



**Southern
Health**

He hauora, he kuru pounamu

Community
Health Council

Two Years On 2018-2019



Summary

The Community Health Council (CHC) is an advisory council for the Southern District Health Board (DHB) and WellSouth Primary Health Network (hospital and community health services including GPs) and has enabled a stronger community, whānau and patient voice to be heard in decision-making across the Southern health system.

Since forming just over two years ago, the CHC has had some membership changes to ensure a rotational membership. The Southern district is fortunate to have so many willing and engaged people coming forward as CHC members as well as CHC advisors. Ensuring there is diversity on the Council is of great importance, as well as geographical representation from across the district. Current CHC membership is outlined in Appendix 1.

In May 2018, the CHC launched their Community, Whānau and Patient Engagement Framework and Roadmap to support staff with engaging and involving community, whānau and patient advisors in decision-making of all projects. The process the CHC has set up provides a benchmark for what the CHC believes is true community, whānau and patient engagement and is actually putting the person at the centre of everything we do.

The CHC hosted a number of People's Caucus to outline this framework and process and asked for people in the community to come forward and express an interest in being CHC advisors to projects. The number of people who have expressed an interest in being a CHC advisor has since grown to over 80 people. There is an amazing amount of goodwill in our community from people who want to help make a difference to the way the Southern health system delivers health services.

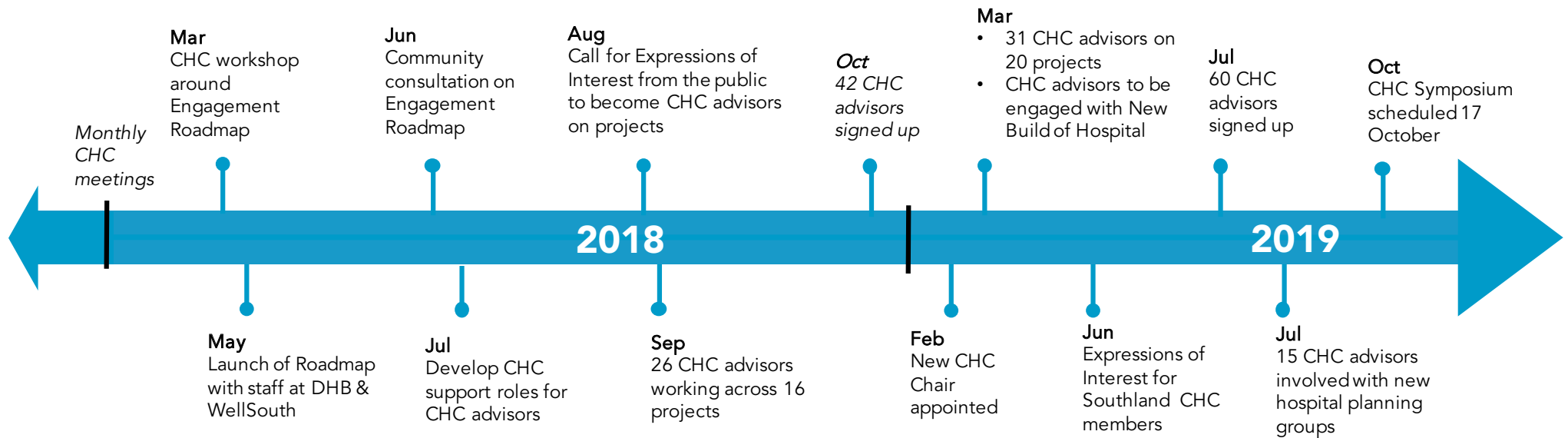
The CHC have developed Welcome Packs for advisors, outlining their role and responsibilities and support that they can seek if needed during engagement. A Staff Information pack has also been developed which outlines a set process of how staff can engage with CHC advisors aligned to the principles in the engagement Framework. A timeline of CHC events for 2018-19 is shown on page 2.

Most recently, the CHC has been particularly interested in collecting feedback from staff and CHC advisors about their experiences with the engagement process - what has worked, what hasn't and how engagement has made a difference.

"We've got consumers in the room listening and bringing the different perspective to what we're doing. It's hard to see the full picture when you're inside the frame."

