

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 12 February
2021 at 9:30 am, Boardroom, Board Office, MidCentral District Health
Board, Palmerston North**

CONSUMER COUNCIL MEMBERS PRESENT

- Gail Munro (Chair)
- Kaylene Kani
- Bruce Henderson
- Cam Bardell
- Indral Dulal
- Richard Karipa
- Dorothee Boudelot
- Gaye Fell
- Stephen Paewai
- Kaylene Kani

IN ATTENDANCE

- Judith Catherwood, General Manager, Quality and Innovation
 - Chiquita Hansen, CE, THINK Hauora
 - Ara Yonge, Digital Services
 - Lee Welch, Quality Improvement Advisor
 - Mariette Classen, Consumer Experience Manager, Quality Improvement & Assurance
 - Jodie Hickey, Committee Administrator
-
- Stephen Paewai opened the meeting with a Karakia
 - **Apologies**
 - Dr Simon Allan (Ex-officio)
 - Pip Brunn

1. NOTIFICATION OF LATE ITEMS

There were no items raised

2. CONFLICT AND/OR REGISTER OF INTEREST

There were no items raised

3. OPEN CONSUMER REQUESTS

Gail gave an overview of the current open Consumer requests.

Gaye advised she would be interested in being the Consumer Representative on POAC and would touch base with Chiquita regarding this. Jodie will advise Paul Cooper.

Cam advised he would be interested in The Compass Health food group.

Helen Chong has been appointed as the permanent consumer representative on the Community Pharmacy Commissioning Panel. Community Pharmacy is currently looking for three standby representatives from different districts. Bruce advised he would like to put himself forward to be the Otaki standby Representative and Kaylene advised she would like to put herself forward to be the Dannevirke Representative.

Joseph Boom was suggested as an ideal candidate for the Safer Mobility group.

4. CONSUMER COUNCIL HEADING PRONOUNCIATION

Stephen led the Consumer council members through the pronunciation of the header. This was the first occasion for members to discuss the header and Stephen advised he was not entirely sure the Maori wording was correct and would follow up with Tracee Te Huia.

It was resolved that:

Stephen would follow up wording of header and advise Jodie Hickey, Administrator if it need to be changed.

5. MICROSOFT TEAMS COLLABORATION SITE

Ara gave an overview of teams and ran through the folders/channels. Members were shown how to locate training documentary advised a link would be sent to each Consumer Council member.

An explanation was given on the difference between private and public channels and members were cautioned that all conversations and documents could be discoverable and audited.

Consumer council members were to be added to the Collaboration space and they can advise at the next Consumer Council if they believe further training is required.

It was resolved that:

Jodie to add members to the Consumer council collaboration site and send out links to training documents.

Consumer council members to use site and advise at next meeting if they needed further training.

6. CLINICAL GOVERNANCE STRUCTURE FOR MDHB

Lee Welch, Quality Improvement Advisor gave overview of the Clinical Governance structure and the changes that have been made.

It was noted that the document is still in draft and some graphics would need to be updated.

The new structure aims to empower governance groups to make changes. MidCentral would transition over to the new structure over the next 12 months.

Consumer council members would be involved in the new structure and provided training to ensure they equipped to actively contribute.

Bruce suggested a gap analysis be done once new model is been used to ensure all governance groups had been captured.

The new structure aims to empower our clinical teams and broader staff and support clinical governance development.

Members were advised to send any feedback through to Jodie.hickey@midcentraldhb.govt.nz

It was resolved that:

Consumer council members endorse the draft as presented at the Consumer council meeting 12 February 2021.

Consumer council members to receive further presentations if significant changes are made to the current document.

Jodie to forward any feedback received onto Lee.

7. CONSUMER COUNCIL FOCUS AND ROLES

Gail advised Bruce has created a table using the Consumer Panel consumer representative template as a model so that all consumer council members are aware of each member's skills, qualifications and interests, and current consumer representative roles they hold.

