

MEETING OF THE CONSUMER COUNCIL

HELD ON 4 August 2022

12PM, BOARDROOM, SCDHB



PRESENT

Bridget Duff (Chair), Jill Merritt (Deputy Chair), Jason Power CEO, Robbie Moginie Director Organisational Capability and Safety (via Zoom), Gareth Ford, Andrew Humphrey, Katrina van den Broeke, Dominique Enright, Lata Kumar, Julie Patterson, Dianne Black Engagement Facilitator Mental Health & Addiction Services, JD Holtzhausen DHB Liaison.

IN ATTENDANCE

Maree Guerin, Kahanui Wellbeing Project

1. KARAKIA & WELCOME
2. APOLOGIES

Sina Latu

3. INTEREST REGISTER

JD is now working part time at ARA

Lata asked for it to be noted that she is involved with the Multicultural Society

4. CONFIRMATION OF MINUTES OF MEETING HELD 23 JUNE 2022

One correction to the minutes: the date in the heading "Confirmation of minutes of meeting held 18 November 2021" was incorrect and should have been 7 April 2022.

It was confirmed and agreed the minutes of the meeting held on 23 June 2022 as a true and correct record.

Moved/seconded Lata/Julie

5. MATTERS ARISING FROM THE MINUTES

Under general business

6. CORRESPONDENCE

Health Systems Reform Document and HQSC code of expectations received for review by Consumer Council Members.

7. SCDHB REPORT

A verbal report was provided from Jason Power.

Bridget Duff, our Consumer Council Chairperson, has resigned. We all thank Bridget for her leadership and massive commitment to ensuring the Consumer Council supports and represents South Cantabrians.

Health NZ transition continues. Permanent national roles advertised and recruitment is underway. Regional roles will be advertised once the national roles are filled. Several senior staff have been seconded to these roles in the interim.

COVID wastewater testing indicates a higher community rate than the reported rate. The current resurgence of COVID and Influenza (as reported in the seasonal influenza survey) indicate South Canterbury has the highest rates of infection in NZ at the moment.

Services: Jason acknowledged the pressure that the staff are under, with staff vacancies and staff sickness combined with managing a significantly increased patient demand. ED is under sustained pressure. The admission rate from ED is nearly twice normal, indicating people are presenting to ED when they are very unwell. ICU beds are usually full. This has resulted in a decrease in planned care events. Staff redeployment continues.

Katrina to write a positive note to JD to thank the staff, based on her recent experiences.

Primary care is under significant pressure managing Influenza and COVID.

Remote Patient Monitoring Project trial is progressing. Trial is underway and the next stage will see rollout to 250 people. Project is being led by Ruth Kibble.

Recent weather events have contributed to complicating service delivery. Consumers, whanau and staff all had significant travel disruptions to appointments, clinics and treatment.

HIPS Primary care evaluation is underway. This is an early intervention program in primary care practices. Very positive feedback received about the 3 practitioners. Note that this is not a Drug service.

The Consumer Council will become a standing item on the agenda with the Senior Leadership Team, to ensure that the Consumer's voice continues to be heard. The Consumer Council used to report directly to the DHB.

Robbie Moginie reiterated the importance of the Consumer Council with the end of the District Health Board.

8. QSM UPDATE

From JD

The 6 monthly Consumer Engagement QSM reports largest contributors were the Health Literacy and the Delirium projects. More details follow in Gareth and Katrina's reports.

JD was asked to clarify the complaints process – how to lay a complaint or provide a compliment, and what to do if a consumer has gone to the media with an issue. Karen Berry is the media officer.

There is access to the complaints procedure via the hospitals website, information bulletins, notices and leaflets throughout the “old” DHB and help available from the National Advocacy Service in Timaru.

JD presented an overview of complaints received from July 2020 to June 2021. A total of 123 complaints were a 13% decrease from the previous year. The national trend was a 14% increase in complaints over the same time period. Serious Adverse Events with a SAC (Severity Assessment Code) rating of level 1 or 2 are not included in this report. A SAC rating of 1 or 2 represent death or permanent injury.

