

Minutes for CDHB Consumer Council Meeting

Monday 22nd February 2010, 1130 – 1330
 Hakatere/Rakaia Rooms - Level 3
 Princess Margaret Hospital

“Nothing about us, without us”

Invitees	Maureen Arthurs, Seulata Fui-Moagutuuli, Keith Gibb (chair), Jackie Girvan, Stewart Haig, Marian Hussen, Gythlian Loveday, Elizabeth Miller, Michael McEvedy, Beth Nobes, Donald Pettit, June Shaw, Jill Waldron, Gloria Weeks
Secretariat	Nigel Millar, Felicity Woodham
Visitors	
1. Apologies	Seulata Fui-Moagutuuli, Gloria Weeks, Nigel Millar
2. Absent	Marian Hussen
3. Welcome	
4. Minutes and Actions	<ul style="list-style-type: none"> ▪ Minutes taken as true and correct record. ▪ Margaret and Renee correspondence completed ▪ Youth one stop shop – only two in the South Island – Dunedin and Christchurch. Change for 198 would lead to young people enrolling at practices, therefore no “double dipping”. Board discussed issue. Suggestion of <i>youth card</i>. <p>Summary – Consumer council recognises problem and supports finding a solution and appropriate funding is made available. Jane Cartwright/P&F personnel to be invited to next meeting Action</p> <ul style="list-style-type: none"> ▪ Canterbury Initiative Governance Group – Letter be sent to David Kerr requesting two consumers to the Governance Group. To be timed with review of governance structure Action ▪ Court’s decision on paid carers – All present agreed should be paid according to needs and whether it is relative or not is irrelevant – letter approved for sending Action ▪ Mental Health Leadership Group – write to chair of meeting, in support of group and how would group like CC to support them Action ▪ Complaints process – arrange a meeting with Jan Nicholson and Keith Gibb Action
5. Correspondence	<ul style="list-style-type: none"> ▪ Consumer Satisfaction Survey - Keith to forward electronic signature for co-signing with CEO Action ▪ Input into questionnaire (CDHB section) – quality manager’s March meeting ▪ Review of guidelines (customer satisfaction) – currently under review by Ministry. Will know more post Feb 22 Quality Managers meeting. ▪ HAC report forwarded once report presented to Committee.
6. Reports	<ul style="list-style-type: none"> ▪ George Downward now joined Clinical Board, representing the

<p>Clinical Board</p>	<p>previous Quality and Patient Safety Council. He will report quarterly on complaints presented.</p> <ul style="list-style-type: none"> ▪ Patient falls were discussed. ▪ West Coast DHB working closely with CDHB ▪ Priorities for 2010 discussed, looking at 5 action points ▪ Canterbury Clinical Network website referred to as everyone can access. Services will be contracted differently based around Better Sooner More Convenient and Alliance contracting. ▪ Minister’s letter of expectations will be driving all the various sectors. (circulate to Council members) Action
<p>Polypharmacy</p>	<ul style="list-style-type: none"> ▪ The two audits provide adequate numbers to comparing results by General Medicine team ▪ Review of prescribing at discharge to be undertaken, looking at moving to electronic rather than manual ▪ General Medicine and GPs to present polypharmacy findings to Older Persons Health ▪ Still working on improving discharge medication information with community pharmacies <p>AGREED – that at least two consumers would be nominated when invited to take part in any committee work</p>
<p>Infection Control & Prevention</p>	<ul style="list-style-type: none"> ▪ Discussion around disposal of continence products and hand-washing ▪ Press release not suitable and therefore did not eventuate. The intention was to convey message to people across our health workforce
<p>Flu Vaccination – 2010 programme</p>	<ul style="list-style-type: none"> ▪ Need to resolve communication/media issues with right people and CEO Action ▪ Suggestion to use PHO for communicating to community providers; Council article in HealthFirst and include hand washing again. Jackie will approach Community and Public Health consider approach to expert –Lance Jennings.
<p>Disability Services Consumer Consortium</p>	<ul style="list-style-type: none"> ▪ Nothing since last meeting. ▪ Upon receipt of agenda will forward for any feedback
<p>Facilities Master Planning</p>	<ul style="list-style-type: none"> ▪ “Gateway” work underway prior to business case
<p>7. Planning for 2010</p>	<ul style="list-style-type: none"> ▪ Points discussed from 2009 planning with a couple of outstanding items to roll over ▪ The number of pre admission appointments prior to hospital admission and the length of time (particular ophthalmology) are a concern ▪ Language used must be simple and easily understood by the community as a whole – focus for 2010 – Plain Language
<p>8. Report to CEO</p>	<ul style="list-style-type: none"> ▪ Update activity since previous report ▪ Focus for 2010 - “plain language”

9. Today	What have we achieved on behalf of consumers today?
10. Next meeting: Monday 29th March 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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