

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 12 June  
2020 at 9:30am, Boardroom, Board Office, MidCentral District  
Health Board, Palmerston North**

**CONSUMER COUNCIL MEMBERS PRESENT**

- Stephen Paewai (Acting Chair)
- Bruce Henderson
- Cam Bardell
- Indral Dulal
- Philippa Brunn
- Richard Karipa
- Dorothee Boudelot
- Helen Chong
- Hilary Humphrey
- Gaye Fell

**IN ATTENDANCE**

- Judith Catherwood, General Manager, Quality and Innovation
- Chiquita Hansen, CEO, THINK Hauora
- Tracee Te Huia, General Manager, Maori Health
- Mariette Classen, Consumer Experience Manager, Quality Improvement & Assurance
- Vanessa Caldwell, Clinical Executive, Mental Health
- Scott Ambridge, Operations Executive, Mental Health and Addictions
- Lyn Daly, Acting CE, THINK Hauora
- Jodie Hickey, Committee Administrator

**1. APOLOGIES**

Kaylene Kani and Richard Karipa

Meeting opened with a Karakia by Stephen Paewai, Consumer Council Acting chair.

**2. NOTIFICATION OF LATE ITEMS**

No late items were raised.

**3. CONFLICT AND/OR REGISTER OF INTEREST**

No new conflicts were registered

**4. ADMINISTRATIVE ITEMS**

Judith Catherwood, General Manager, Quality and Innovation advised Council members a letter had been sent to the CEO of MidCentral DHB and THINK Hauora regarding the terms of office for those who had expressed an interest in extending their term and a reply was expected soon. Official Letters would be sent to members

to confirm the extension once this was received. Those who had opted to stand down would be mentioned and thanked at the end of the meeting.

Judith advised that due to the Covid challenges interviews for the chair had been delayed, the final interviews would be held on the 1 July 2020, once they were completed an announcement would be made as to who would taking the chair position.

Stephen Paewai, Acting Consumer Council chair advised he had received a letter requesting the Consumer Council chair be a member of the Health and Disability Committee (HDAC), this is a positive step and shows how valued the Consumer Council is. Stephen asked the Consumer Council if they would endorse this request. Request endorsed.

Simon Allan, the Clinical Council Chair, has been asked to sit on the Financial, Risk and Audit committee (FRAC).

Judith ran through the post Covid recovery at the hospital. Most services have now returned to the new normal, there were new guidelines that have been passed down by the Ministry of Health that would need to be adhered to. Hand Hygiene results have improved, target had now been meet. The waiting list for elective surgery has grown over lockdown, waiting lists were been looked at clinically to ensure highest priority patients are seen first.

It was advised that the new Chief Medical officer would be arriving end of July/early June.

It was noted that the Council was interested in the uptake of flu vaccinations within MidCentral DHB, these statistic would be sent out to members, Judith advised that Lyn Daly, Acting CE THINK Hauora may have the primary health statistics.

It was requested:

Jodie Hickey, Council Administrator would circulate the letter requesting the Consumer Council chair to sit on HDAC to the Council Members.

Judith Catherwood, General Manager, Quality and Innovation, would make an announcement to Consumer Council members when the Consumer Council Chair was selected.

Jodie Hickey, Council Administrator to send out the hand hygiene results.

Jodie Hickey, to send out MidCentral DHB Flu Statistics.

## **5. MENTAL HEALTH**

Vanessa Caldwell, Clinical Executive, Mental Health and Scott Ambridge, Operations Executive, Mental Health and Addictions attended to give an overview of how the services reacted to Covid 19 and the plans put in place to ensure the service continued to support the district during lockdown.

Vanessa thanked NGO and community supporters (Whanau ora etc.), for the exceptional work done during the lockdown period.

It was noted that concern was expressed regarding the phone services, Vanessa advised that there were issues with the 0800 number as there was not enough

physical phone lines, this meant the phone just cut off. Once callers did manage to get through there was a person to speak too.

