

## Minutes for CDHB Consumer Council Meeting

Monday 7<sup>th</sup> December 2009, 1130 – 1330  
Hakaterere/Rakaia Rooms - Level 3  
Princess Margaret Hospital

*“Nothing about us, without us”*

<b>Invitees</b>	Maureen Arthurs, Margaret Bates, Keith Gibb (chair), Jackie Girvan, Stewart Haig, Marian Hussen, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Jill Waldron, Gloria Weeks.
<b>Secretariat</b>	Nigel Millar, Felicity Woodham
<b>Visitors</b>	Jan Nicholson
<b>1. Apologies</b>	Renee Sides, Donald Pettitt
<b>2. Absent</b>	Richard Davison formal resignation received; Seulata Fui-Moagutuuli, Margaret Bates
<b>3. Minutes and Actions</b>	
	<ul style="list-style-type: none"> <li>▪ Minutes taken as a true record</li> <li>▪ Flu vaccinations – both Gloria and Jackie offered their assistance if required. Michele Hider is yet to returned calls. <b>Action</b></li> <li>▪ Complaints process – discussions underway to include consumer representatives on Divisional meetings. Expect to be resolved in 2010</li> <li>▪ Appointment of member – await response from Review Team to enable recommendation to be forwarded to CEO. Expect invitation to join Council to be forwarded for 25/1/10 meeting. <b>Action</b></li> <li>▪ Xcler8 – very useful interchange. Dialogue was positive and expect this to be an ongoing part of Xcler8.</li> <li>▪ Chronic Condition position – 9 responses received and forwarded to Review Team.</li> <li>▪ Vision Impairment – hoping to have updated cards that will cover both vision as well as hearing impaired patients. <b>Action</b></li> <li>▪ Infection Prevention and Control (IPC) Committee – Marian Hussen; Elizabeth Miller and Gloria all expressed interest to be part if this committee <b>Action</b></li> </ul>
<b>4. Correspondence</b>	<ul style="list-style-type: none"> <li>▪ Card received from Lamb family</li> <li>▪ Letter from Zina Woods, secretary for the IPC CDHB Committee</li> <li>▪ Email – resignation from Richard Davison</li> </ul> <p>“Yes I wish to resign from the Council and will not be attending the December meeting. I understand that processes are in place to propose a replacement from PHO's Please pass on my best wishes to the Council and thank you for the support and encouragement for a very important development in advocacy for those who struggle to have their voice heard amongst the bustle and noise of health provision. It is sometimes useful to remember that individuals are important in a big complex system.” Richard Davison</p>
<b>5. Community Pharmacy</b>	<ul style="list-style-type: none"> <li>▪ Response to Community Pharmacy – following a discussion,</li> </ul>

<p><b>MHLG</b></p> <p><b>Clinical Board</b></p>	<p>members agreed that they could not support the blanket additional charge. Correspondence to be sent to Carolyn Oakley Brown and Carolyn Gullery regarding this together with lack of supporting data. <b>Action</b></p> <ul style="list-style-type: none"> <li>▪ Has had three meetings now with the next meeting planned for February, which will be a workshop to ascertain a work plan. Membership and Terms of Reference tabled. For further discussion at January's meeting</li> <li>▪ Very interesting agenda – decision-making issues around sponsorship. Priority is patient safety.</li> </ul>
<p><b>6. Quality &amp; Risk Presentation – Jan Nicholson and Chris Read, Corporate Quality and Risk Management</b></p>	<ul style="list-style-type: none"> <li>▪ Survey forms are a Ministry requirement and forwarded within 14 days of patient being discharged. Samples of the forms were tabled.</li> <li>▪ Population covered are both inpatient and outpatient.</li> <li>▪ Council wishes to have input into – <ul style="list-style-type: none"> <li>⇒ Co-signing letter accompanying forms with CEO</li> <li>⇒ Review of guidelines</li> <li>⇒ Input into questionnaire – DHB section</li> <li>⇒ Distribution of reports, and receive copies of divisional and HAC reports <b>Action</b></li> </ul> </li> <li>▪ Questions were raised regarding complaints process and for the Consumer council to become more involved in remedy/overview.</li> <li>▪ Rest homes and community services surveys are managed through Planning &amp; Funding.</li> </ul>
<p><b>7. Aged Residential Care Presentation – Nancy Stewart</b></p>	<ul style="list-style-type: none"> <li>▪ Update given on Home Based Support – complex and non-complex assistance, with the aim that workers are supported to carry out better services to the patients. Personal goals to be achieved with the patient</li> <li>▪ Complex/Non-complex requirement is ascertained by NASC; concern raised regarding CSWs not getting required information.</li> <li>▪ Key questions are asked initially to determine whether complex or non-complex. InterRai is the tool used and has been researched for both telephone and face-to-face interactions</li> <li>▪ Four providers supporting InterRai tool – Ali's Home Help; Access Home Health; Nurse Maude Association and Healthcare NZ.</li> <li>▪ Discussion regarding family carers with language barriers.</li> <li>▪ Pilot at present is for those over 65 years.</li> </ul>
<p><b>8. Today</b></p>	<ul style="list-style-type: none"> <li>▪ Better informed in pharmaceutical process and changes older person's health service delivery</li> </ul>
<p><b>9. Next meeting:</b> <b>Monday 25<sup>th</sup> January 2010 1130 to 1330</b> (note: light refreshments will be available at 1115)</p> <p>Any agenda items please forward to Felicity Woodham – <a href="mailto:felicity.woodham@cdhb.govt.nz">felicity.woodham@cdhb.govt.nz</a></p>	