- Mike Hunter, Consultant Surgeon and Intensivist

Our Timeline 2018/19



Community Health Council Participation 2018/19

During the 2018-19 year the Council has provided advice, guidance and support into a number of key projects within the Southern health system. This is not a complete list¹ but rather some key highlights aligned to the pathways towards Southern health system priorities:



The environment and society we live in supports health and well-being.



Care is more accessible, coordinated and closer to home.



*'Valuing Patients' time'
- Patients experience high quality, efficient services that respect their time.*

Creating an environment for health

- Reviewing and advising on policies
 - Input into the newly developed policy 'Not Able to Attend Appointment'
 - Recognising Community, Whānau and Patient engagement policy and guideline
 - Informed Consent Policy
- CHC members supported and endorsed environmental sustainability recommendations for Southern DHB

Primary and Community Care

- *Health Care Homes (HCH)* – CHC provided Best Practice Guidelines for HCH about how to engage patients, whānau and community members
- Alliance South – A CHC representative is part of the Alliance Leadership Team
- Locality Networks – A CHC member is on the Central Otago / Lakes Locality Network
- Evaluation of the implementation of the Primary & Community Care Strategy – CHC member sits on the steering group overseeing this.
- Digital Governance Group – CHC member is a representative of this group

Clinical service design

- Home as a First Choice – CHC member involved with advising on this work
- Perioperative theatre improvement work – Eight CHC advisors are working across different workstreams for this project
- Radiology video – CHC members had the opportunity to provide input into a video being developed for patients and whānau about what to expect when they come in for procedures
- Rheumatology services review – CHC members and advisors are working with staff to review how this service could be reconfigured. A Patient Advisory Group is providing a patient/ whānau voice into this work.

¹A complete list of engagement activities can be found in Appendix 2



People have the skills, support and passion to deliver the care our communities have asked for. Our systems make it easy for people to manage care, and to work together.

Enabling people and systems

- Southern Health Website – one of the first recommendations from the CHC was for a website that was patient/ whānau centred- the CHC has worked alongside the team developing this website since the start www.southernhealth.nz
- Staff Excellence Awards – CHC members worked alongside panel members to provide input on deciding the finalists for the Staff Excellence Awards 2018
- Southern Innovation Challenge – a CHC member was on the panel evaluating the applications
- Disability Action Plan – the CHC strongly recommended the Southern health system needed to do better work in the area of disability and have had a CHC member involved in the steering group of developing this action plan which is expected to be released before the end of the year.



Including Dunedin Hospital, Lakes District Hospital redevelopment and community hubs to accommodate and adapt to new models of care.

Facilities for the future

- New Dunedin Hospital - engagement with the new hospital build has commenced with CHC advisors becoming involved with the concept design stage. It was confirmed in March 2019 that the Programme Management Office would utilise the CHC engagement roadmap to engage community, whānau and patients in the Facilities in Transformation (FiT) groups. With over 25 CHC advisors involved in these groups and an additional two CHC members sitting as members on the Clinical Leadership Group – there are opportunities for the community, whānau and patient voice to be heard.
- Community Health Hubs engagement – the development of models of care for the Community Health Hubs hosted some workshops in August 2019 which CHC members participated in.

Lessons learnt from the engaging staff and CHC advisors

- There is a willingness from staff to engage and ensure the patient / whānau voice is included in decision-making. This has been positive since the launch of the Roadmap. The CHC is aware that not all staff are aware of the council and the connection they can make to the community.
- There are many keen and knowledgeable people across the Southern district who want to be involved and contribute to improving the Southern health system.
- Communication across the wider community to make people aware of this Council and the work they are doing within the Southern health system proves to be a challenge.
- The CHC and CHC Facilitator are available to support staff with engaging with CHC advisors. As more engagement continues to occur it opens up areas where the CHC can develop further resources or tools to support staff and CHC advisors.
- Bringing the CHC advisors together provides an opportunity for the CHC and Facilitator to learn how CHC advisors are finding the engagement process. The CHC has also set up a way to collect electronic feedback from advisors and staff which is a valuable pool of evidence on what needs to be worked on. The October symposium will provide a fantastic opportunity for learning to occur, support and to give back.

The Year Ahead 2019/20

The Council is excited about the year ahead and the opportunities that will arise. The CHC was established under the DHB Commissioners and a clear understanding about the role of the CHC is imperative for it to continue on successfully with its programme of work, especially as we move into having the return of an elected DHB Board.

