

**Consumer Council Meeting Minutes – Date: 30 November 2023**

**Time: 12:00-1400pm**

**Location: L6 Boardroom Gardens Block, Timaru**

**Present:** Jill Merritt (Acting Chair), Katrina van den Broeke, Gareth Ford, Andrew Humphrey, Lata Kumar, Julie Patterson, Nurse Co-ordinator Quality & Risk Department, Hospital and Specialised Services, Operational Lead.

**Apologies –**

Dominique Enright, Consumer Advisor Mental Health Services, Director of Nursing & Midwifery Services, Human Resources Manager. Apologies from Health, Safety & Wellbeing Manager– travel issues from Wellington.

**Karakia –** Lata Kumar

**Conflicts of Interest-**

Nurse Co-ordinate Quality & Risk (Q & R) Department husband owns and operates Heartland Mobility Services (the old Pink Elephant shop). Otherwise nil from everyone else.

**Introductions:**

**Nurse Co-ordinator Q & R--** Introduced herself/skill base.

**Hospital and Specialised Services, Operational Lead--** Introduced herself/role.

**Katrina –** Introduced herself and her Interest in care of the elderly, palliative care.

**Gareth –** Intro and interest in mental health quality. Previous (cfac) + addiction/ QSM work.

**Jill** – Intro as Acting Chair, working for self, looking forward to regrouping for next year

**Andrew** – Intro, previous work in Auckland Public Hospital Laboratory, interest in L.T.C.C.

**Julie** – Intro, previous work in law enforcement – Interested in previous issues with health system.

**Guest Speaker- Chris Thomas** – Age Concern South Canterbury. Chris was a previous event manager – since Covid, changed direction.

Chris discussed some alarming facts about the increase of our ageing population in SC.

1983 – SC pop 10% > 65

2003 – SC pop 17% > 65

2023 – SC pop 25% > 65

**Trajectory riding/60-75 age (795 – increase 70%). Lots of reasons – Baby Boomers (Tauranga highest) – ageing population.**

### **Main issues in elderly for South Canterbury**

- Homelessness (isolation)/Social connection (lack of)
- Have reduced digital ability (leads – further isolation)
- Age concern have reduced resources – only 3.5 people.
- Consider services provided unable to meet demand of increasing age population.
- Age concern, own board raise own funds
- Can place volunteer visitors with an elderly lonely person (companionship + social connection)
- Run health promotions – Friday club (was harlequins club), good parking, new move to Wilson street, guest speaker, church, lunch, 10am start, 30 minute full prevention exercise.
- Coffee group Tuesday – small more informal
- Discount taxi vouchers 75% taxis or driving Miss Daisy
- Monthly bus trip (lunch out) (\$10 cost).
- Weekly foot clinic experienced person not a qualified podiatrist (20 people/week, hang waiting list)
- Mobility scooter yearly course
- Driving refresher course (not test)

- Age concern – holds the elder abuse + neglect portfolio (Sarah Hendry, ChCh based). Problem areas can be elderly blended families.
- Care + repair – list reference check trades interface between tradie weekly 1hr – different places, strength + balance, \$2 SAGO Irene Knight (tea + biscuit) (hike = stay on your feet).
- Digital literacy programme 2024 – silver tech course to start 4 week – 24hr - smart phone course.
- Dementia – support cognitive ability RGM – Ronnie Gardner Method Music + Movement

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Julie discussed how to market the information to the elderly public. Lata suggested community groups to market. Katrina discussed the importance of elderly who are being discharged from the hospital being aware of the services age concern offer.

Chris discussed the future of how Artificial Intelligence may be helpful to support marketing. Chris would like to see that as part of the health system – awareness of age concern presence, to increase support for South Canterbury elderly.

All SC population → anyone over 21years of age, can self- refer. We rely on grants→ don't get any government financial support.

Julie question 1– Can you offer any support for elderly in the community alone and dying?  
Answer from Chris→ No.

Question 2-Do you have any feedback from elderly which can be projected forward when looking at any complaints? Chris Answer - move complaint to advocacy services? Often elderly don't like to complain or is in the "too hard basket".

Andrew question- Do you offer any service to bereaved elderly? Chris answer—there are some supports around this, however may need to move onto other more appropriate services.

Chris shared several different leaflets/pamphlets. Marketing of leaflets, Andrew proposed taxi drivers could be provided with leaflets.

Chris proposed to the Hospital and Specialised Services representative that the hospital could give out Age Concern Pamphlets. This will be discussed with the Support Services Manager and make same connection to look at same spaces where Te Whatu Ora can ensure pamphlets are accessible in the hospital.

