



Community Health Council

Key Messages of the Meeting held Thursday 6 April 2017

1. The Council identified the need to have a good overview of how the patient complaints process works. Dr Nigel Millar (Chief Medical Officer Southern DHB) described the process within the DHB. It was noted by the CHC that the complaints processes are different between Otago and Southland and Council members questioned the need for a different pathway. CHC members also asked for more information about how the DHB knew patients who had complained were satisfied with the response they received. This will be followed up at further meetings.
2. Dr Millar discussed how there has been a culture shift occurring within the DHB, and this was acknowledged by the Council. The DHB is working to have the culture of good clinical leadership more visible, and to have a culture where both staff and patients are encouraged to speak up, and to speak up early, when problems occur or issues arise. Several CHC members discussed how when things go wrong with care and communication it can have negative effects on the wider community. One CHC member referred to poor experiences they had encountered within the hospital system which made it difficult for members of their extended family / whānau to feel comfortable approaching health services. Other members acknowledged similar personal, and community, experiences. The CHC view the work to change the culture within the DHB as being of utmost importance.
3. A small working group, comprising the following CHC members, Takiwai Russell-Camp, Paula Waby and Martin Burke, will contribute to an improved website working with the Communications Teams across the Southern Health System. This will be discussed in further detail at the next meeting in May.
4. To support and help health providers and organisations understand how they could effectively engage with patients, whānau and their communities a second working group has formed (Kelly Takurua, Lesley Grey, Russell MacPherson and Sarah Derrett) to develop a Consumer Engagement Guidance document.
5. The CHC sought an overview of the Southern Health System and where patients and the public are already engaged. Mel Green (Nurse Educator & Patient Engagement Coordinator, Southern DHB) provided an overview of the Health Quality and Safety Commission framework and a table outlining areas of known patient/public engagement within the DHB only. The CHC appreciated the information and asked if scoping that has occurred could be extended to increase understanding of where engagement is already happening so the CHC can provide support, if needed, to people in those roles.

6. Dr Millar presented a Patient Story video of a patient's reflections on recovering from a fall which is intended to help providers improve health services by learning from patient experiences and insights. The CHC were highly supportive of this initiative and recommend the continuation of this project. Patient stories is to become a standing item on the CHC agenda.
7. The CHC are interested to pursue the idea of CHC members, who are willing, video their own stories and talking about their interest in working on the Council so that patients, whānau and communities can learn about the CHC members. It is expected that this will help the Council, and their role, become more widely known.

Recommendation

The CHC recommended to the Southern DHB CEO, WellSouth PHO CE & Chair of Alliance South to continue with the development of Patient Story videos. The CHC are highly supportive of this project.

Next meeting: Thursday 4 May 2017

If you are interested in finding out more about the Community Health Council please visit the Southern DHB website www.southerndhb.govt.nz or email chc@southerndhb.govt.nz