

MEMO

To: Board Members
From: Elizabeth Wood, Chair of Clinical Governance Committee
Date: 22 May 2019
Subject: Clinical Governance Report

Status

This report contains:

- For decision
- Update
- Regular report
- For information

Key messages from the NMH Clinical Governance Committee (CGC) meeting held on 6 May 2019 are as follows:

DHB CGC approved:

- **Trial underway in Clinical Support Team - Improving Patient Communications by using Email:** The project underway in Clinical Support was presented to the Clinical Governance Committee. The trial is looking at including email correspondence as a channel for communication with patients, and is being conducted with sensitivity and care. Principles include ensuring accuracy and usefulness of content, patient privacy, communicating in plain language and embracing the potential of new technology while ensuring that the communication method is the one most acceptable to the patient.

It was noted that there are benefits and drawbacks with all methods of communication and it was good to see this important piece of work taking place that increases the personalisation of health care provision in line with the preferences of the patient. The Consumer Council has provided helpful guidance, and will continue to provide feedback to this trial.

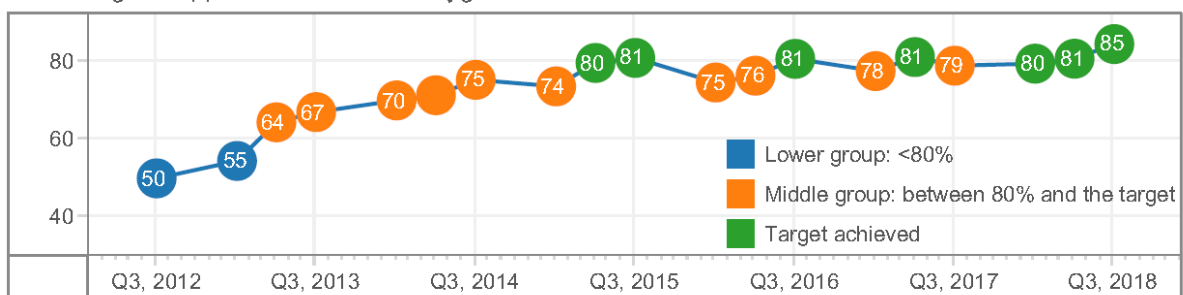
DHB CGC congratulated:

- The vaccination team: Over 1200 staff have now been vaccinated. Doctors and nurses are vying for top staff group place - 54.5% vs 52.9% respectively as at 6 May. Many staff will be aware that this year influenza is already here and has resulted in increased work for front line teams with some seriously ill patients being admitted.

DHB CGG noted:

- **Hand Hygiene:** Improved results noted for the DHB as a whole on our hand hygiene audit results. Latest result showed that 85% of opportunities for hand hygiene were taken. Congratulations go to Older Persons Mental Health for the highest rate of compliance during the most recent quarter of 88.7%

Percentage of opportunities for hand hygiene taken



Elizabeth Wood
Chair Clinical Governance Committee

RECOMMENDATION:

THAT THE BOARD RECEIVE THE CLINICAL GOVERNANCE REPORT.