The Council plans to host a symposium in October 2019 in Dunedin which all registered CHC advisors will come together to celebrate and learn from their experiences of being engaged in projects. It will also be the opportunity to learn what has worked and what hasn't gone so well. There will be interactive sessions with both CHC advisors, staff and clinicians.

The CHC now has an evidence-based method of collecting feedback about the engagement process from staff and advisors, so we can learn where adjustments may need to be made. This will be analysed on a regular basis and feed up to management and the Board at both the DHB and WellSouth.

Community engagement with the build of the new Dunedin Hospital is something the CHC has actively been encouraging. The CHC has been working with the Programme Management Office since March to support CHC advisors and staff on this long-term project and ensure this is a meaningful and empowering process.

The CHC looks forward to working alongside the DHB and WellSouth in the implementation of the local Disability Action Plan, which is expected to occur in the coming year.

The Council also looks forward to connecting with our communities again in the not too distant future when we will update our communities around our current engagement projects, completed projects to date and provide a summary of the CHC effectiveness based on our feedback data.

"As an outsider I am freed from following historical and current organisational thinking about particular issues and possible solutions, I can 'think outside the box', challenge the status quo, support novel ideas put forward by individual staff who may initially lack team support'" - CHC advisor

Reflection from Sarah Derrett (CHC Establishment Chair) to Jan 2019



There are many highlights since the last CHC Report, but working with the CHC councillors, and seeing our Community, Whānau and Patient Engagement Framework grow has been uppermost for me. The CHC always knew a group of 10-12 councillors could not support the demand for engagement activity across our Southern health system. Now, with over 80 skilled CHC Advisors coming from communities throughout the region – from Invercargill, Gore, Cromwell, Queenstown, Wanaka, Dunedin, Oamaru and many other communities in-between – the Southern health professional teams have a pathway to genuine engagement to achieve better health outcomes. ‘Genuine engagement’ is crucial; there is a risk that engagement can be just a tokenistic ‘tick box’ exercise – where communities, whānau or patients are ‘listened to’ or ‘consulted with’ but with no real improvements being made to our health system. This is where the appointment of confident and skilled advisors who can, will, and do speak up has been so important for the CHC – thank you! Also important are the processes the CHC is putting in place to measure the impact of engagement, and I look forward to seeing this develop into the future with the excellent support provided by Charlotte Adank, our chair Karen Browne, and the executive leadership teams at the Southern DHB and WellSouth. Our Southern health system continues to face big challenges as we enter 2020. Importantly, our health system is still unfair with barriers to good health services and outcomes being faced by some in our communities (e.g. cost of consultations, medications, and certain treatments). These challenges are not shared equally. Plans are underway to provide more services outside our hospital walls and into our local communities. As this happens, I look forward to the CHC and CHC Advisors explicitly addressing unfairness when it occurs – particularly for Māori who are tangata whenua and have hosted us in the Southern region for over 250 years. With continued genuine engagement, our Southern health system can lead New Zealand in providing a fair and effective health system.

Reflection from Karen Browne (CHC Chair), Feb 2019 onwards



At the time I was appointed as Chair of the CHC, I was asked a question around what did I see as a major project or influence for the CHC in the future? My response included that I saw the build of the new hospital as an exciting opportunity for the community, whānau and patient voice to be heard from the ground up. How true this was as now CHC members and advisors are actively involved in many project groups as the design phases of the new hospital buildings take shape. As well as being sought to participate in these groups, other services and staff are engaging consumers in a wide variety of projects. This level of engagement is a reflection on the solid work and foundations laid by the inaugural chair, Prof Sarah Derrett, the CHC members past and present, and the CHC facilitator, Ms Charlotte Adank. This allows our work to continue at pace and the voice of our communities is becoming an integral part of health services in the Southern health region, and I acknowledge this group of people and thank them for their support.

It is gratifying to have support from the CEO at both SDHB and WellSouth, and various staff at both organisations – my thanks to them all as we move forward into 2020.

