

# Consumer Council 2018 Summary

2018 has been a time of continued learning and embedding for the Nelson Marlborough Health (NMH) Consumer Council. While there is still work to be done embedding the Council within NMH, the continued engagement with the Models of Care Programme and the envisioned 2019 work plan demonstrate growth in influence and value for the Council.

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## Emerging Themes

In 2017, there were two themes which were consistent across Consumer Council advice – consumers should be engaged early in projects, and individuals must be supported to take ownership of their own care. While these themes were continued throughout 2018, the emerging themes were; the importance of considered communication strategies, and ensuring consumer feedback is valued and utilised.

### Considered Communications Strategies

The Council often questions the use of posters or brochures to convey information. While they have their place, the effectiveness of these as communication tools is challenged by the ‘white noise’ of many posters and large brochure banks throughout the hospital (and other medical centres). The Council recommends verbal or person to person communication where possible. Being told something by a real live person has far more impact than being handed a brochure. Having attention drawn to information in a brochure by an actual person may double the impact.

Videos or apps such as the Nelson and Marlborough Apps are considered to be increasingly important for convey information to consumers.

## Valuing Consumer Feedback and Advice

It is important to ensure that both the consumer and NMH get value from consumer feedback and advice. Consumer feedback is usually received gratefully, but can often disappear 'into the ether' with consumers left feeling unsatisfied and undervalued, and possibly unwilling to contribute further.

'Patient Stories' provide an important narrative which can aid understanding, learning and can create momentum for change. However, it is important that these stories and the storytellers are treated with respect, consideration and (if requested) anonymity.

## Consumer Council Participation

In 2018, the Consumer Council has contributed advice, guidance or support to a number of programmes or areas at NMH. A full list is included in Appendix 2. Some examples include:

### Models of Care (MOC) Programme

Regular updates from the MOC Programme Director have been appreciated by the Council. It has been important to contribute to the programme as it has developed. The Council has been offered significant opportunities to participate in the MOC programme, including meetings, workshops, 'unconferences', and workstream committee membership. Council members have gladly taken up these opportunities to participate in change for healthcare in Nelson Marlborough.

### Options for Resuscitation and Treatment (OTTER)

A co-design workshop with the Council was very effective for putting a consumer lens across the OTTER form. The workshop was facilitated by the Clinical Lead (a Consultant Cardiologist), a Quality Improvement Co-ordinator, and a House Surgeon. Significant value was added by including two members of the Chaplaincy Team and one of our Pou Maanki from Te Waka Hauora Cultural Support to the workshop.

### Consumer Engagement Policy

The Consumer Engagement Policy and associated Consumer Engagement Procedure, went through several iterations, involving Council members and reviews from the Clinical Governance Committee. The Council was pleased to be able to produce documents that give a strong foundation and direction for consumer engagement at NMH.

### Membership of NMDHB Standing Committees

Clinical Governance Committee – Diane Strong (first meeting May 2018)

## 2019 Work Plan

The following is expected to occupy the Council throughout 2019. However, the flexibility to react to new requests from NMH and the Board, as well as time to consider issues identified from our community, is important for the Council.

### Models of Care Programme / Hospital Rebuild

The Council will continue to support and input into the Models of Care (MOC) Programme through regular meetings with the MOC Programme Director. Individual Council Members continue to contribute to the individual MOC workstreams (in particular the End of Life Care and Equity Workstreams).

As MOC is translated into the Hospital Rebuild project the Consumer Council will be available to provide insight into community impact and guidance on consumer engagement.

### System Level Measures and Annual Plan

The Consumer Council has received an overview on the process for developing the System Level Measures (SLM) and the Annual Plan. The Council will also receive an overview once these documents have been submitted to the Ministry of Health. The Council would like to be more involved in reviewing these in draft format, so intends to work with the Projects and Planning Manager to schedule 2020 meetings around the Annual Plan / SLM timetable.

### 2019 In-hospital Priority Programmes

Six programmes of work have been identified by Clinical Governance, Clinical Services, Mental Health and Addictions (MHA) and Disability Support Services (DSS) as priorities for 2019. These programmes are:

- Valuing Patients Time: Red to Green
- Preventing Patient Deterioration: escalation pathways
- Efficient Theatres
- E-Projects: Observations and Referrals
- Patient Centred Episodic Care in Mental Health and Addictions
- Medication Safety in DSS

The Consumer Council welcomes engagement at both programme and project level. The Council offers the programmes a strategic view encompassing the community voice, and can provide guidance on appropriate consumer engagement at a project or initiative level.

