

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 13 November
2020 at 9:30am, Boardroom, Board Office, MidCentral District Health
Board, Palmerston North**

CONSUMER COUNCIL MEMBERS PRESENT

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

IN ATTENDANCE

- Judith Catherwood, General Manager, Quality and Innovation
- Chiquita Hansen, CE, THINK Hauora
- Mariette Classen, Consumer Experience Manager, Quality Improvement & Assurance
- Ara Younge
- Leith Marshall, Business Partnership Manager, Digital Services
- Angela Rainham, Locality and Population Health Manager
- Daygan Eagar, Sustainability Officer
- Jodie Hickey, Committee Administrator

1. Stephen Paewai opened the meeting with a Karakia

2. Apologies

- Hilary Humphrey
- Dot Boudelot
- Dr Simon Allan

3. NOTIFICATION OF LATE ITEMS

Gail advised that she had a few items she would like to discuss if time allowed at the end of the meeting

- Joint Consumer and Clinical Council meetings topics/themes
- Compass food service
- Healthpoint District proposal

4. CONFLICT AND/OR REGISTER OF INTEREST

There were no items raised

5. CLUSTER PRONOUNCIATION

Stephen Paewai ran through the Cluster Pronunciation with a focus on pronouncing Te Uru correctly.

It was resolved that:

Cluster pronunciation would continue to be a standing item on the agenda.

6. QSM SAFETY MARKERS

Mariette Classen, Consumer Experience Manager gave a quick overview of how the Consumer Engagement QSM meetings were progressing. TOR's are due to be signed off. Attendance to the meeting has been steady. Attendees were currently doing a stock take in their areas and identifying where improvements can be started.

Gail advised she had recently attended a webinar with Counties Manakau DHB who provided a tool that can be used to identify gaps.

Once the approach is agreed on they would be taken up by all the services and Clusters/Enablers.

Gail Munro thanked Mariette for her input and wished her well for Christmas.

It was resolved that:

Jodie Hickey would send out the Counties Manakau DHB tool for Consumer Council members to look at.

7. FUTURE OF THE CONSUMER COUNCIL

Gail Munro, handed out a document that included her vision for the Consumer Council going forward.

The DHB commitment to Maori and Equitable health outcome for other groups provides a filter for how the Consumer Council will operate.

More Consumer representatives were required to meet the demands and the requests that had been made. A process needs to be developed to ensure that Consumer Representative that were put forward have the means to link back into multiple communities i.e. Maori, refugee and elderly, this would ensure that all areas were covered. The Consumer Representative list is currently very broad and more understanding was needed as to where in the DHB they were, how they could be included in training and given access to more resources.

Gail advised that there was a need for a digital space for the Consumer Council to be able to liaise and share key documents. There was also a need for relevant information to be made available to Consumer Representatives. Documents such as minutes, agendas and Consumer Council member's profiles need to be added to the Intranet to allow access and information to be gained by everyone.

Gail ran through the idea of Consumer Council members having portfolios that focused on their strengths and interests. This would be a staggered process and may not suit every member.

An overview was given on the honorarium system and a discussion was had as to whether this was a more suitable system for the Consumer Council as opposed to the meeting fee currently given. Members would have to clear about responsibilities and roles if the honorarium system was adopted. If approved, members could opt to receive the honorarium or continue to stay on the meeting fee. These are options for consideration and would need to be approved by the CE, Kathryn Cook.

There was a discussion about an appropriate number of terms of office on the Council. Members agree that the Consumer Council Chair and the members should be appointed for 2 x 3 year terms with the Chair having the authority to approve a 3rd term if required. Members end dates would need to be staggered to ensure a fluid turnover and minimise risk for the Council.

Gaye advised that she didn't believe that the Consumer Council currently represented the whole community.

Members advised that they did not believe a co-chair was required.

It was resolved that:

Jodie Hickey and Gail Munro would update the TOR's to reflect the 2 x 3 year membership term agreed to by the Consumer Council members.

Consumer Council members to read through the Consumer Council Future, Focus and Structure document and email feedback on it to Gail Munro.

8. DIGITAL SPACE

Ara Yonge and Leith Marshall attended to discuss the Consumer Councils requirement for a collaboration space.

Key documents would need to be made available on the collaboration space i.e. TOR's and Role Descriptions etc.

It would be good to use it as a link to Consumer Representatives and include training/development documents as well as agendas and minutes.

It was noted that Consumer Council members and Consumer Representatives do not use MDHB devices.

Membership would need to be monitored and the correct permission given for the different areas of the site. It was suggested that it started as a closed group and was then expanded out to Consumer Representatives.

The aim would be to have it up and running by February 2020.

It was resolved that:

Jodie Hickey would set up a meeting with Ara Yonge, Leith Marshall, Bruce Henderson, Gail Munro and Judith Catherwood to run through a demonstration of the Office 365/Sharepoint Collaboration sites and determine requirements

9. LOCALITY GROUPS

Angela Rainham, Locality and Population Health Manager attended to discuss ways in which Consumer's Council members can link in with Locality Groups.