Papers / Articles by CHC

Key Messages are published on the Southern Health website after meeting
www.southernhealth.nz/about-us/about-southern-health/community-health-council/chc-key-messages

March 2018
The Community Health Council: Our First Year
www.hqsc.govt.nz/our-programmes/partners-in-care/publications-and-resources/publication/3360

March 2018
CPHAC /DSAC meeting
Community, whānau and patient engagement framework and roadmap
www.southernndhb.govt.nz/files/22315_20180319100713-1521407233.pdf

July 2018
CPHAC /DSAC meeting
Community, whānau and patient engagement framework and roadmap
www.southernndhb.govt.nz/files/22955_20180807155221-1533613941.pdf

September 2018
Views on health system sought
www.odt.co.nz/news/dunedin/views-health-system-sought
Derrett S, Adank C, Burke M, Fedor I, Gray L, Grant B, Halalele H, Takurua K, Waby P. Health systems and genuine engagement: experiences and outcomes of a New Zealand Community Health Council (Poster). 2018 Planetree International Conference on Person-Centered Care; Boston, Massachusetts: October 7-10, 2018.

February 2019
New chair for health council named
www.odt.co.nz/news/dunedin/new-chairwoman-health-council-named
Derrett S, Adank C, Burke M, Fedor I, Gray L, Grant B, Halalele H, Takurua K, Waby P. Health systems and genuine engagement: experiences and outcomes of a New Zealand Community Health Council (Oral presentation – awarded runner-up best paper prize). 2019 19th International Conference on Integrated Care (International Foundation for Integrated Care); San Sebastian, Basque Country, Spain: April 1-3 2019.

Health systems and genuine engagement: experiences and outcomes of a New Zealand Community Health Council. International Journal of Integrated Care, 19(S1): A477, pp. 1-8, DOI: www.ijic.org/articles/abstract/10.5334/ijic.s3477/
Derrett S, Adank C, Burke M, Fedor I, Gray L, Grant B, Halalele H, Takurua K, Waby P 2019

27 March 2019
CPHAC/DSAC meeting
www.southernndhb.govt.nz/files/24191_2019032292424-1553199864.pdf

29 August 2019
CPHAC/DSAC meeting
www.southernndhb.govt.nz/files/22955_20180807155221-1533613941.pdf

Health Quality & Safety Commissioner, Progressing consumer engagement in primary care, 2019
www.hqsc.govt.nz/assets/Consumer-Engagement/Publications/Progressing-consumer-engagement-in-primary-care.pdf

Podcasts

May 2018
Southern Future Health
www.accessradio.org/ProgrammePage.aspx?pid=f1a30c72-6c86-45f3-9d63-6e72b4494227#

August 2018
Southern Health Future
www.accessradio.org/ProgrammePage.aspx?pid=f1a30c72-6c86-45f3-9d63-6e72b4494227#

Presentations by the CHC

16 May 2018
CHC Presentation to Senior Leadership Team, SDHB

21 May 2018
CHC Presentation to WellSouth Executive Leadership Team

21 May 2018
CHC Presentation to Level 4 Managers, SDHB

7 June 2018
CHC Open Staff forum, Invercargill

9 June 2018
CHC People's Caucus, Invercargill

13 June 2018
CHC People's Caucus forum, Dunedin

16 June 2018
CHC People's Caucus forum, Queenstown

27 June 2018
CHC Presentation, Waitaki Network, Oamaru

25 July 2018
CHC Presentation to Allied Health

12 July 2018
CHC Presentation to Maternity Quality & Safety Programme consumers

14 July 2018
CHC Presentation to Charge Nurse Managers, SDHB

8-10 October 2018
Presentation at Planetree Conference, Boston, USA

16 November 2018
Administrators Symposium, Dunedin

4 April 2019
Presentation at Integrated Care Conference, San Sebastian, Spain

Appendix 1 – Community Health Council Membership

Current Members



Mrs Karen Browne
(Chair)
Dunedin
Term commenced:
Feb 2019

Karen has worked in various locations around New Zealand as an Enrolled Nurse, Cardio-pulmonary Technician, CPR trainer, Ambulance Officer and as a shift supervisor of the Wellington Free Ambulance Communications Centre. Karen has worked in health administration, and more recently, until retiring in mid-2018, at the Otago Medical School.

The health system has always played a huge part of her working life, and, in more recent years, as a consumer of health services. She is well positioned to bring both a consumer perspective to discussions around health provision and service, particularly around musculoskeletal and long-term conditions, as well as an understanding of the delivery of health services.

