

CONSUMER COUNCIL MINUTES

Monday 25th May 2020

By Zoom,

11:30 – 1p.m.

Nothing About Us, Without Us

Attendees: By Zoom -
Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Toe Smith,
Pauline Mohi, Wayne Turp (P&F Project Specialist), Julie Shepherd, Joanne
Gumbrell, Henare Edwards, Jaye Bailey, Hanan Almoghrabi, Adrian Price, Anna
Fraser

Canterbury DHB: Carolyn Gullery (Gen Manager P & F), Lara Williams (Administrator)

Speakers:

Apologies: Chloe Biddick (apology as medical appointment ran late), Sue le Mesurier

Welcome by Dr Zhiyan Basharati

Previous Minutes

Apologies accepted by Pauline, seconded by Miles

April minutes circulated. Members sought clarification on Planning & Funding role, provided by Wayne and included in latest version. Henare also confirmed that he will stay on until the end of the year. Zhiyan also confirmed her finishing in November.

Powerpoint not discussed. Lara will hold the latest version, so if you're going out to a meeting, Lara can send to you.

1. Recruitment update

This led to discussion on recruitment. Under Level 2 we can hold interviews with no more than 10 people, with a mixture of zoom meetings. However, agreed by the Council to wait until we go to Level 1 so we can have interviews with people in person.

Reasons, to keep our members safe meeting people from the community. Henare emphasised the importance of Maori protocol with meeting applicants in person.

- Refugee – Zhiyan - retiring Nov 2020 after 4 years this will be on agenda at May meeting, election of Chair as this wasn't completed in November 2019
- Maori – Henare – retiring May 2020 after 5 years, extended to November as discussed at April meeting

- Mental Health – vacant
- Alcohol & Drug Addition – vacant
- LGBTQIA+ - vacant, new position
- Chronic Conditions – Mike Button has resigned after today’s meeting, his last meeting May
- Youth – 3 years at March, Lara emailed Chloe for another year Chloe has confirmed by email to extend one year to March 2021

Agreed – we wait until Level 1 to hold interviews. Noted that it could be a while until Level 1, our ideal deadline is to have people appointed for end of year, with Zhiyan and Henare leaving.

Motion – nominations be open, subject to face to face interviews taking place.

Moved by Miles, seconded by Jaye.

Action point – Lara to resend recruitment email to database, Linda Wensley for CCN. We are to start the process, promote that we are accepting applications, with interviews to be held later.

Mike Button’s resignation received.

A letter for Darryn Williamson and Mike Button has been emailed for approval to Zhiyan.

Action point – Zhiyan to confirm wording, or add comments. Lara to print and post

2. Discussion digital data use - deferred

Carried from previous meeting for Henare to speak to. It wasn’t on today’s agenda, it can be discussed at a further meeting.

Discussion to continue about the use of digital data versus the rights of patients. Henare to lead discussion. Reason is other DHBs have had privacy breaches. Our individual information needs to be safe.

Action point – for discussion at further meeting

3. Consumer Council members update on the work they have been doing with their community during COVID-19 lockdown and questions for health professionals.

Toe, as a Community Worker she has been working alongside General Practice with welfare phone calls to the 70-79 year old age group. Accessing food support and contacting links such as City Mission. Providing transport for flu vaccinations, following advice on wearing PPE.

Joanne – networking with Waimakariri District Council. Joanne thanked the local Lions Club for covering delivery costs of groceries by the Student Volunteer Army. This has been immensely helpful for vulnerable members for the community.

Issue raised – transport from hospital, particularly after hours. There are taxis available but this isn’t promoted widely. Question raised is this a lack of awareness from hospital staff to offer this? Discussion on use of Rural Hub designed to reduce the need for travel to Christchurch public.

No action point decided.

Issue raised – lack of taxi being offered when discharged after hours. Hanan agreed citing example of inappropriate to be left outside building after hours waiting to be picked up after appointment.

Julie – Due to sound difficulties with the Zoom call, Julie has provided a meeting update.

RAMG, Endoscopy and Bowel Screening Programme (NBSP) Steering Groups were cancelled for the last few months.

However a small group from NBSP met with the MOH about the readiness assessment – this was ready to go and submitted one week before lockdown - has now been rescheduled for around the first week of August. Following this the Ministry allocates further time to ensure all work is completed in order to go live. Now aiming for October to go live with the programme.

