

Consumer Council Partners in West Coast Health

Minutes of meeting held in the Corporate Board Room on Monday 7 December 2015 at 12.00 noon

Present: Barbara Holland (Chair), Joe Hall, Alice Cardwell, Judy Tutchen, Keith McAdam, Ruth Vaega, Neil Stephenson, Katherine Adlam

In Attendance: Michael Frampton (Programme Director), Paul Norton (Quality & Patient Safety Manager), Chris Davey, Clinical Nurse Manager Maternity, Julie Bell (for minutes)

Apologies: Lynnette Beirne, Mark Davies, Ned Tauwhare, Mark Newsome, Kathleen Gavigan, Gary Coghlan), Sue Duff

1. **Welcome & Apologies**

2. **Maternity Concern**

Chris Davey addressed the meeting and explained the background behind the Post Natal Care Service in response to a number of questions arising about the Service. She explained that a review had been done in 2013 and recommendations from that had been implemented into the new Maternity Services model of care.

Reference was made to the 'Find your Midwife' website which is independent to the WCDHB. Of note the Ministry of Health provide 6 weeks cover for post natal care.

Suggestion was made to add information regarding post natal care to the website.

Action: *Chris to add wording on post natal care to the website.*

3. **Buller Manager Update**

Kathleen provided the members with a written update in her absence which was taken as read.

4. **CE Update**

Michael provided the meeting with an update via video link on the following areas:

- 2015 – Reflecting on an enormous year for the West Coast Health System with a range of projects and initiatives in place

Pleasing is progress in getting the Facilities upgrade to life; bill boards are now up; a blessing ceremony will take place this week for the Grey site. On track for commissioning in 2017

- *Buller* – Some progress has been made. The last Business Case re proposed Integrated Family Health Centre is with the Capital Investment Committee
 - *Services* – ongoing reconfiguration of services and ongoing partnership with CDHB
 - *Nursing* – conversations have taken place and a series of meetings have been held to work towards a flexible workforce. Continuing to work with the Nurses
 - *New Appointments* - Appointments have been made for 3 new Medical Director positions:
Dr Graham Roper – Patient Safety & Outcomes
Pradu Dayaram – Facilities
Dr Cameron Lacey – Clinical Director National Issues and Credentialling
 - *Performance against Targets* – Doing well with smoking cessation and delivery of Surgical services is on track
 - *Challenges* – Current challenges are Primary Care in Buller and access to GPs/ability to recruit and retain GPs. The WCDHB has been successful in securing a Locum from 14 December to cover the December/January period
- Action:** *Michael and Paul to discuss offline concerns regarding level of resourcing requirements for GPs in Buller and the need for continuity of care. Also regarding frustrations with delay with appointments at RAGP and GMC.*
- *Media* – Question was raised regarding responses to article submissions in the local papers. Michael advised that the WCDHB respond very infrequently to these submissions and was interested in the Consumer Council having an active voice for Consumers and West Coasters to build trust and confidence in the Health Services

The Consumer Council agreed that it would be useful to have a conversation about its role and look into preparing an opinion piece for the newspaper

- *Future* – It was noted that there are a lot of people anxious about the future of the Health Services on the West Coast and for the need to continue to build trust and confidence
- *Quality Accounts* – This is an example of good stuff that is going on and suggestion made for the Consumer Council to express a view on the Quality Accounts and get something out to the media prior to Christmas
- *Thanks* - A special thanks and gratitude from EMT and Board to the Consumer Council for bringing the voice of Consumers to the table

Michael left the meeting at 1.04pm

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

Paul provided the meeting with an update on Quality & Patient Safety matters.

Of note:

- The *Quality Accounts* have been printed and now looking at the best way to launch this publicly. The concept of a Newspaper is to get portability and readability. Consumer Council feedback requested. Available for viewing on the website
- HQSC '*Engaging with Consumers*' document distributed. Looking at enhancing activity of the Consumer Council through engaging with Consumers and suggestions requested from members
- *National Patient Survey* – waiting on results
- *Certification* – Busy working towards February 2016 audit of compliance. Auditors will be looking at clinical safety and public confidence
- *Patient Safety Walk rounds* – These are occurring every 3 weeks by management. Quality boards have been installed in each area with set standards in place. Walk rounds involve checking the notice boards and talking to staff and patients
- '*Open for Better Care*' Newsletters – available on the HQSC website on www.open.hqsc.govt.nz

Paul left the meeting at 1.30pm

6. Previous Minutes

The minutes of the meeting held on Monday 12 October 2015 were read and confirmed as a true and accurate record of the meeting after noting Katherine had offered an apology for that meeting.

Moved by Judy
Seconded by Keith

7. 4 Questions – Consumer Council Review Discussion

- (a) Is it working for members as expected?
- (b) What might be more helpful (if anything) process-wise?
- (c) Are we 'value for money' to the WCDHB? How do we/they know this?
- (d) Are we effectively engaging with the public to potentially add further value to the WCDHB from this Consumer Council role?

Members to submit any further comments to the Secretary before the next meeting.

It was noted that there is a 2 year cycle for members of the Consumer Council.

8. General Business

Proposed dates for 2016 meetings are:

22 February

11 April

13 June

8 August

10 October

12 December

Members to advise preference for day and time of these meetings.

There being no further discussion the meeting closed at 1.30pm.

Next meeting will be Monday 22 February 2016.