Karen has worked on various projects through being a member of the Health Consumer Advisory Service of Health Navigator, and also has been involved locally as

a consumer voice regarding re-stratification of patients in primary care to ensure the right level of care reaches the right people – the Client-Led Integrated Care programme (CLIC).

Karen is also a member of the Health and Disability Commissioner's Consumer Group, and has recently been appointed to the Health Quality and Safety Commission Leadership Group for Aged Residential Care.

Karen's health fields of interest include long term conditions, older person's health and primary health.



Mrs Jocelyn Driscoll
Winton
Term commenced:
July 2019

Jocelyn is a trained physiotherapist, dairy farm owner operator with her husband Tim, and mother to four young boys. Her fifteen year career spans diverse areas of caring for people-including acute, community, child development, mental health, and more recently a small rural private physiotherapy clinic.

Jocelyn Chairs the Southland branch of Physiotherapy NZ (PNZ), is involved with Makarewa playcentre, Winton football club, both as a coach and a player; and St Thomas Aquinas School PTA. Both Jocelyn and her husband are part of a small dairy farm discussion group where we are challenged to create a sustainable and profitable farming business.

Jocelyn is passionate about rural people accessing both services and information to assist with living healthy lifestyles. As both a provider for and consumer of our health service, her observation

is rural people can miss out on opportunities to learn as well as access to services that would assist them to make good decisions regarding their current and future health.

Jocelyn's health fields of interest include youth and children's health, rural health, primary health, long term conditions, disability, older person's health, men's and women's health.

Appendix 1 – Community Health Council Membership

Current Members



Ms Ilka Fedor
Dunedin
Term commenced:
Feb 2017

Ilka has completed her Master's degree at Otago University and is also trained as a Primary School teacher.

Ilka is actively involved with a number of community committees in Dunedin including the cycling advocacy group SPOKEs and the Caversham Toy Library. Ilka is also a mother to three young children.

Ilka's health fields of interest include youth and children, and women's health.



Ms Rosa Flaherty
Dunedin
Term commenced:
Feb 2018

Rosa Flaherty is 18 years old. She was born at 24 weeks prematurity, in Hammersmith Hospital in London, and her family moved back to Dunedin when she was 15 months.

She attended Sacred Heart primary school and Kavanagh College high school, and is now pursuing a Bachelor of Laws at Otago University.

Rosa has been involved in community radio at Otago Access Radio for three years and will continue this year. During her time at Kavanagh College, she established a Lesbian, Gay, Bisexual, Trans, Queer/ Questioning and Others (LGBTQ+) support group for students. This group enabled her to participate in an Otago University Students Association (OUSA) facilitated Rainbow Leadership group

involving leaders of LGBTQ+ groups in schools across Dunedin, which she hopes to continue this year.

Rosa is also looking forward to joining several OUSA clubs, including United Nations Youth, and starting volunteering at Queer Support at OUSA. Rosa's interests include LGBTQ+ rights and health care/representation within the health system, mental health (especially among LGBTQ+ youth), and youth representation within the health system.



Mrs Hana Halalele
Oamaru
Term commenced:
Oct 2017

Hana lives in Oamaru with her husband and two children and has over 15 years' experience working as a Probation Officer for the Department of Corrections.

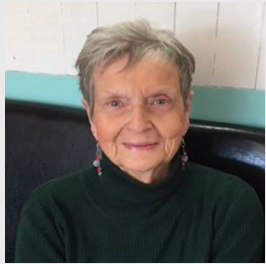
Hana has recently taken up a role at the University of Otago a lecturer in social work.

Hana is a New Zealand born Samoan and is an active member of the Waitaki community through her involvement with the Oamaru Pacific Island Community Group, Waitaki Safer Community Trust, St Pauls Otepoti Presbyterian Church, and is Co-Chair of the Oamaru Pacific Island Network Group.

Hana's health fields of interest include mental health, alcohol and drugs, Pacifica and Māori health and children's health.

Appendix 1 – Community Health Council Membership

Current Members



Mrs June Mills
QSM
Dunedin
Term commenced:
May 2019

June has worked in the Radio and Television industry for over 20 years in a variety of diverse professional roles including production and news directing.