The Chair will email the template to members so that each person can provide their details. Jodie will collate the information and keep it updated. It will be filed in the TEAMS Consumer Council documents channel. Consumer Council members will be required to update their details as changes occur.

The Chair suggested each Consumer Council meeting agenda will reserve a free sharing slot to enable members to share information that may be useful to Consumer Council work.

Gail ran through the preferred portfolio interests for each member.

It was identified that a Pasifika member was needed for the Consumer council.

Members discussed the honorarium system as a preferred method of payment. Some members advised the current consumer representative payment method could be cumbersome and awkward and this deterred them from claiming payments. Jodie advised she will present the payment policy and forms to each member. Most of the members indicated they would prefer an honorarium system for their Consumer Council work. The General Manager, Quality and Innovation and the Chair will work on a report to the CEO outlining the options for proceeding.

Jodie to send out payment policy along with payment forms and explanation on their uses to Consumer Council members

8. MATTERS FOR NOTING

- The Digital and Data Governance Group has not yet met in 2021.
- The Telehealth Group has not yet met in 2021.

- The HQSC Quality Marker Consumer Council representatives reported that the Terms of Reference had been agreed. The next meeting on the 22nd of February will be an important meeting as the representatives from the main areas of the hospital will be presenting examples of consumer engagement for moderation.
- Elf Eiggmann has approached the Consumer Council requesting the opportunity to consult with consumer representatives on the Ministry of Health development of a National Strategy for Data and Information for Health and Disability Services. Three consumers were identified to be part of the Digital and Data Governance Zoom. Jodie would touch base with each consumer and work with them to set up a zoom meeting with Elf Eiggmann. The Chair will join the meeting if she is available. The three consumer representatives are:
 - Bruce Henderson
 - Richard Ram
 - Mike Lewin

9. CONSENT AGENDA

The Consent Agenda items were:

- Minutes of 13 November 2020 Consumer Council Meeting
- Minutes of 11 December 2021 Consumer Council Meeting
- Chair Report
- Consumer Council Action List

All Items on the Consent agenda were moved by Gail and Seconded by Bruce. The members resolved to approve the motion.

10. CHAPEL REDEVELOPMENT

Stephen Paewai welcomed members of the community to the Chapel Redevelopment discussion with a Mihi Whakatou

Syed Zaman, Clinical Executive, Te Uru Whakamauora – Healthy Ageing and Rehabilitation and Sande Ramage, MDHB Spiritual Care and Volunteer Coordinator introduced themselves and gave background to the Chapel Redevelopment project.

Committee members and Consumers introduced themselves.

An overview was provided of the history of the Chapel. No regular services have been held in the chapel since 2012, when services held there were mostly Christian based.

A midweek meditation service is currently offered. Any other service held in the space is a bespoke service.

It has been identified that the space should link to the garden and be welcoming to all who wish to use it. It is proposed the development of the space would not emphasise any specific religion.

The Chapel redevelopment is currently in the drawing and planning stage. Consultation with Manawhenua Hauora and Pae Ora is about to take place and the naming of the space would consider incorporating Te Whare Tapu Wha model. This will be discussed further with Manawhenua Hauora.

The chapel is currently used daily by staff members and patients.

Work needs to be done on promoting the space as a lot of people are unaware that it is there and some do not attend as they do not believe it is appropriate for their beliefs/religion due to the very Christian décor.

Some members indicated a preference was that there are no symbols identifying religious preferences so the space can be a spiritual setting for anyone who chooses to use it. One suggestion was for local artists to add local landscapes to the space.

Sande advised that there is a network of chaplains/ministers/faith leaders that can be contacted if a request is made by patients in the hospital.

A project manager is currently been recruited to work on the Chapel redevelopment.

It was resolved that:

Jodie to send out Syed and Sande's email address to attendee to provide feedback.

Jodie to email attendees some times to attend and visit the chapel.

Attendees to be added to a contact list and given regular updates on the progress of the redevelopment. When draft plans have been developed another consultation meeting will be held.

Meeting closed with a karakia by Richard at 1.25PM.