One of the biggest issues is the long wait targets for colonoscopy and the recovery plan progress. Apart from the fact that space is limited due to the delay in Hagley building opening etc.

Miles – concern of Lichfield Street carpark being full with workers. Currently CCC are not checking time limits in carpark buildings during Level 2 restrictions. Please see this article outlining that the CCC are looking into this. **No action point decided.**

<https://www.stuff.co.nz/the-press/121584410/parking-was-made-free-to-lure-shoppers-back-to-town-then-workers-pounced>

Issue raised – elderly having their homecare reduced during the lockdown and shopping reduced. **No action point decided.**

Pauline – during lockdown period exercise and coffee groups have been stopped, affecting 50 people. Pauline discussed mixed messages being sent on community testing at marae sites. Kaumatua have arrived at marae to be turned away as they showed no symptoms. Henare has contacted Te Rehua marae and this has been actioned by email confirming community testing and phone consultations and sent to Pauline. Pauline has experienced tangihanga process during the lockdown, this has been difficult for families.

Adrian – has been working with Men's Health Centre. Observation is there is a digital gap in the community with those vulnerable most likely to not have internet access. There are people in the community struggling with food security. Feeling of being disconnected with community networks with existing community groups being in lockdown.

Anna – was involved in PPE screening onsite. Has been busy with Parkinson's clients, some being admitted to Hospital due to reduced access to carers being available.

Jaye – helping with support via phone calls for kaumatua and their whanau. Working with Te Puna Oranga. Acknowledgement of extended families helping their families during Lockdown period. Tangi and funeral attendance limits have affected the community.

Henare – was in the Hokianga in the immediate runup to the lockdown period. Arrived home just in time. Involved with implementing protocols in Hokianga community. Awareness is high after the November 1918 Spanish Flu epidemic with Maori highly proportionally represented in statistics. Marae have coped well with lockdown protocols. As discussed above with Pauline, issue of people being turned away for community testing is disappointing with mixed messages. Henare will follow up.

Hanan – mental health needs to be acknowledged with stress on health workers. Concern raised about comments being made by hospital workers. Concern raised that experience from consumers, if this is negative, this will lead to reluctance to attend future appointments. Future redundancies and income pressure in migrant communities is predicted to be an issue. It is good to know what is available to help consumers with their health experience, this is related to earlier discussion on taxi travel after appointments that finish late and night.

Members discussed that there are comments/feedback cards. Issue raised that these comments need to be confidential and not shared if they are negative. Consumers become concerned if they raise an issue and they are treated differently at a future appointment.

Zhiyan – the Kurdish community have coped well in the Lockdown period. Numbers are lower than in other New Zealand cities. Concerned with the speed of the Health Bill being voted in with Police powers to enter properties.

4. Resignation

Wayne Turp advised he is retiring as a Team Leader with the July meeting being his last meeting. Reallocation of his responsibilities with the Council will be considered by Carolyn Gullery and transferred to another P&F staff member or considered as part of the recruitment for the replacement to his role. The decision on replacement will be made by Carolyn. Wayne advised that the Council are welcome to discuss this further with Carolyn.

Zhiyan, Miles, Henare would like to start the conversation by meeting with Carolyn, the first step would be to make an appointment with Regan Nolan.

5. CCN Lab SLA

Anna Fraser has been nominated. Anna's details are with Linda Wensley.

6. Letter of thanks to CDHB

Write a letter of appreciation to CDHB staff for the work they have undertaken during this extraordinary time of COVID-19.

Motion by Anna, seconded by Miles.

Action point – Lara and Wayne to draft for Zhiyan to sign

7. Terms of Reference

Will be finalised at next face-to-face meeting.

8. Training discussion from CCN

Not discussed due to time. Lara will email Natasha before our June meeting to see what Natasha's CCN deadline is.

Graeme Norton – Chair of national network of Consumer Councils

Graeme is available to hold a videoconference/Zoom session. He is Hawke's Bay based so cannot travel to Christchurch under Level 2 conditions.

Action point – Wayne to circulate options for discussion with Graeme and available dates

3 key messages sent to David Meates

1. Concerns with elderly being offered phone consultations – Kathy O'Neill contacting Miles

2. Thank you to CDHB for Covid-19 response – letter to be sent to CEO
3. Wayne Turp advised Council of his Team Leader resignation

Next meeting: Monday 29th June 2020
Zoom meeting
11.30-1pm. Lara to “enable waiting room” to allow for early dial in.