June has also worked as an employee in the role of Income Development and Promotions, both divisionally and nationally, followed by six years on the Cancer Society Board with the role of chair of Income Development and Strategic Planning.

June has been a Rotarian for 24 years and is a member of the Rotary Club of Dunedin holding local and District (9980) roles during those years. Was first woman to be inducted into the Club and first woman president of the Club (2001-2002). June was manager for seven years for Otago Peninsula Trust, Glenfalloch Gardens which included the role of Supervisor for the WINZ work scheme mainstreaming clients

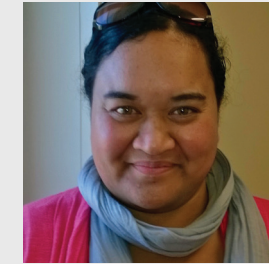
from institutions into the workforce. Community involvement includes: volunteer with Presbyterian Support, Meals on Wheels, previous PACT Board member (10 years), previous Board Trustee for 10 years East Taieri Church, Saddle Hill Foundation Trust which developed and supports Youth Ministry for the East Taieri Church. June's health fields of interest include long term conditions, palliative care and community support services.



Mr Jason Searle
Cromwell
Term commenced:
Apr 2018

Jason was born in Clyde and raised in Cromwell. He attended St Kevins College in Oamaru before completing a Bachelor of Science majoring in zoology and ecology at Massey University. Jason has returned home to Cromwell to work for a local company.

He has a strong sporting background and has recently completed the GODZONE endurance race. He is part of the Clyde Rugby Team and a volunteer of the Urban Fire Brigade. Jason's health fields of interest include rural health and men's health.



Mrs Kelly Takurua
Tapanui
Term commenced:
Feb 2017

Kelly was born and raised in Gore until her family moved to Tapanui. This was followed by some time studying in Dunedin.

Kelly has undertaken a number of courses relating to social services and mental health addictions in Dunedin and Invercargill. Kelly is currently working as a Social Worker/Manager for Te Iho Awhi Rito Social Service, a Marae-based Social Service provider in rural Southland.

Kelly's health fields of interest include mental health, alcohol and drugs, Māori health and primary health.

Appendix 1 – Community Health Council Membership

Current Members



Ms Paula Waby
Dunedin
Term commenced:
Feb 2017

Paula has lived experience of disability and is involved in a number of disability-related organisations, locally and nationally. Paula has been involved with the Association of Blind Citizens of NZ, setting up an Audio Book Club at Dunedin Public Library, involved with the Disability Issues Advisory Group for the DCC and an active participant in the Otago Branch of Blind Citizens.

Paula is currently the Local Coordinator for the newly established Otago Blindness Network and President of the Dunedin branch of the Disabled Person's Assembly. Paula's health fields of interest include disability (sensory, physical and intellectual), women's health, and primary health.



Mrs Lesley Vehekite
Invercargill
Term commenced:
July 2019

Lesley is trained as a qualified accountant and works at the Pacific Island Advisory & Cultural Trust in Invercargill. Through her work she has had connections with Tongan, Cook Island and Samoan, Kiribati and Fijian communities to find out and support their health and social needs.

Lesley is a member of the Free Church of Tonga and her husband is an ordained Minister and both of them have been working and managing the Youth and Sunday school for over 20 years as well as raising their six children.

Lesley has found out through her community visits with work that there is a lack of knowledge regarding health, education and the government system and wants to support Pasifika families and

communities to achieve maximum well-being and healthy lifestyle.

Lesley's health fields of interest include youth and children's health, Pacific health, primary health, mental health and long term conditions.