### Co-Design

A few key co-design projects will allow the Council to have a direct impact on NMH operations, connect with staff and demonstrate the value of working with consumers to get

superior outcomes. Korero Mai – Patient, Whanau and Family Escalation Pathway, How to Complain / The Feedback Process consumer documentation, and Improving In-Patient Experience Survey Scores have been flagged as likely co-design projects.

## Communications

The Council are keen to support communication strategies which include verbal / person to person and utilise new technologies such as video or online methods.

## Recruiting and Inducting New Council Members

Applications to join the Consumer Council close on Friday 15 February 2019. Interviews and selection will then take place. Successful applicants will undergo an induction process and some meeting time will be dedicated to welcoming the new Council members.

## Fostering Connections with Leadership

The regular attendance of the Chief Executive at Consumer Council meetings has been well received by the Council, and provides an opportunity for direct communication and advances a shared understanding of the purpose and goals of the NMH Consumer Council.

In 2019, the Council Chair will meet more frequently with the Board Chair and the Chief Executive, and has been invited to attend two Board meetings.

## Planned Schedule of Work for 2019

As at 19 February 2019

January	<ul style="list-style-type: none"> <li>• Recruitment for new Council Members underway</li> </ul>
February	<ul style="list-style-type: none"> <li>• Applications close (15/02/2019), interview and appoint 2 new council members</li> <li>• Meeting Agenda:               <ul style="list-style-type: none"> <li>○ Models Of Care Update</li> <li>○ 2019 In-Hospital Priority Programmes Overview</li> <li>○ System Level Measure / Annual Plan</li> <li>○ Approval Consumer Council 2018 Annual Report</li> </ul> </li> </ul>
March	<ul style="list-style-type: none"> <li>• Induction Programme for new Council Members</li> <li>• Meeting Agenda:               <ul style="list-style-type: none"> <li>○ Welcome new Council Members</li> <li>○ Communications</li> </ul> </li> </ul>

April	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> <li>○ Korero Mai Co-Design</li> </ul> </li> <li>• CEO, Board Chair and Consumer Council Chair Meeting (15 April)</li> <li>• Consumer Council Chair to attend Board meeting (30 April)</li> </ul>
May	<ul style="list-style-type: none"> <li>• Consumer Feedback Documentation Co-Design</li> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> <li>○ Health Information Sharing (South Island Alliance Programme Office)</li> </ul> </li> </ul>
June	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> <li>○ Inpatient Experience Survey – Consumer Perspective on improving our scores</li> </ul> </li> </ul>
July	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> </ul>
August	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> <li>• CEO, Board Chair and Consumer Council Chair Meeting (19 Aug)</li> <li>• Consumer Council Chair to attend Board meeting (27 Aug)</li> </ul>
September	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> </ul>
October	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> </ul>
November	<ul style="list-style-type: none"> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> </ul>
December	<ul style="list-style-type: none"> <li>• Term of Appointment for 1 Council Member ends on 31 Dec 2019 (extension can be considered).</li> <li>• Meeting Agenda: <ul style="list-style-type: none"> <li>○ Models of Care Update</li> </ul> </li> <li>• Christmas Shared Lunch</li> </ul>

## Acknowledgements

We would like to acknowledge the two Council members who resigned during 2018. Kamaya Crawford and Craig Vercoe both contributed significantly to the development of the council, their voices, strategic views and knowledge were highly valued. We wish them well in their new endeavours.

We would also like to thank all the staff who have given their time to explain various aspects of the health system, and also those staff who recognise the value of the consumer viewpoint and have included us in their work.

## Appendix 1 - Consumer Council Membership

### Judith Holmes, Chair

**March 2017- current**

Judith has considerable experience in governance roles, including as a member on the Board of the Mapua Health Centre (current) and a community member of the Community and Public Health Advisory Committee (former). As a Psychologist, Judith is a trained listener, communicator and mediator. She is passionate about helping the many diverse people in our region to establish and maintain optimal health.

### Diane Strong

**March 2017- current**

Diane is a self-employed policy and strategic consultant with Governance and Senior Leadership experience. Diane joined the Clinical Governance Committee as a Consumer Advisor in 2018. She is part of the Te Pae Oranga programme, a Choosing Wisely National Board member, on the Victory Community Board.

Diane currently holds governance roles with Kotato Ltd, Ngati Tama Ki Te Waipounamu Trust, National Advisory Board Freshwater, Whakatu Marae Incorporated and Runanga O Te pouahi. She was formerly the Chairperson for Tama Asset Holding Company Ltd.

