



West Coast Health
Community Wellbeing Services

Te Whatu Ora
Health New Zealand

West Coast Health Community Voice Meeting
Wednesday 27th August 1pm – 3pm

Community Voice

Health and Wellbeing Advocates Te Tai Poutini West Coast

Opening Karakia:

*Whakataka te hau ki te uru
Whakataka te hau ki te tonga
Kia mākinakina ki uta
Kia mātaratara ki tai
E hī ake ana te atakura
He tio, he huka, he hau hū
Tihei mauri ora!*

*Cease the winds from the west
Cease the winds from the south
Let the breeze blow over the land
Let the breeze blow over the ocean
Let the red-tipped dawn come with a
sharpened air.
A touch of frost, a promise of a glorious day.*

Item	Discussion
1:00pm In-Committee / Members only time (10 minutes)	
1:10pm Administration (5 minutes)	Full meeting opened with Karakia Whakawhanaungatanga – connecting, introducing and welcoming new members to the group. New Member: Janella Munns – South Westland Representative Previous minutes moved / Confirmation of previous meeting
1:15pm Group feedback (45 minutes)	Round table discussion Inappropriate behaviour by a patient in a shared ward, making other patients uncomfortable. Why wasn't this patient removed? What are the other patient's rights in this situation? - HDC rights: Safety in hospital, consent in room and right to complain. Health and Disability Commissioner — Te Toihau Hauora, Hauātanga — Health & Disability Commissioner

	<p>Language clinicians are using with patients inappropriate. Clinicians need to be asking patients their understanding of the information presented.</p> <ul style="list-style-type: none"> - Simple language policy in place. - Good feedback for the patient experience survey. <p>What is the scope of the national review of travel assistance? Is the scope looking at geographical distance?</p> <p>Is there the possibility to get a Nurse Practitioner working out of the Hokitika Health Centre?</p> <p>Youth representative networking</p> <ul style="list-style-type: none"> - Met with youth representative at Greymouth High School. - Meeting with Buller High School representative soon. - Meeting with to meet with youth art soup on Monday. <p>How many anaesthetists and surgeons are permanently based in Greymouth? Are more operations happening (increased complexity and frequency)?</p> <ul style="list-style-type: none"> - Surgeries happening on the West Coast versus Canterbury dependent not just on surgical expertise, but on other support service available for that surgery on the West Coast. - Ability to provide some specialist care on the West Coast, but not all. <p>Importance for patients to be able to access health information / notes. Health NZ practices have myindici (patient portal), but private practices do not have patient portal access</p> <ul style="list-style-type: none"> - You can always request your notes from the practice – they are required to provide them. <p>Patient privacy concern with service.</p>
<p>2:00pm</p> <p>Nicole Ford – Business & Administration Manager for Integrated Health Services Central</p> <p><i>(15 minutes)</i></p>	
<p>2:15pm</p> <p>Jo Tiller</p> <p><i>(10 minutes)</i></p>	<p>Update on HQSC Self Audit in September.</p> <p>Reception 'prompt' sheet drafted – a guide for reception staff, to ask the right questions to ensure they are getting a patient to the right person in the right amount of time.</p>

2:25pm Action Register & Programme of Work update <i>(15 minutes)</i>	Updated action register tracking Review outstanding actions Project updates Reviewing public comms around ability to get a second opinion and complaints process
2:40pm Co-ordinator Update <i>(5 minutes)</i>	Review – Appointing a Deputy Chair document. Document approved.
2:45pm Chair update <i>(5 minutes)</i>	Logo: Group logo design – creating a unique identity and brand. Updating tagline ' <i>Health and Wellbeing Forum Te Tai Poutini West Coast</i> ' to ' <i>Health and Wellbeing Advocates Te Tai Poutini West Coast</i> ' to better reflect the group.
2:50pm Update from Gaye – Te Waipounamu Consumer Council <i>(5 minutes)</i>	Written update provided to group.
2:55pm Meeting reflections <i>(5 minutes)</i>	Feedback <ul style="list-style-type: none"> - Like structure change – in-committee time at the start of the meeting, and the round table – opportunity for everyone to share.

Next Meeting: Wednesday September 24th 1pm – 3pm

Meeting closed with a karakia

Closing Karakia

*Unuhia, unuhia
Unuhia ki te uru tapu nui
Kia wātea, kia māmā, te ngākau,
te tinanana, te wairua I te ara takatā
Koia rā e Rongo,
Whakairia ake ki runga
Kia tina! TINA! Hui e! TĀIKI E!*

*Draw on, draw on,
Draw on the supreme sacredness
To clear, to free the heart, the body and the
spirit of mankind
Rongo, suspended high above us (i.e. in
'heaven')
Draw together! Affirm*

