

MEETING OF THE CONSUMER COUNCIL

HELD ON 18 November 2021

12PM, BOARDROOM, SCDHB



PRESENT

Bridget Duff (Chair), Joy Sylvia (Deputy Chair), Neil Kiddey, Andrew Humphrey, Katrina van den Broeke (via Zoom), Julie Patterson, Jill Merritt, Gareth Ford, Dominique Enright, Kylie Douglas (via Zoom)

IN ATTENDANCE

Jason Power, CEO, Robbie Moginie, Director Organisational Capability and Safety, Barb Gilchrist, Nurse Coordinator, Quality and Risk

1. KARAKIA & WELCOME

The chair welcomed everyone to the meeting. Joy Sylvia opened the meeting with a karakia. The group will farewell Neil Kiddey and Joy Sylvia at the end of the meeting. Each were presented with a small token of appreciation and asked to share their highlight from their time on the Consumer Council.

2. APOLOGIES

None noted

3. INTEREST REGISTER

No new interests were declared

4. CONFIRMATION OF MINUTES OF MEETING HELD 7 OCTOBER 2021

It was confirmed and agreed the minutes of the meeting held on 7 October 2021 as a true and correct record.

Moved/seconded Joy/Gareth

5. MATTERS ARISING FROM THE MINUTES

Under general business – all actions completed except one held over to next year.

6. CORRESPONDENCE

Various emails from HQSC forwarded to committee members since last meeting.

7. SCDHB REPORT

A verbal report was provided from Robbie Moginie.

Busiest month and period for all teams. BAU and projects that must keep going and also having to pivot to new ways to protect the community. Most recent is health order for staff vaccination. Very high percentage of staff are fully vaccinated but sadly a couple were not able to stay. Now recognising Covid is coming and we need to keep our community well. Testing and refining systems for this. Lots

of transition work towards HealthNZ next July. Positive and lots of opportunities. CC are a big part of that with their strong networks in the community. Have more vacancies than we'd like so going in to it a bit light on staff, and aware we don't want extra stress on the staff we have.

A verbal report was provided by Jason Power

Covid, Covid, Covid for the next 12 months. Changes in public health measures is big. Move to delta has increased transmissibility. 90% vaccination triggers DHB into traffic light system/protective framework.

Fundamentally changes the way we provide primary care – isolation at home and in community facilities. Medical Officer of Health has the power to put people into an isolation facility if they are not complying with the rules when isolating at home. High level of response required into homes. Care Coordination Centre – remote patient monitoring, health professionals. Has further stretched staff but we have to respond. 10 Staff involved so far, but all taken from other jobs. Also supporting home-based carers and aged residential care. This will all be the focus along with continuing the vaccination programme. We are now 89% 1st dose, 81% 2nd dose. Still need to also maintain business as usual. Exceptionally good team and confident we have a good system in place.

Facilities – front of hospital almost finished and excavation has started for ATR. Level two - maternity - almost done, but some delays due to shipping difficulties. This piece of work should be finished in July or August next year and includes work on the paediatric ward. Then planning will be underway for rest of the floors. RFP for endoscopy. Covid may cause delays if space required but contingencies are included in planning.

Boilers – infrastructure for air-sourced heat pumps. Theatre swap over December – surgical bus will be here, and one theatre remain functional for acutes. Old boilers finish in January and smoke stacks will be taken down and the building repurposed as the maintenance area. Potential for solar in the future.

We can make the most of parts of the transition to help us, so we need to focus on those now to help us with Covid.

12 – 20 year age group vaccination rates late 70s to early 80s

Kylie commented on her stance regarding the vaccine.

Joy noted the huge dedication from staff and the massive amount of extra work they are doing. Robbie responded that time is our most valuable resource and we are constantly changing our focus and priorities to try and meet the current need. Staff wellbeing is number one.

Andrew described his experience with meningococcal disease prior to vaccination becoming available, stressing the importance of protection.

Before Robbie and Jason left the meeting Bridget thanked Neil and Joy for their service and presented cards and gifts.

Neil – humbled by Joy's contribution and feeling comfortable with what will happen with the CC in the future.

Joy – as Neil said, has enjoyed seeing people grow. Huge respect for all levels of the DHB. Has been a privilege.

Robbie – thanks Neil, and appreciates his determination – you need that when something matters.

Jason – has grown to understand the importance of the consumer voice. In his role can lose sight of the important things, helps bring back.

8. QSM UPDATE

No update required.

9. CONSUMER COUNCIL MEMBERS REPORTS

Reports taken as read.

Andrew – shared goals of care, starting at the start, document already in use in many DHBs. Some challenges with change from old pink form and with getting staff time for training.

The consumer council fully endorse the introduction of the shared goals of care programme

Moved/seconded - Andrew/Joy

- **Neil** – last Clinical Board meeting held by Zoom. SAEs are a concern – recommendations not being completed
- **Bridget** – CC chairs Zoom, much discussion about transition, wait and be ready to have input when required. Health literacy project presentation at board delayed until 3rd of December, Bridget away this date but Joy and Gareth could present. Consumer feedback about visitor access to the hospital. This is causing distress due to inconsistent messages

The CC recommend the visitor policy is clarified and communicated to staff and the public. Andrew suggests a method of communication at the front door

Moved/seconded - Andrew/Bridget

- **Kylie** referred to incident in Waimate where GP refused to see people who were not vaccinated (they were having a routine check-up) Joy suggests Kylie follow up and get the specific details. Kylie to send details to Barb
- **Joy** – HQSC monthly meetings by Zoom – someone else will have to attend from now on. Currently looking at role of CCs in new health system.
Credentialing – MHAS on Tuesday, which went well. Well-organised, staff had put a lot of thought into it. Key areas noted: Many vacancies, when Covid hits service will be stretched “beyond endurance”. Resilience of this workforce is incredible and they deserve recognition of this at every opportunity. There is a grave lack of space and this impacts on the cultural needs of service users.
Kahanui Project – coming along nicely, and meetings about every two weeks at present.
- **Jill** – first PGY1 panel meeting in December

Good wishes for Christmas from the chair

Next meeting February then about every six weeks

Karakia to close by Joy

Meeting closed 2.10 pm

Action: Provide information about the SAE process and support offered to patients and their whānau, and look at offering consumer rep on SAE review team – **Barb**

Action: Draft watermark to be added – Barb. **DONE**

Action: new member(s) from consumer council appointed to Psychosocial Group – **Julie to discuss with Joy**

Action: new deputy chair sought, interested CC members to contact Bridget to discuss and express their interest – **held over to 2022**

Action: ask for minutes to be uploaded to website on CC page – **DONE – minutes and new member names now online.**