### Pita Akau'ola

**March 2017- current**

After being a Recognised Seasonal Employer (RSE) Relations Manager for 10 years, Pita is now the Community Liaison for the Nelson Tasman Pasifika Community Trust, as well as being on the Board. He has been a strong advocate for RSE Programme workers and members of the Tongan community, helping facilitate access to all areas of the healthcare system. Pita is part of the Te Pae Oranga programme.

### Philippa Hyndman

**March 2017- current**

Philippa has experience has of the health system from the inside and outside, she has previously worked for Hapai Te Ora (mental health respite house), and for CCS Disability Action. Philippa has also worked for CARE Marlborough where she served on the Board. Philippa is also a long term consumer of health care. Philippa's community involvement includes volunteering for the Blenheim Musical Theatre and she also performs with and sits on committee for the Marlborough Civic Orchestra.

Philippa is particularly passionate about encouraging Health Literacy, about quick access to mental health care and family support.

## Angelea Stanton

March 2017- current

Angelea is a Registered Diversional Therapist and Marlborough native. Her profession gives her the knowledge and experience to advocate for older persons. In her role at Ashwood Park, Angelea is an advocate for the residents. She has links with a range of health professionals as well as community groups such as Age Concern, Volunteer Marlborough and Alzheimer's Marlborough. Angelea is a member of the New Zealand Society of Diversional Therapists and is a registered assessor for Careerforce.

**Two positions are currently being advertised with the closing date for applications 15 February 2019.**

## Council Members who resigned during 2018

### Craig Vercoe, Deputy Chair

March 2017- December 2018

***Craig resigned following his appointment to Chief Executive of Nelson Tasman Kindergartens.***

Craig is the Senior Education Advisor for Nelson Tasman Kindergartens. Craig's role includes Health and Wellbeing which involves liaising with Child Youth and Family and the Ministry of Education. He is currently a consumer representative on the South Island Alliance Project Well Child Tamariki Ora and a resource panel member for Child Youth and Family. Craig was previously a consumer representative on the Integrated Child and Maternity Health Project.

### Kamaya Crawford

March 2017- September 2018

***Kamaya resigned due to relocation to Melbourne.***

Kamaya has particular interests in chronic conditions and women's health but also has a wider involvement in the community including with issues such as mental health and Maori/vulnerable populations. Kamaya holds governance roles with the New Zealand Newcomers Network and Stopping Violence Services. Kamaya is currently employed as a Community Advisor for the Department of Internal Affairs.

## Appendix 2 – Consumer Council Involvement

Here is a list of the Consumer Council's involvement in 2018

### Consultations

- Paediatric Bedside Handover
- Models of Care Programme
- Patient, Family, Whanau Escalation of Care
- National Bowel Screening Programme Communication Plan
- Advance Care Planning
- Patient Track / eObservations
- Hospital / Patient Flow
- Consumer Council TORs and Recruitment
- Chaplaincy Access to Patient Records
- Choosing Wisely
- Health Care Home Model of Care
- Patient Stories
- Discharge Summaries
- Sustainable Healthcare
- Reflecting consumers as partners in senior role appointments (Allied Health)
- Protection of Personal and Property Rights Policy
- 'ASK' Paediatric Health Literacy Poster
- Driving Under the Influence – reporting to the police

### Co-Design

- Options for Treatment and Resuscitation Form (OTTER)
- Models of Care Programme

### Work Product

- Consumer Engagement Policy
- Monthly Chair's Report to the Board
- 2017 End of Year Report

### Consumer Recommendations Requested

- Maternity Quality and Safety Committee Consumer Advisor
- Maori and Pacifica women for Breastfeeding Journey project
- South Island Alliance Palliative Care Consumer Representative
- Choosing Wisely Consumer Representative
- Health Quality and Safety Consumer Network

### Awareness Building

- End PJ Paralysis
- National Bowel Screening Programme
- Health Data
- Marlborough Community Health Care Hub
- Patient Stories
- HQSC – Partners in Care



- Sustainability in Health
- Equity in Health
- Atlas of Healthcare Variation

**Health Committee / Group Membership**

- Choosing Wisely Consumer Representation (Diane Strong)
- Clinical Governance Committee Consumer Representative (Diane Strong)

**Networking**

- Ann Armstrong, Consumer Member, Health of Older People Service Level Alliance, SIAPO
- Iwi Health Board

**External Consultation (offered opportunity to respond)**

- National Ethics Advisory Committee's Draft National Ethics Standards for Health and Disability Research
- Aging Population Consultation
- Mental Health and Addictions Consultation
- Pharmac Community Conversations

## Appendix 3 - Meetings Summary

The first meeting was on Friday 31 March, with subsequent two hour meetings held each month on Monday a week prior to the Board meeting. Meetings are held at Nelson Hospital, with every fourth meeting at Wairau Hospital, Blenheim.