Dominique asked what happens after the complaint is made. The complainant receives acknowledgement that the complaint has been received. The Manager has 20 working days to provide a response. This may be a letter or a family meeting. The complainant has 10 working days to respond. Assistance can be provided by Advocacy Services, Health and Disability Commission, or engaging a lawyer.

Julie asked if any patterns or trends were identified. We were then clearly advised that it was not within the remit of the Consumer Council for that information to be disclosed.

Katrina/Dominique asked if we could investigate feedback sessions or focus groups of consumer’s experiences in the areas of concern: The most common complaints regarding poor communication, pain management, confidentiality and consent. Bridget suggested Credentialling is the best time to investigate this.

Maree Guerin represented the Quality team for mental health and primary care. Maree provided an insight into the Kahanui Wellbeing Project.

The purpose of the project is to create a network of professionals, enablers, consumers and manuhua to establish, plan and implement consumer strategy in the Mental Health and Addictions Services (MHAS) in South Canterbury.

The engagement process is underway in preparation to a full roll out of the project.

Katrina asked about ways to overcome literacy issues in filling out the survey. There are options of face to face or telephone interactions.

Jill asked the meaning of Kahanui. Great strength, wellbeing, luck.

Dominique identified several spelling mistakes and an error in the website address. These will be fixed in the next print run.

Gareth will coordinate the “core audience” and help direct distribution.

9. CONSUMER COUNCIL MEMBERS REPORTS

Gareth – Health Literacy Project is live!

June 30 presented to Arowhenua Services, staff trained in the use of the media system and hand out material issued.

June 30 kit and PowerPoint presented to the Tongan Society

July 7 Manager of Citizens Advice given a kit and PowerPoint

July 20 Joy presented PowerPoint to the Multicultural Society

August 1 met with, and presented kit to Lions of South Canterbury. This led to one of the attendees from the Ambulance Service taking a kit to present to St John area meeting.

People have become project ambassadors. The spread of the kit is snowballing

“It’s out there!”

Katrina- Delirium Project update from the weekly meetings.

The project pilot is about to begin.

Reviewed training material is on Health Learn. Some of the site specific protocols will not apply.

It was identified that Health Care Assistants are very important in the on-going care of delirium patients especially as they are often interacting with the patients the most. Hopefully providing the HCA with a voice in the project.

Julie – Aged Concern South Canterbury (previously South Canterbury Senior Citizens) invited interested parties to a meeting to formulate a Covid Social Recovery Plan.

A survey of nearly 100 senior people showed most people surveyed were frightened and are feeling isolated.

No coordination between all the agencies present. Many senior people in South Canterbury continue to isolate themselves from potential risk and have disappeared from view.

Loneliness is becoming a significant issue. People are unaware of what services are available and/or are unknown to service providers.

The number one reason to go out is to get supplies. It appears that supermarkets could be a significant tool in reconnecting with people who feel isolated. Keep them in mind when planning any information campaigns.

Dianne – Implementation Leads in place for ward refurbishment. Ligature audit complete.

HQSC project to maximise physical health. Getting metabolic screens done for clients taking Clozapine or getting IMI injections.

SI Alliance reinvigorated. Improving access for under 25’s.

Seeing an increase with over 65’s overusing alcohol to overcome loneliness.

New Business

Can the Consumer Council members get a pay slip emailed to them? Currently we have no record of what we get paid, or the hours that we are paid for. Ongoing

Minutes of Consumer Council published on website. Ongoing.

New Consumer Council members on website – pic and bio. Ongoing.

Karakia to close.

A huge thank you to Bridget Duff who has chaired the Consumer Council through a pandemic, massive change in the South Canterbury District Health Board, lockdowns, the genesis of Te Whatu Ora and has maintained an enviable level of calm throughout. Respect.

Meeting closed 3.00 pm