A large feedback process had been initiated regarding the changes made during Covid 19, Vanessa advised some of the services that were started during lockdown would continue to exist based on feedback provided and some would discontinue.

A big win was having mental health court via Zoom, this allowed patients from remote areas to attend from their homes and reduced the travel time for Mental health staff having to take patients to their meetings. Going forward Judges will make the call as to whether they feel meeting the patient via Zoom is appropriate or if they require to see the patient in person.

The Consumer Council expressed concern around the lack of investment in digital health and the need to move forward with technology upgrades. The Consumer Council advised they would like to write to the Board to show their support in making Digital health a priority. Mental Health advised they would welcome the support.

Scott ran through the Integrated approach to mental health and addictions. Part of this included the Te Ara Rau initiative and Scott talked through the different components that make up the initiative. Part of the primary care initiative includes funding for 11 Health improvement Clinicians (HIPS), these coaches were been recruited now and would sit within iwi and Kaupapa Maori providers.

It was requested:

Jodie Hickey to send out PowerPoint with minutes.

Stephen Paewai, Acting Consumer Council chair to work with Judith Catherwood, General Manager, Quality and Innovation to write a letter to the Board advising the Consumer Council believes there is a need for larger investments in Digital technologies. This was passed as a formal motion (moved by Helen Chong, Consumer Council member).

## **6. PRIMARY HEALTH**

Lyn Daly, Acting CE THINK Hauora joined the meeting via zoom to update the Consumer Council on Primary healthcare's response to Covid 19. Lyn gave a summary on the respiratory plan, this shows each practices capability to overlay people with respiratory conditions and those that need a swab.

Lyn ran through what practises in which area are doing swabbing and tests, some are doing it in clinic and other areas have dedicated testing sites. There were also two mobile services run by MidCentral DHB that can assist with swabbing if a surge was to occur.

Sufficient funding had been provided to cover swabbing services for four weeks, the ministry had been clear that there would be no further funding after this to support this.

Telehealth was an important part of the Covid 19 response, there is still a long way to go in the telehealth journey and hopefully it will be taken up by Public health as well as primary.

Cam shared his experience of using telehealth during Covid 19 and the charges that were applied for a three minute consultation. Lyn requested that the details be sent

through to herself and she would follow it up. Cam advised that costs need to be advised prior to consultation.

Lyn updated the Consumer Council on the patient portal uptake in the district, they have now engaged with a service that allows patients to sign up on line as opposed to coming into the clinic to set it up. It was noted that there may need to be more advice given to those that sign up on the purpose/functions that it can be used for.

It was noted that telehealth may not be appropriate for those that were not technology savvy, there would need to be checks done at the time of booking to ensure that telehealth was suitable.

It was requested:

Stephen Paewai, Acting Consumer Council chair to pass on Lyn Daly's email details to Cam to allow him to pass on details regarding telehealth consultation.

## **7. WORKPLAN**

Craig Johnston, General Manager, Strategy, planning and performance attended to give the Consumer Council some guidance and ideas on areas that the Consumer council may want to focus on in their 2020/2021 work plan.

Craig also provided an overview of wins made by MidCentral DHB during the Covid 19 lockdown and some initiatives that MidCentral would like to continue in the future.

General consensus was to do less and do it well. Identify what is important, hold people accountable and make the changes.

It was noted that more communication was needed between the Consumer Panel and Consumer Council. Regular reports from all consumers on the different groups was needed and an over view of the consumer from the panel that included the groups they sit on, their expertise and area of interests.

More work would be done at the July Consumer Council meeting to finalise the Consumer Council 2020/2021 workplan.

It was requested:

Jodie Hickey, Council Administrator to send out Panel list with different member's skills and areas of interest.

## **8. MINUTES OF PREVIOUS MEETING**

It was recommended:

- That the minutes of the previous Consumer Council meeting 8 May 2020 be **approved** as true and correct

**9.** Helen Chong was thanked for her contribution to the Consumer Council over her term of office.

**Meeting Closed by Stephen Paewai.**