Meeting Date	Location	Topic	Presenters / Additional Attendees
12 February 2018	Wairau	Paediatric Bedside Handover	Mary Bezant, Charge Nurse Manager, Paediatrics Sarah Varney, Registered Nurse, Paediatrics
		'ASK' Paediatric Health Literacy Poster	Mary Bezant, Charge Nurse Manager, Paediatrics Sarah Varney, Registered Nurse, Paediatrics
		PJ Paralysis	Lisa Livingstone, Clinical Lead, e-Observations
		Consumer Engagement Policy	Amy Clarke, Consumer Council Facilitator
19 March 2018	Nelson	Models of Care Programme	Belinda Wheatley, Planning and Projects Manager Bridget Jolly, Programme Director, Models of Care

			Suzanne Beuker, Chair of Clinical Working Group, Models of Care
		Options for Treatment and Resuscitation (OTTER) Co-design	Jen Hassloch, Quality Improvement Co-ordinator Dayle Keown, House Surgeon Tammy Pegg, Consultant Cardiologist Tom Ngaruhe, Te Waka Hauora – Maori Health Miriam Martin, Chaplaincy Jill Knight, Chaplaincy
16 April 2018	Nelson	Models of Care Programme	Keith Marshall, Project Manager Models Of Care & Health Pathways
		Patient, Family, Whanau Escalation of Care	Amy Clarke, Consumer Council Facilitator
		National Bowel Screening Programme	Claudia Teunissen, Project Manager – Bowel Screening Maree Duncan, Bowel Screening Programme – Southern DHB Dr Melissa Cragg, Cancer Educator, Maori Cancer Pathways (Video Conference from Wairau)

		Advance Care Planning	Hayley McElwain, Alliance Support Manager-Health Of Older People
21 May 2018	Nelson	Models of Care Programme	Belinda Wheatley, Planning and Projects Analyst
		Data	Paul McBride, Quality Improvement Analyst
		Peter Bramley	Peter Bramley, Chief Executive
18 June 2018	Wairau	Patient Track / e-Observations	Lisa Livingstone, Clinical Lead, e-Observations
		Models of Care Programme	Angelea Stanton, Consumer Council (feedback on her recent meeting attendance)
		Hospital / Patient Flow	Amy Clarke, Consumer Council Facilitator
16 July 2018	Nelson	Ann Armstrong, Consumer Member, Health of Older People Service Level Alliance, South Island Alliance of DHBs	Ann Armstrong, Consumer Member, Health of Older People Service Level Alliance, South Island Alliance of DHBs
		Models of Care Programme	Bridget Jolly, Models of Care Programme Director
20 August 2018	Nelson	Models of Care Programme	Bridget Jolly, Models of Care Programme Director

		Consumer Council TORs and Recruitment	Amy Clarke, Consumer Council Facilitator
		Peter Bramley	Peter Bramley, Chief Executive
17 September 2018	Nelson	Models of Care Programme	Keith Marshall, Project Manager Models Of Care & Health Pathways
		Chaplaincy Access to Patient Records	Henk Lups, NMH Chaplain Hilary Exton, Director Allied Health
		Patient Stories	Amy Clarke, Consumer Council Facilitator
		Choosing Wisely	Derek Sherwood, Choose Wisely Advisory Group Member / Ophthalmologist
15 October 2018	Wairau	Marlborough Community Health Hub Tour	
		Health Care Home Model of Care	Ruth Robson, Health Care Home Lead (District Wide), Marlborough Primary Health & Nelson Bays Primary Health
		Philippa's Health Story	Philippa Hyndman, Consumer Council Member

19 November 2018	Nelson	Peter Bramley	Peter Bramley, Chief Executive
		Models of Care Programme	Bridget Jolly, Models of Care Programme Director
		HQSC	Deon York, Programme Manager – Partners in Care, HQSC Christine Walsh, Director of Consumer Engagement (Partners in Care), HQSC Catherine Gerard, Evaluation Manger, HQSC (via VC)
10 December 2018	Nelson	Sustainability in Healthcare	Elizabeth Wood, Clinical Governance Committee Chair
		Equity	Ditre Tamatea, General Manager of Maori Health and Vulnerable Populations