poster by Joy and Neil.
- f) **Disability Stock take** (Jenny)
The updated report was taken as read. Joy provided more feedback regarding issues with disabled car parking, the main entrance drop off area and the height of coat hooks in female toilets particularly on Level 1.
Jenny to notify Simon of this feedback. Jenny will liaise with Natasha and Simon to create a map of where the disabled car parks can be found and to develop a communication plan for this map.

11. General Business

- a) **Clinical Board** Moved Mark/Joy that the reappointment of Neil Kiddey and Jane Cullimore to the Clinical Board be endorsed. Carried.
- b) **Patient Experience Feedback** (Neil)
Neil had discussed this matter with Jenny, who briefly outlined the reasons for reporting the survey respondents' comments as they are. As responses are anonymous they cannot always be aligned to one individual's experience.
- c) **Succession Planning** (Mark)
Current CC two year term due to end in August. Members will be asked to provide their intentions to the co-chairs before the next meeting. This will help to plan what recruitment will be required and the appointment process.
- d) **Inequities within our health system**

A workshop is being held as part of the Maori Health Advisory Committee meeting on 21 February 2019 at 1.30pm. Three members of the CC are interested to attend. Robbie to ascertain if there is an agenda for the workshop.

e) Patient Transport

Mark had received some information that CC may be involved with input to work undertaken on patient transport. Nothing further is known at this time and this subject will be listed in pending projects.

f) Train the Trainer Workshop (20 March – Jenny)

Two consumer rep. places have been registered for this workshop. Neil and Shannon to confirm their interest with Jenny.

g) Mark has been invited to attend the SCDHB Board meeting in May.

h) Jenny provided some information about a pending article in the media regarding a complaint.

Public Excluded 2.25pm: In terms of the NZ Public Health & Disability Act 2000, that the public are excluded from the following part of the meeting, in order for the Council to deal with matters considered non-public.

Returned to Open meeting 2:45pm

Closing Karakia by Katrina.

Meeting Closed 2:45pm

Next Meeting – 4 April 2019 12:00 noon. Board Room Level 6 Garden's Block