Previous Members

Mr Matt Matahaere
Dunedin
Term: Feb 18- Jun 2019

Mrs Bronnie Grant
Gore
Term: Feb 17- Jul 2019

Mrs Lesley Gray
Invercargill
Term: Feb 17- Dec 2018

Mr Martin Burke
Dunedin
Term: Feb 17- Dec 2018

Prof Sarah Derrett (estab. Chair)
Dunedin
Term: Feb 17- Jan 2019

Mrs Takiwai Russell-Camp
Dunedin
Term: Feb –Dec 2017

Mr Russell MacPherson
Winton
Term: Feb- Aug 2017

Appendix 2

– Projects CHC and CHC advisors have been involved with 2018/19

Project partnership	Brief description	Representative		Status	
Strategic Projects	<i>Clinical Council</i>	Advisory Council providing clinical governance & clinical advice for the DHB	CHC chair	District wide	Ongoing
	<i>Sexual Health Governance Group</i>	A governance group which is developing a framework around how sexual and reproductive services could better align to the national strategy.	CHC member	District wide	Ongoing
	<i>Clinical Leadership Group</i>	This group that provides clinical oversight and service inputs, and transmit decisions and recommendations to the Southern DHB Chief Executive through the Facilities Redevelopment Executive for the New Dunedin Hospital	2 CHC advisors	District wide	Ongoing
	<i>Alliance South</i>	Is the partnership between Southern DHB and WellSouth primary health network, overseeing the implementation of the Primary and Community Care Strategy.	1 CHC advisor	District wide	Ongoing
	<i>Digital Strategy Governance Group</i>	Digital Strategy Governance Group which is guiding how the IT systems will function across the district.	1 CHC member	District wide	Ongoing
	<i>Falls Governance Group</i>	Governance group focussed on preventing falls in the hospital and community.	2 CHC advisors	District wide	Ongoing
	<i>Disability Action Plan Steering group</i>	Steering group that has developed disability action group alongside Donald Beasley Institute	1 CHC member alongside other representatives	District wide	Nearing completion
	<i>Clinical Operations Advisory Group</i>	The Clinical Operations Advisory Group has the following purposes: relationship & strategic, service delivery, innovation and service improvement and assessing test application for additional tests.	1 CHC advisor	District wide	Ongoing
	<i>Pressure Injury Prevention Steering group</i>	To support the development of and agree to a sector wide pressure injury prevention programme for the southern district	1 CHC advisor	District wide	Ongoing
	<i>Maternity Quality & Safety Programme</i>	This is a national programme which establishes and builds upon both national and local maternity quality improvement activities at a local level.	3 CHC advisors	District wide	Ongoing

Appendix 2

– Projects CHC and CHC advisors have been involved with 2018/19

Evaluation / review	Steering group for evaluation of implementation of Primary and Community Care Strategy	Various groups are evaluating the implementation of aspects of this strategy.	1 CHC advisor	District wide	Ongoing
	Southern Innovation Challenge	CHC member sat on the panel to review applications	1 CHC member	District wide	Completed
	Maternity Care, Wellbeing & Child Protection Multi Agency Groups (MCWCP) Review-Advisory Group	CHC member sat on steering group	1 CHC member	District wide	Completed
New Systems and processes	Home As My First Choice	The Home as My First Choice programme is committed to helping you, or members of your family, maintain health and independence in your community and home.	1 CHC member	District wide	Completed
	Home before Lunch	Medical Ward in Southland hospital has put together a group of health professionals to focus on a project to assist in discharging patients before midday "home for lunch"	1 CHC member	Southland	Completed
	Radiology video	Video developed for patients to inform them about the procedure they are coming in for	1 CHC member	District wide	Completed
Service Co-design projects	Rheumatology service redesign	A patient advisory group established to support staff with designing service from a patient/ whānau perspective	1 CHC member 5 CHC advisors	District wide	Ongoing
	Pro-operative 'theatre improvement' project	CHC advisors on workstreams and sitting on steering group	8 CHC advisors	Dunedin focussed	Nearing completion
	Clinical Rehab pathways	Group established looking at a clinical rehab pathway for our Non acute Rehab ACC patients across the district	1 CHC member	Dunedin	Nearing completion
	Mental health services	Service redesign on a number of aspects relating to mental health services	1 CHC member	District wide	Complete

