

**West Coast Health Community Voice Meeting Agenda**

**Meeting**

**Date:** 22/01/25

**Community Voice**

*Health and Wellbeing Forum Te Tai Poutini West Coast*

Present	Steph Newburry (chair), Maggi Forsyth (West Coast Health), Caro Findlay (West Coast Health), Lynnette Beirne (deputy chair), Pam Sutherland, Andrew Welsford, Teri-anne Bell, Jan Flinn, Mary-Rose O'Loughlin, Melanie Wilson, Neil Stevenson, Gaye Coates, Jo Tiller
Apologies	Stephanie Blackman, Noula Markham, Cathy Blincoe

**Welcome**

Meeting opened with a karakia

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  
Tīhei 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.*

Whakawhanaungatanga – connecting: introducing and welcoming new members to the group.

Item	Discussion	Action Points
Previous Meeting Minutes – Amendments & Approval  5 minutes	Previous minutes approved.	

<p>Coordinator Update – Maggi</p> <p>5 minutes</p>	<p>HQSC Te Tai o Poutini Meetings February – for consumers interested in helping the health system design services for the communities they serve</p> <ul style="list-style-type: none"> <li>- Wednesday 19 February 10am – 2pm, Arahura Marae, Hokitika</li> <li>- Thursday 20 February 10am – 2pm, Dawson’s Hotel, Reefton</li> </ul> <p>Payment – Feb: First six-monthly remuneration will be paid in February.</p> <p>Ka Ora survey for studentship – encourage you and your communities to fill this out. Poster sent via email.</p>	<p>Maggi – emailed HQSC to query possibility of separate online meeting with Community Voice. Actioned.</p>
<p>CE Update – Caro</p> <p>10 minutes</p>	<p>Ka Ora Update.</p>	
<p>Action Register</p> <p>5 minutes</p>	<p>Action Register update – 2 items.</p> <ul style="list-style-type: none"> <li>- Pharmacy clinical conversations being overhead in café – feedback to pharmacy with response from pharmacy.</li> <li>- Ka Ora service experience feedback – story fed back to Ka Ora Telehealth. 111 versus Ka Ora poster created and displayed in all medical centres, and online to demonstrate the difference between the Ka Ora service and an emergency service.</li> </ul>	<p>Maggi – send poster to group. Actioned.</p>
<p>Guest speaker</p> <p>15 minutes</p>	<p>Safe staffing levels – Anne Dwyer.</p> <p>CCDM Safe Staffing website: <a href="#">Safe Staffing Healthy Workplaces Unit</a></p>	<p>Maggi – find out if and how group can make a submission, advocating against retraction of CCDM safe staffing levels.</p> <p><i>Added to Action Register.</i></p>
<p>Group feedback</p>	<p>Common recurring themes.</p>	<p>Stephanie Blackman to speak to the</p>

<p>Round table discussion</p> <p><i>In-Committee time (if required)</i></p> <p>60 minutes</p>	<ul style="list-style-type: none"> <li>- Receptionists with no clinical knowledge should not be assessing whether someone needs to be seen or not.</li> <li>- Coasters being discharged from Christchurch hospital with no plan or support for travel home.</li> <li>- Timely access to care project being undertaken by Health NZ quality team – implementing scripts for reception staff to use.</li> <li>- Travel home from hospital following discharge.</li> <li>- Discharge process next on list for Health NZ quality team to address. Pharmacists will be included in discharge service review.</li> <li>- Days until next available appointment have improved at Te Nīkau over past two months. Template is now open longer, but for clinicians to book patients only.</li> <li>- Potential role of social worker to increase scope and work more comprehensively.</li> </ul> <p>How can we give feedback on health services?</p>	<p>primary care complaints process at February hui. Actioned.</p>
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#### Next Meeting:

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!*

