



Register of Matters brought to the attention of Consumer Council (CC) members (after 02/02/15 meeting)

	Signalled to CC meeting	Issue	Reported to	Comment / Action / Outcome	Closed
1.	25/2/14	Transalpine service costs to WC patients; Christchurch end not always aware of services here for ongoing care; need to have whatever tests can be done here provided here	Programme Director & Acting Operations Manager	Always a challenge when messaging between 2 DHBs; Building effective communication is important; Specific issues to be raised through to Quality & Patient Safety Manager (observations) <i>19/8/14: On-going. Process to be established.</i>	
2.	9/4/14	Chemotherapy service here – increased time to deliver treatments. Dedicated space & equipment needed. BP & Electronic IV machines being taken & used for general ward; need own space within rebuild plans	Referred to Facility Development Co-ordinator	To be discussed at relevant Work stream meeting. <i>19/8/14: Q&PS Manager to refer to the appropriate person to follow up.</i>	
3.	9/4/14	Privacy issues around Central Booking Unit staff taking patient records home	General Manager Grey/Westland	Quality & Patient Safety Manager to follow up with General Manager Grey/Westland. <i>Letter 9/6/14: Not a routine activity; privacy impact assessment has been undertaken; alternative procedures being investigated.</i>	
6.	9/4/14	National Travel Assistance (NTA) – still needs public awareness at point of any transfer of services	General Manager Grey/Westland	Better Transport options across the system are required. Dedicated transport pamphlet available (customised for WCDHB). Work in progress. <i>19/8/14: Still on-going. Suggestion made to put an article in the Messenger. Members made recommendation to organisation to discuss suggestion with Communications person.</i> <i>11/11/14: Request made for a memo to go to Outpatients staff to advise patients of NTA service.</i> <i>2/2/15: Communications trying to include information on NTA where possible. A piece of work is about to begin on patient transfers. NTA brochures to be included with Outpatient appointment letters via</i>	



				Central Booking Unit and Social Work. Status report to be provided at 13/04/15 meeting.	
8.	9/6/14	Pt transfers – Buller/Grey Often miss meals/morning & afternoon tea; may not have money to buy refreshments at canteen; water needs to be available/provided	Quality & Patient Safety Manager	Raise with Director of Nursing & Midwifery to raise with Senior Nurses patients to be aware to put their hand up. Work in progress (leave). Awareness of service in Christchurch. 19/8/14: Q&PS Manager to talk to Director of Nursing & Midwifery to address at next Senior Nurses meeting.	
9.	9/6/14	Transalpine Service – many elderly patients have poor mobility & no one to take them to Christchurch, have difficulty with the Shuttle steps, don't know their way around Christchurch, may require multiple appointments at different venues (e.g. eye surgery) – need a support person or to be met by a navigator in Christchurch	Planning & Funding	19/8/14: No update since last meeting. WCDHB to consider 'friends of the Hospital' service when patients are in Christchurch. Q&PS Manager to discuss with Planning & Funding.	
16.	9/6/14	National Travel Assistance (NTA) programme. Clarity about NTA required – transport options with community services card if need to travel longer distances between Christchurch and Greymouth.	Planning & Funding	Ongoing	
22.	11/11/14	Concern about need for a formal process for handovers when Locums replace members in multidisciplinary teams for individual patient case management.	General Manager Grey/Westland, General Manager Buller	Quality & Patient Safety Manager to discuss with General Manager Grey/Westland and General Manager Buller.	
23.	09/12/14	Concern raised by member regarding a Support Worker still working with the discharged patient. No requirement for Case Manager to continue reporting. Therefore, nowhere to formally record ongoing observations. This places extra stress on family members.		Joe Hall to look into the process and provide feedback to Consumer Council members.	
24.	02/02/15	Concern about ongoing comments that nothing has improved with regard to providing sufficient refreshments to Rest Home residents.	Chair	Nancy Stewart (CDHB) to attend 13/04/15 meeting to provide clarity around what is being provided to residents. Suggestion box forms to be distributed at Rest Homes.	