Appendix 2

– Projects CHC and CHC advisors have been involved with 2018/19

New Build Dunedin Hospital	Facilities in Transformation (FiTs)	Engagement of CHC members and CHC advisors on the concept design stage of the new build of Dunedin Hospital workstreams has been occurring since May 2019	4 CHC members 20 CHC advisors	District wide	Ongoing
Work CHC involved and advised on	Southern DHB Workforce Strategy	Input into the development of this Strategy	All CHC members	District wide	Complete
	Brochure for parking at Dunedin Hospital	Input into what information needs to go on here	All CHC members	Dunedin	Complete
	Staff Excellences Awards 2018	CHC members were appointed to each panel to evaluate finalists	All CHC members	District wide	Complete
	Ophthalmology Models of Care	CHC members provided feedback on the models of care developed for this service	All CHC members	District wide	Ongoing
	MoH Planned Care Strategic Approach	CHC members provided feedback on principles	All CHC members	National	Complete
	Improving access to Acute Theatre	CHC members provided feedback on principles for this work	All CHC members	Dunedin	Complete
	<i>DHB Carbon Footprint</i>	CHC members asked questions and feedback on a report with recommendations around sustainability for Southern DHB	All CHC members	District wide	Ongoing
	DHB Certification	A CHC member and facilitator met with the auditors	CHC member	District wide	Complete
	Health System Review Panel	CHC members met with the panel to provide suggestions/ advice on changes that could be made	5 CHC members	National	Complete
	CLG paper '7 Day Hospital'	CHC members provided feedback on this paper	CHC member	District wide	Complete
	Policy- Did Not Attend	CHC members provided feedback on the wording of this new policy	All CHC members	District wide	Ongoing
	Southern Maternity Quality and Safety Programme Report	CHC members provided feedback on report	All CHC members	District wide	Complete
Health Care Homes (HCH)	CHC members developed Best Practice Guidelines for HCH of how to engage with patients	All CHC members	District wide	Ongoing	

Appendix 3

– List of Registered CHC Advisors, 2018/19

*denotes currently involved in project

Mrs	Lynne	Adamson *	Mr	Adrian	Hindes *	Mrs	Gillian	Perica
Mr	LJ	Apaipo *	Miss	Kerry	Hodge *	Mr	Brendon	Reid
Mr	Bob	Barlin *	Mrs	Lynley	Hood	Mrs	Lorie	Roberts
Mrs	Catkin	Bartlett *	Mr	Chris	Horan	Ms	Anna	Rumbold
Mrs	Caz	Brigham	Mrs	Denise	Ives *	Mrs	Jo	Shone
Mr	Martin	Burke	Ms	Jo	Jennings	Ms	Hazel	Sinclair
Mr	Jay	Conway *	Mr	David	King *	Mrs	Sue	Smith
Mrs	Anne	Coup *	Mr	Colin	Lind *	Mr	Josh	Spence *
Mrs	Leslie	Cowper	Mrs	Azlyn	Lind *	Mrs	Julie	Spence *
Mrs	Louise	Croot *	Mr	David	Little	Mrs	Linda	Strang
Ms	Susan	Davidson *	Mrs	Rania	Loughnan	Ms	Marie	Sutherland *
Prof	Sarah	Derrett *	Mr	John	Marrable	Mrs	Kath	Tuna
Mrs	Kingi	Dirks *	Mrs	Sally	Mason	Mrs	Kathryn	Van Beek
Miss	Naomi	Duckett	Mrs	Anne	McCracken	Mrs	Marie	Wales
Dr	Emily	Duncan	Mr	Tim	McEvoy	Mrs	Anna	Walls *
Ms	Tina	East *	Mrs	Lisa	McEvoy	Mrs	Ainsley	Webb
Ms	Sue	Edwards	Mrs	Deborah	McLeod	Mrs	Carolyn	Weston
Mrs	John	Fallon *	Mrs	Chris	Middlemiss	Mrs	Leah	White
Mrs	Joyce	Falloon	Mrs	Jo	Millar *	Mr	David	Williams *
Ms	Yvonne	Fell	Mrs	Kris	Nicolau	Mrs	Tess	Williamson *
Ms	Lisa-Mdee	Fleck	Ms	Georgina	Northcoat	Mrs	Margaret	Willoughby
Mr	Chris	Ford *	Mr	Gerald	O'connor	Mrs	Kirsty	Wing
Mrs	Shona	Fordy	Mrs	Jeanette	Olga Bell	Mrs	Trish	Wright
Mrs	Barbara	Gee *	Mrs	Sue	O'Neil			
Mrs	Lyn	Gipp	Ms	Trish	O'Neill			
Mrs	Patsy	Gordon	Miss	Nora	Paicu			
Mrs	Lesley	Gray *	Mrs	Jean	Park			
Mrs	Margaret	Harraway	Mrs	Tanea	Paterson			
Mrs	Angela	Hendry *	Mr	Donovan	Percy			