

## Minutes for CDHB Consumer Council Meeting

Monday 25<sup>th</sup> May 2009 1130 – 1330

Hakatere/Rakaia Rooms - Level 3

Princess Margaret Hospital

*“Nothing about us, without us”*

<b>Invitees</b>	Maureen Arthurs, Richard Davison, Seulata Fui-Moagutuuli, Keith Gibb (chair), Jackie Girvan, David Lamb, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Donald Pettitt, Robyn Rainey, Renee Sides, Jill Waldron, Gloria Weeks
<b>Secretariat</b>	Nigel Millar, Felicity Woodham
<b>Visitors</b>	
<b>1. Apologies</b>	Maureen Arthurs, Elizabeth Miller, Robyn Rainey, Donald Pettit,
<b>2. Absent</b>	
<b>3. Welcome</b>	
<b>4. Minutes and Actions</b>	
	<ul style="list-style-type: none"> <li>▪ Minutes taken as a true record. Acronyms: EMT – Executive Management Team; AOD – Alcohol and other Drugs</li> <li>▪ Complaints Policy – yet to receive formal feedback, but the review is going ahead. Gythlian and Liz are invited to the first meeting 25/06/09 meeting, 5<sup>th</sup> Floor 1300-1500</li> <li>▪ Refugee &amp; Migrant position – Recommendation has been made through to CEO for endorsement. Individual should be in place for the June Consumer Council meeting</li> </ul>
<b>4. Correspondence</b>	<p>Response from David Meates, CEO, to Keith Gibb regarding disability representation on the CPHAC-DSAC. At this stage membership will not change but will be reviewed after receiving first Consumer Council Report. Richard Davison was present at the meeting and suggested that the Board would respond to the CEO, when the report was sent through. The CPHAC/DSAC agenda has been altered to provide a focus for disability issues.</p> <p><b>Action:</b> Jill &amp; Keith to discuss with CEO.</p> <p>Nigel quantified – elderly disabled funded by CDHB but young people not the responsibility of CDHB but MoH. This could be the barrier to a quick resolution</p>
<b>5. Visions</b>	Maureen absent – carry over to June meeting.
<b>6. Meeting with CEO</b>	<p>General discussion regarding the activity sheet.</p> <ul style="list-style-type: none"> <li>▪ Refer to CPHAC-DSAC comments</li> <li>▪ Response requested from Consumer Council feedback given when requested. To contact WebHealth and Equip4 for feedback.</li> <li>▪ Discussion around example of contacting next of kin when seriously ill person in hospital. No procedure in place.</li> </ul> <p><b>Action:</b> Nigel took correspondence and will follow up.</p>

	<ul style="list-style-type: none"> <li>Canterbury Initiative – is there means for appropriate input from consumers? Consumer input during the strategic establishment occurred but unaware if this continued.</li> </ul> <p><b>Action:</b> Chair to write to Canterbury Initiative (David Kerr) for clarification</p> <ul style="list-style-type: none"> <li>Maternity Strategy – The MoH strategy is to be released next month therefore CDHB strategy has been withheld until after this release.</li> </ul>
<b>7. Mental Health Services</b>	<ul style="list-style-type: none"> <li>Internal review has not been completed yet. Concern raised around length of time to determine and implement solutions.</li> </ul> <p><b>Action:</b> Request a programme and timeframes from Sandra Walker.</p> <ul style="list-style-type: none"> <li>Staffing issues were also raised, in relation to long hours some people work. Nigel advised it was a cultural issue within the mental health sector over many years. If the long hours impact on patient quality of care then a recommendation needed and question as to whether funding is being spent in the best way?</li> </ul>
<b>8. Barrier Free</b> - Carina Duke, RNZFB	Carina gave a presentation on accessibility, signage, etc. of various buildings NZ-wide.
<b>9. Reports</b> <b>CPHAC/DSAC</b>  <b>Quality &amp; Patient Safety</b>	<p>At the last meeting a presentation regarding nutrition (HEHA – Healthy Eating Health Action). Message given – “eating correctly improves quality of life”.</p> <p>Pharmacy – large number of people on multiple drugs is also being reviewed. Needs change after discharge from hospital.</p> <p>There have been two (2) meetings held in twelve (12) months. Decision to be made whether this Council is required given the Clinical Board covers the scope. Nigel advised there is ‘space’ on the Clinical Board for Consumer Council member – he suggested 2.</p> <p><b>Action:</b> This is a further item for the CEO meeting agenda.</p>
<b>10. Discussion</b>	<p>David’s concern has been covered.</p> <p>Support of Internet page design and content – Renee Sides Council member to support communication activity – Jill &amp; Keith</p>
<b>11. Other Business</b>	<ul style="list-style-type: none"> <li>Flu vaccination – Uptake 20-40%. Consumer Council to express concern to those organisations who are not giving to staff/carers.</li> </ul> <p><b>Action:</b> Correspondence to be sent to providers and included in CEO update. (Access; HCNZ; Ali’s Home Help; etc.)</p> <ul style="list-style-type: none"> <li>PolyPharmacy – do you still need that pill? Project – looking at the number of pills the frail elderly are taking and what they really need. Requires a consumer.</li> </ul> <p><b>Action:</b> Beth Nobes and Gythlian Loveday to be included in the Polypharmacy working group.</p> <ul style="list-style-type: none"> <li>Discussion regarding the number of people employed to provide care in rest homes that have English as a second language. Workers are recruited by English Language schools offering job security, lowly paid, people stay for 2 years to get residency. It has been observed that some of these people put the elderly at risk. Action is to comment directly with the organisation, through the advocacy service or through the CDHB Planning and Funding who hold the contract with the organisation</li> </ul>
<b>12. Today</b>	What have we achieved on behalf of the consumers?

	Quite productive; has been positive but have not directly achieved anything today but thoughts clarified and perhaps now have a better idea as to where pressure can be put.
<b>11. Next meeting:</b>	<b>Monday 1130 to 1330</b> 29 June 2009 ( <u>note</u> : light refreshments will be available at 1115) Any agenda items please forward to Felicity Woodham – <a href="mailto:felicity.woodham@cdhb.govt.nz">felicity.woodham@cdhb.govt.nz</a>