Chris or other people in his team are happy to meet with other groups to market their

services.

Chris left.

**Rachel → explained what is happening with Te Whatu Ora**

Structures are starting to take place

Supporting streams - Digital, Contingency, innovation, funding, investment, and infrastructure.

Workers alongside each other (The hospital is like the customer for those systems).

Te Waipounamu - Southern West Coast, Nelson Marlborough, South Canterbury

Part of the wider population group – not just our area, need to get ahead around this culture.

Chief Executives - 10 across the country – needing to be employed, now called Group Director of Operations (GDO's).

GDO mapped to South Canterbury, role - still to be determined if they will be based in Christchurch

Katrina asked the Hospital and Specialised Services representative if the new government will have a bearing on Te Whatu Ora plans?

Response- lets watch this space, however being unified nationally is a good thing for NZ.

Katrina's view - feels transition has not been managed well from Wellington.

3/12 short term contracts not long enough – need at least 6/12

The Hospital and Specialised Services representative discussed that when roles are disestablished – allow the person to reapply – takes longer – slower process.

Katrina is happy to speak up to management about our health care workers leaving to work in Australia – working conditions/pay better.

The Hospital and Specialised Services representative spoke about recruitment →

Challenging to get health professionals to come to regional areas – South Canterbury have been pro-actively trying to recruit. Supposed to be working regionally

Nelson Marlborough + South Canterbury + West Coast + Canterbury = working well together

New grad nurses - encourage to stay + have a good experience

R.M.O – hopefully more coming

Gerontology space – S.M.O hoping to have someone new

### **Certification – Nurse Co-ordinator Q & R.**

CC have had a range of challenges over the last six to nine months→ which has led to an inability to operate effectively. General consensus there is a desire to focus and regroup with a formal work plan and structure, alongside implementation of the Code of Expectations in 2024.

### **Corrective actions from certification are:**

TOR and membership reviewed to ensure a clear purpose, with clear reporting lines.

Increase diverse representation, including Māori, Pasifika, tāngata whaikaha and those with lived experience. A workplan is developed with regular reporting on achievements and appropriate administrative support and guidance provided to support the group.

### **The Hospital and Specialised Services representative spoke to staffing queries following certification – starting to get better/improve**

Katrina Question - what can the Consumer Council do to support the hospital, and speak for the South Canterbury population? – Feedback to Wellington.

**The Hospital and Specialised Services representative response - proposed Consumer Council can feed South Canterbury population problems to Wellington in a national space.** The Hospital and Specialised Services representative also noted that there has been a lot of staff changes, which has not helped Consumer Council group. Governance is so important to support our South Canterbury population.

### **CC raised ongoing concern about inconsistency in the visitor policy.**

Katrina + Andrew noted that there is different communication between health professionals. The Hospital and Specialised Services representative is going to action this and organise a meeting in the New Year.

Andrews Question - who let's health consumers know about strikes?

- Med lab
- Nurses
- Doctors

The Hospital and Specialised Services representative response - liaison had occurred between secondary services and primary care – about letting public aware of strikes. They will speak with the Primary Care Manager (put in the local paper, who is responsible for this?). Nurse Co-ordinator Q & R can chase this up in February 2024.

How can Consumer Council be more effective in 2024? -->

Discuss in New Year, going to brain storm as a group

Group discussed that previous Q + S representative (2019) was very pro-active.

Correspondence – Sina left due to non-attendance → to be taken off communications/website

**Question – Nurse Co-ordinator Q & R to review Consumer Council Policy in view of→**

2-year term / 2 reappointments

2 consecutive reappointments

Jill read out Mental Health Report (from Consumer Advisor Mental Health).

Jill will distribute to all members.

No members report

National Consumer Council project - National Consumer Council – previous chairperson Russ Auton to be a paid person for national chairperson

Patient Safety Day was 17/11/23. Nurse Co-ordinator Q & R advertised in the foyer of the hospital board, promoting the Code of Expectations→ from The Health Quality & Safety Commissioner→ consistent nationwide.

## **General Business**

Previous induction – Nurse Co-ordinator Q & R + Jill to get together in the New Year.

Previous minutes, Aug/Nov 2023 – put up to Te Whatu Ora Website.

Jill to mail to Nurse Co-ordinator Q & R, who will send to communication Manager to put up on TWO website.

### Discussion for 2024

- Elder abuse stats to hospital – procedures
- Security for staff
- Uniforms
- Visitors Policy
- Maternity lens | Māori

## **Karakia → Julie Patterson**

Meeting closed – 3pm

**Next meeting: Thursday 29/2/24 12-3pm. Level 6 Board room. Gardens Block**