

Te Whatu Ora

Health New Zealand

Waitaha Canterbury

Minutes – 25 August 2023
 DHB Disability Steering Group (DSG)
 32 Oxford Terrace and Zoom

In person:

Grant Cleland (Chair), Helen White, Irena DeRooy, Janet Geddes, Joyce Stokell, Kathy O’Neill, Janet Geddes, Paul Barclay, Rāwā Karetai, Rose Laing, Shane McInroe, Dan Cresswell (Meeting Assistant) Shosh (Interpreter), Marlene (Interpreter), Dahlia Xander (minutes)

Guests:

Susan Henderson – Comms, David Brandts-Gieson - ED

Via Zoom:

Akira Le Fevre (P&C), Allison Nichols-Dunsmuir

Apologies:

Esala Vacamakawai, Dave Nicholl, George Schwass, Jacqui Lunday-Johnstone, Jane Hughes, Malu Tulia, Rose Henderson, Waikura McGregor

	AGENDA ITEM	SUMMARY OF DISCUSSION	ACTION POINTS
1	Welcome Karakia Apologies received Introduction	By Grant Cleland By Grant Cleland Apologies as above	None
2	Any conflicts of Interest Review and approval of previous minutes	None noted. Minutes of July 2023 approved	None
4	Follow Up – Regional South Island Health Plan Feedback from the Waitaha Canterbury/West Coast DSG	Discussion regarding how the group can review and inform the plan. Kathy will share around the plan as a starting point. Rāwā suggested reviewing one section per month as a group.	Action point: Kathy to share the Regional South Island Health Plan when it becomes available.
5	Discussion about the needs of disabled and Deaf people being met within the Emergency Department. David Brandts-Giesen, Service Manager for ED and ICU.	Discussion around areas of improvement for improved ED experiences of Deaf and neurodiverse individuals as well as better communication regarding accessible parking and assumptions made regarding disability. Another suggestion to have a process for an Acute Care Plan being readily available upon presentation. David suggested that the ED Front of House (FOH) group would be a great starting point to continue this discussion. A side discussion here regarding the yellow sunflower lanyard noting hidden disability.	Action point: David to inform Kathy of possible dates for a FOH and DSG meeting. Grant to organise the working subgroup from DSG to meet with the ED FOH members.

6	<p>Panui Interviews: Disabled community reps and Kaimahi telling their story about their lived experience – discussion with Sue Henderson from Comms.</p>	<p>Interviews should be paired with a photo provided by interviewee, or captured by a provided photographer / videographer. Interviews can be by email, face to face, followed up with a call, all to suit the interviewee. Joyce suggested that some could be video with closed captions and interpreter. Sue suggested that after an introductory interview with Grant detailing purpose of group, these highlights be monthly or twice a month. Sue confirmed the wide online reach of the Panui through email distribution and Facebook.</p>	<p>Action point: Grant to compile a list of names and contact details for Sue H to get start panui interviews.</p>
8	<p>Covid 19 Response Update:</p> <ul style="list-style-type: none"> • Long Covid Project Update • General Update from Kathy, Allison and Others regarding the response. 	<p>The group discussed the long-term challenges to the disabled community with regards to access to enrolling with a primary care GP and access to Long Covid support. Both are complex challenges. Group members to keep an eye on this issue and how they can advocate in this space.</p>	
9	<p>Patient Experience Analysis – Irena</p>	<p>Irena shared a draft based on fortnightly survey summary, highlighting the highs & lows. 14% of this sample classified as disabled; noted disability group lows are lower than abled peers. What is the purpose? To determine the disabled experience and where we need to focus advocacy based on this tool.</p>	<p>Action point: Irena to circulate the Inpatient Experience Survey Report for feedback</p>

10	Items not discussed due to time constraints	<ul style="list-style-type: none"> • Any issues from the Community Reps/Te whatu Ora Staff Reps? • Letter re Disability Lead sent to Regional and District Manager • Accessible Information Working Group Update • Pegasus Disability and Equity Training Update • Physical Access Working Group Update • Progress with priority actions to meet the needs of the Māori, Pacifica and CALD communities. • Feedback from Waitaha Canterbury disabled staff. • Issues from Community Reps / TeWhatu Ora Staff Reps • Health NZ update 	
11	Any other general business?	<ul style="list-style-type: none"> • Akira noted that their regional role had been disestablished but mapped into a national role for the LBGTQ+ community representative. No knowledge of who will be mapped to represent the disability community. Akira will continue serving on DSG through 2023. • Kathy and Grant noted the 18 September Consumer Voice Meeting. Grant to attend on behalf of DSG. • Joyce reminder of 11 September Crisis team meeting with Victor. • Irena mentioned the code of expectations, description of intent to get feedback from DSG. 	
12	Next meeting	The next meeting will take place 29 September 2023.	

Actions List:

Previous Actioned

1. Panui interviews featuring DSG Community Reps and Kaimahi with lived experience. Grant and Akira developed three questions: 1 Introduce yourself. 2 Tell us about your disability and required support. 3 Reflect on a time you had a good health experience. Joyce suggested a 4th question: Reflect on a time you didn't have a good health experience and what could have been differently for a better outcome.
2. Melissa to send Te Tae Pata template to Allison. **Completed**
3. Group to meet separately to discuss Allison's points to feedback five points. **Completed**
4. DSG wants to meet with ED Reps and planning team to discuss disability issues at ED. Kathy arranged this. **Completed**. See Discussion and Actions below.
5. Covid Response: DSG discussed advocacy re Hub closure 30 September. See Discussion below. **Completed**

Carry over:

6. Kathy updated that the afterhours/urgent care review has gone to the National team and should be available to review at the next meeting.
7. What is the next stage physical access report? Allison resent again and will follow up with Rose.
8. Mobility Parking Permits for hospital patients: Allison raised issue of lack of public knowledge in this space. Conversations to continue with MSD, Deborah Boyd of CCS and hospital social workers to determine options to improve accessibility.
9. Jacqui to discuss Interpreter registration process with George Schwass. Update to be made to Lara, Manager at Deaf Aotearoa. Carry over.
10. Grant to contact Rawa/Waikura and Esala about priority actions to meet the needs of the Māori and Pacifica.

New August action points:

11. Joyce requested that Action points be numbered to better follow along between viewing the papers and interpreter. – **Completed**.
12. Kathy to share the Regional South Island Health Plan when it becomes available for the DSG to review and inform through a disability lens.
13. David Brandts-Giesen, Service Manager for ED to inform Kathy of possible dates for a FOH and DSG meeting. Grant to organise the working subgroup from DSG to meet with the ED FOH members.
14. Grant to provide a list of interviewee names and contact details to Sue H to showcase disabled voices in the Panui.
15. Irena to circulate the Inpatient Experience Survey Report for feedback.