Gail advised that the Consumer Council needs to have closer relationships with the locality groups and it needs to be determined how this was to be done. The level of engagement would also need to be determined.

Health and locality groups were set up to ensure that there was a connection with the Community and to allow their needs to be heard. Locality groups focus on community engagement and intersectoral engagement. Relationship with local councils have been strengthened through the different Locality groups.

Bruce advised that he finds his connection with his Locality group very valuable, it allows him to contact with people that are outside his scope and feed information back and forth between the Locality group and the Consumer Council.

Locality groups are evolving and all function differently.

It was determined that there does need to be a link into the groups but this could be done via consumer involvement through the locality groups and the consumer panel. Consumer Council needs to be aware of workload and may not be able to represent every locality.

It was resolved that:

Angela would share information from meetings and this would be uploaded by Jodie Hickey to the collaboration site for members to access.

Jodie Hickey would send out Angela's email to members so they can touch base with her when required.

10. PARKING MANAGEMENT

Daygan Eagar, Sustainability Officer attended to discuss the Car Parking Strategy review with council members. The Wilsons car parking contract which has been in place since 2011 was coming up for renewal in 2021.

Members advised that the lack of parking spaces was a huge issue although this has improved since paid parking was introduced. The number and placement of mobility parks were limited and were now a concern that need to be resolved.

Members discussed the free parking time of 40 minutes and whether this was enough time or should be extended. If the time was extended to 1 hour it would mean a loss of \$200,000 revenue.

Daygan advised that there was the option of the DHB taking over the parking but this comes at a cost as the current equipment requires updating.

Indra advised that concessions for long term patients' needs to be offered by charge nurses – concession passes come at a cost to that department which can deter that area for offering them to patients and whanau. It was noted consumers didn't always know to ask about concessions.

Concessions need to be offered with different rules depending on circumstances, some consumers need to come and go so the exit passes are not suitable.

Daygan advised they will be taking a business case to the board in December outlining the different options.

It was resolved that:

Consumer Council members would send organisation/group contacts Jodie Hickey to forward onto Daygan to allow him to engage with them and determine the parking needs of the consumers.

11. P.A.N.E

Consumer Council members advised that they would support writing a letter to Deborah Davies, Operations Executive, Public, Primary and Community Health voicing concern on the timeframe it is taking to implement the P.A.N.E service.

It was resolved that:

Simon Allan and Gail Munro would write a letter on behalf of the Councils.

Jodie Hickey would organise a meeting for Consumer Council members Dot Boudelot and Cam Bardell to meet with Deborah Davies, Operations Executive, Public, Primary and Community Health to discuss P.A.N.E service and follow its progress.

Bruce Henderson left the meeting.

12. TELEHEALTH PROJECT

Stephen Paewai advised that there are three consumers on the Telehealth project, himself, Febry Suharto and Rose Boddy.

The telehealth project group is currently looking at the protocols/procedures used and going through the TOR'S.

Covid 19 allowed a greater use of Technology.

Funding had been secured for equipment to support this. The group is currently in the planning stage but has given themselves a 12 month deadline.

Febry Suharto was scheduled to meet with the former refugee community to discuss their needs.

Easyspeak had recently initiated a video system which would be used where phone services are not appropriate and the interpreter is not available face to face.

It was resolved that:

The Consumer Council would continue to be kept up to date with the progress of the Telehealth project over the next 12 months.

13. CONSENT AGENDA

Items read and accepted.

14. LATE ITEMS

14.1 Consumer and Clinical Council Joint Meetings

Consumer Council members agreed on the below topics for Joint meetings in 2021

- Maori Health Indicators
- Mental Health

- Whanau Centred Practices
- Easy read / Easy speak

It was noted that the signage at ambulatory care needed to be updated to reflect the name change to Outpatients. Letters were in the process of been updated to reflect the name change.

Pip advised that she would like to add Enabling good lives principles to the Joint items.

It was resolved that:

Gail Munro would email Simon Allan to advise the Joint topics.

Jodie Hickey would set up placeholders for joint meetings.

14.2 Compass food service

Compass are taking over food services as of the 1 December 2020.

Currently looking for staff and consumers who understand patient food to give advice on the menu.

Pip advised she would be interested in becoming part of the panel.

It was noted that Immigrant community needs to be represented due to the different dietary requirements within them.

It was resolved that:

Consumer Council members were to email Jodie Hickey if they were interested in being part of the panel.

Consumer Council members were to email Jodie Hickey any groups/networks that would add wider perspective of dietary needs of the community.

14.3 Healthpoint

Gail gave a quick overview of the Healthpoint District Proposal as per the handout. The Healthpoint pack would mean one repository for all.

Gail advised that she is seeking endorsement from the Consumer Council. Once endorsement is received a joint letter would be sent supporting the proposal from herself and Simon Allan (Clinical Council chair)

It was resolved that:

Consumer Council members to read through proposal and email to advise they are happy to endorse the proposal.

14.4 Future operations

It was resolved that:

Consumer Council would meet in December to determine future operations followed by a Christmas Lunch.

Jodie Hickey would determine the date and send out an invite.

15.Meeting Closed by Indra Dulal 12.35 pm