MINUTES OF CCC SERVICE ADVISORY GROUP
THURSDAY, 6 DECEMBER 2006

PRESENT:

Fran Cook	CCC representative
Shereen Maloney	Planning & Funding representative
John Wane	Home & Community Care representative
Keren Lusty	Residential Care representative
Pam Diamond	Mary Potter Hospice (standing in for Maree Meehan-Berge)
Maureen Stringer	PHO representative

APOLOGIES:

Carey Virtue	CCDHB representative
Eleni Mason	Pacific People representative

MINUTES:
Shelley Pearce

1. MINUTES OF LAST MEETING

The minutes of the previous meeting held on 26 October 2006 were confirmed as a true and accurate record.

2. UPDATED TERMS OF REFERENCE (TOR)

The TOR incorporating everyone's feedback had been sent out after the last meeting. No further feedback had been received so the TOR were taken as confirmed. It was decided that "Draft" would now be removed from the document and that the approved date and an annual review date would be added to the footer. The TOR would also be put onto the CCC website.

3. DRAFT REFERRAL FORM & INFORMATION SHEET

No feedback had been received on the form itself but some points had been raised about the pilot and feedback timeframe. It had been suggested that the pilot feedback timeframe was extended to two weeks beyond the end of the pilot itself; therefore the pilot will go through to 30 March and feedback will be accepted up to 13 April 2007.

The CCC Communique newsletter is due to go out soon so the referral form and information sheet will be included with this. The forms will also be loaded on to the website for use.

It was decided that "Draft Only" at the top of the form would be removed and "Pilot Only" would be inserted. "Draft" would also be removed from the information sheet and "Pilot" inserted.

Feedback forms will be sent out with the February Communique.

4. CCC SERVICE DEVELOPMENT/INITIATIVES

It was decided that this would be a standard agenda item for each meeting whereby Fran could keep everyone advised of what is happening at the CCC.

Fran advised that the CCC is about to undergo a restructure to help continue to build the relationships with the providers around delivery of packages of care. She gave an overview of what this means to the providers and the CCC and discussed goal setting objectives. This is a big project and it has been decided that this needs to be done by one agency and the DHB has asked the CCC to take this on. The CCC is planning on introducing an additional team – for the moment called Resource Care Managers. These RCMs will take on the non-complex clients – predominantly assessing and goal setting over the phone. Change process is expected to be finalised by end of February/early March. The providers are very positive about this approach. There was long discussion on this initiative and the differences between complex and non-complex clients.

5. DISTRIBUTION OF CLIENT RELATED INFORMATION

This was basically covered in the discussion at point 4 above re care planning/goal setting/service plans. Client consent issue is overcome by asking if they have been given a care plan and the client showing the plan to whomever by choice. Hopefully CCC will be introducing our new goal setting function from April so the client will have that and a service plan which will be quite a bit of information for providers etc. It was decided to give it some time to work and put this on the agenda for a future meeting to see whether the new process is meeting needs. Keren is to attend a meeting in February where she will ask what people think and whether they are receiving the information they require and, if not, what would they like to receive? Is there anything more that the CCC can do to make jobs easier?

This item will be put on the agenda for a meeting at a later date - ? after April – to see how things are working.

6. ANY OTHER BUSINESS

- The question was asked whether information about the SAG committee/meetings was in the Communique. Fran answered that yes the information was included in the Communique and was also on our website.

- The workshop that the PHO committee is intending on having was discussed briefly – figuring out what resources are out there, communication, contacts, understanding what everybody else does etc. Who should hold this information and keep it up to date?

7. NEXT MEETING

The next meeting was agreed to be Wednesday, 14 February 2007, 1:00pm – 3:00pm at the CCC.

An appointment will be sent out and a reminder will go out a week beforehand.

The minutes of this meeting will be sent out with the final version of the TOR with the amendment to the footer.

The meeting closed at 2:54pm.