

## **Consumer Council Partners in West Coast Health**

### **Minutes of meeting held in the Corporate Board Room on Monday 10 August 2015 at 12.00 noon**

**Present:** Barbara Holland (Chair), Joe Hall, Keith McAdam, Alice Cardwell, Ned Tauwhare, Lynnette Beirne, Judy Tutchen, Katherine Adlam, Mark Davies, Ruth Vaega, Neil Stephenson

**In Attendance:** Gary Coghlan (General Manager Maori Health), Paul Norton (Quality & Patient Safety Manager), Michael Frampton (Programme Director), Lara Bakes-Denman (Associate Director of Allied Health), Margo Kyle (Facilities), Laura Aileone (Facilities), Julie Lucas (Nurse Manager, Clinical Services), Sue Duff (Patient Safety Officer), Julie Bell (for minutes)

**Apologies:** Mark Newsome, Kathleen Gavigan

**1. Welcome & Apologies**

**2. Allied Health Presentation**

Lara Bakes-Denham addressed the meeting and provided a hand-out summary explaining the role of Allied Health.



Allied Health  
summary document fr

**3. Issues re Hospital build, furniture, fixtures**

Laura Aileone addressed the meeting and advised that a sub group has been created to look at fundraising and sponsorship for the entrance of the new facility in particular making sure it is welcoming and community-focused. An engagement with Iwi (as the key liaison for the Community in regard to donations, art, carvings and sculptures) is to start. Laura advised she and Gary are happy to provide regular updates to the Consumer Council.

4. **Ideal Presentation**

Julie Lucas (Nurse Manager, Clinical Services) addressed the meeting to advise members on two projects underway:

1. To look at an initiative to improve attendance at outpatient appointments and getting data correct. E-texting was introduced on 3 August to send text reminders regarding appointments. Also to ensure details are updated at each appointment.
2. Discharge Planning. A hand-out was provided explaining the IDEAL process as well as the IDEAL patient journey experience.



IDEAL discharge  
planning document fo



IDEAL patient  
journey experience fr

5. **Grey Base Facility and IFHC design to date**

Margo Kyle (Facilities) addressed the meeting to provide an update on the new facilities progress so far. A handout was provided in the absence of a powerpoint presentation and Margot explained each page and answered questions regarding the new facilities.

A video is available on the WCDHB's website [www.westcoastdhb.health.nz](http://www.westcoastdhb.health.nz) (click on box titled 'New Facilities for Grey & Buller by 2017' to get to web page).

The Consumer Council is pleased to note that a chapel space has been included in the rebuild design, particularly as *taha wairua* is one of the four cornerstones of the Maori wellbeing model.

However, Council members also expressed deep concerns that the chapel may be considered as a potential meeting space for general purposes if/as required when not being seen to be used for its dedicated purpose. Council members agreed that the chapel should be a dedicated place allocated for spiritual needs, grieving or solace purposes only.

**Action:** *Write to Programme Director asking that the view of the Consumer Council on a dedicated purpose only Chapel space is conveyed to the Facilities Team.*

Michael Frampton joined the meeting and advised members that the current Chapel is flexible with regard to use and that there will be principally a space for a Whare/Karakia, that is not a meeting room, in the rebuild.

Michael suggested, through the Chair, that someone from the Consumer Council be appointed to work with the Design Team to step through some of the Council's concerns.

**6. Programme Director Update**

Michael Frampton provided the meeting with an update on the following areas:

- Parking (Phase 1) Demolition. Delineated parking – staff separate to patients
- Buller – 9 months consultation re direction of travel for older persons health Time spent in old people's homes has reduced from 78 to 21 months as more care is being provided to people so they can stay in their own home longer
- Michael is keen to meet with the organisers of the current petition regarding concern about Older Persons Care in Buller
- GP waiting times are down
- Significant changes to Maternity Services
- Mental Health is the next focus (review)
- Agreement that an additional Consumer Council meeting be held in September

**7. General Manager Buller Update**

Apology. No written report provided.

**8. Quality & Patient Safety Manager Update**

Paul Norton briefly addressed the meeting to request the Consumer Council nominate 1-3 members to highlight in the latest Quality Accounts. Lee Harris (Communications) is the contact for this.

**9. Previous Minutes**

The minutes of the meeting held on Monday 8 June 2015 were read and confirmed as a true and accurate record of the meeting.

Moved by Judy  
Seconded by Lynnette

**10. Actions arising from previous minutes**

- 8.1 Register of Concerns Update
- 8.2 Progress report on Falls Prevention Workgroup

Above items not discussed. Held over for discussion at next meeting.

**11. General Business**

- Endorsement of Youth Consumer Model Proposal



Youth Consumer  
Model Proposal for 1C

Above item not discuss. To be send out for review and response by email.

There being no further discussion the meeting closed at 1.35pm.

Additional meeting will be held in September. Date to be confirmed.