

Minutes for CDHB Consumer Council Meeting

Monday 25th January 2010, 1130 – 1330
Hakaterere/Rakaia Rooms - Level 3
Princess Margaret Hospital

“Nothing about us, without us”

Invitees	Maureen Arthurs, Margaret Bates, Seulata Fui-Moagutuuli, Keith Gibb (chair), Jackie Girvan, Stewart Haig, Marian Hussen, Gythlian Loveday, Elizabeth Miller, Michael McEvedy, Beth Nobes, Donald Pettitt, June Shaw, Renee Sides, Jill Waldron, Gloria Weeks
Secretariat	Nigel Millar, Felicity Woodham
Visitors	
1. Apologies	Donald Pettitt, Renee Sides, Jackie Girvan, Margaret Bates, Nigel Millar
2. Absent	
3. Welcome	June Shaw (Chronic conditions), Michael McEvedy (PHO)
4. Minutes and Actions	<ul style="list-style-type: none"> ▪ Minutes taken as a true record ▪ Flu vaccinations – Keith made reference to an article that relates a reduction in morbidity and ‘flu vaccination. Two vaccinations will be available this year – H1N1 and seasonal ‘flu vaccinations ▪ Vision Impairment – cards are being progressed – sample to next meeting. Action ▪ Infection Prevention and Control committee – Meeting Monday 1st February. Marian, Gloria & Elizabeth will be attending. ▪ Customer Satisfaction Survey – Follow up next meeting ▪ Community Pharmacy correspondence – no response received to date. ▪ MHLG – no meeting in January and February is a workshop. ▪ Complaints Process – Inclusion of consumer representatives in Divisional meetings to be resolved. Felicity to follow-up Action ▪ Hand washing – Concern at patients touching equipment, etc. perhaps sanitise the equipment as well as encouraging patients to sanitise hands. To be raised at IPC meeting. Action
5. Correspondence	<ul style="list-style-type: none"> ▪ Emails received from Renee Sides and Margaret Bates, both resigning from the Consumer Council. Process for replacements to be initiated Action ▪ Gythlian sent through the evaluation of Youth One-stop Shop. Executive summary to be posted out and whole document to be emailed. Agenda for February. Request that Jane Cartwright be kept in the loop. Action ▪ Card received from Jane Lamb which was read to the Council.
6. Reports Clinical Board Polypharmacy	<ul style="list-style-type: none"> ▪ Meeting was based around the role of the Clinical Board and its members, facilitated by Ian Brooks, University of Canterbury ▪ Beth/Gythlian attended. Results presented, brief period for

<p>Flu Vaccination – 2010 programme</p>	<p>questions. Targeting a further 500 patients from 01 December 09; next meeting 27 January.</p> <ul style="list-style-type: none"> ▪ Michele Hider and Stella Howard are promoting and co-ordinating this programme. Jackie to report at next meeting
<p>7. Expression of Interest – Business case “Better Sooner More Convenient Health Care”</p>	<ul style="list-style-type: none"> ▪ Chris Mene presented an update on the business case. Handouts were given and explanations provided. 9-10 weeks in which to carry out consultation and produce paper for submission to MoH. ▪ District nurses – NMA; Ali’s Home Help; (mostly DONs) meeting was held and has been advocated that ongoing communication happen with these people ▪ Youth Health was not included given the shortness of time and resources ▪ Consumer Group meeting 8 February for “users” of the services. ▪ Mental Health was raised as a service that needs to be brought to the forefront. Should be one of the original work streams ▪ Those present were encouraged to register on the Canterbury Clinical Network website. Disabilities included in the models of care; community support workers and carers. The need for Care workers to be included was stressed ▪ In concluding, Chris requested any feedback would be appreciated.
<p>8. General Business</p>	<ul style="list-style-type: none"> ▪ Talking elevators at Christchurch Hospital very much appreciated (Gloria) ▪ Hospital planning – Update on specific plan submitted to MoH and any feedback. (Keith) Action ▪ Independent Funding Arrangement – increase in carers payments (\$2/hour). Very well received by Council members. ▪ Jill is now a member of the Disability Services Consumer Consortium – meets 3 or 4 times a year. Last meeting November 09. Jill will email report from meetings. Council members should notify Jill with anything specific to be taken to the meeting. Action ▪ Seulata talked through complaints relating to patient care while in hospital. She will provide feedback of the complaints process when possible.
<p>9. Planning for 2010</p>	<ul style="list-style-type: none"> ▪ Complaints Management process – ongoing; audit and evaluation – insufficient consumer participation ▪ Lack of representation of disability person – DSAC – advocate for this to be ongoing. ▪ Raising our Profile – It was felt that Council is not recognised as well as would like it to be; room for improvement. Website information is current ▪ Canterbury Initiative Governance Group structure discussed and whether to request two consumer representatives be included to be placed on the agenda for next meeting Action ▪ Discussion around streamlining of services and having community groups involved as part of the “cascade” of services/information. ▪ Carers – whether family members or not – case mentioned in the media and the court’s decision was discussed. Council members felt a letter be sent to CEO stating support for court’s decision as a just cause and should be pursued as Consumer Council concerned that justice may not be done. Feedback to Minister from DHBs and

	community organisations that the path taken is not the view of the public. Action
10. Today	What have we achieved on behalf of consumers today?
11. Next meeting: available at 1115)	Monday 22nd February 2010 1130 to 1330 (note: light refreshments will be available at 1115) Any agenda items please forward to Felicity Woodham – felicity.woodham@cdhb.govt.nz

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