

# Consumer Council 2017 Summary

In setting up the Consumer Council, Nelson Marlborough Health (NMH) has enabled a strong consumer voice to represent the Nelson Marlborough community. In early 2017, seven council members were selected who were able to exhibit a consumer viewpoint, as well as demonstrate NMH's values. The selection process also considered the diversity of the community when selecting council members.

There has been an increasing focus on gathering consumer viewpoints for programmes of work, coinciding with the increasing visibility of the Consumer Council and an understanding of the value of consumer engagement. We would like to acknowledge the teams who have had early engagement with the Consumer Council including the Choose Wisely programme, the Advance Care Planning programme, the Options for Resuscitation and Treatment (OTTER) form project, and the Models of Care Programme.

## Key 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.

### Increasing Early Engagement of Consumers

Consumers must be engaged early in the initiation and development process of any and all newly designed projects and projects undergoing revamps. It is essential that the consumer experience be harnessed to ensure that projects, initiatives and programmes of NMH are fit-for-purpose and delivered in an appropriate way. Failing to consult consumers early sometimes leads to missed opportunities to shape or sculpt programs to fit current consumer experience in spite of the best intent on the part of our clinical teams whose natural propensity is to view delivery from a clinical perspective.

### Individual Ownership of Their Own Care

Nelson Marlborough Health's strategy to support consumers "to manage their own health and well-being" and make "individual choices", is strongly endorsed by the Consumer Council.

Access to good quality health information, consideration of each person / whanau and their specific needs, and healthcare practitioners taking time to speak with consumers are key to achieving this strategy.

The time needed to form a clinical/consumer partnership is increasingly acknowledged as not only beneficial, but crucial to good healthcare outcomes. A strong partnership between clinical staff and consumers is becoming the expected norm. Developing that partnership bond takes time. Time to be human must be built into clinical workloads so that the human connectedness necessary for good health outcomes is nurtured.

## Consumer Council Participation

In 2017, 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:

### Family Friendly Accreditation

The Family Friendly Accreditation was developed in 2016 to encourage services to consider if they could improve the family friendliness of their service. The Consumer Council was aware of this programme and encouraged NMH to promote the programme for wider use at NMH to encourage a consumer focused view of services.

### Raising the Bar on the National Patient Experience

The Council reviewed the HQSC/Ogilvy & Mather report on patient understanding of medication side effects and condition management on discharge. The Council provided feedback and prioritisation on recommendations contained in the report.

A Consumer Council member also participated in a co-design workshop facilitated by Ogilvy Change to design an intervention, based on the above report, to improve patient understanding of medication side effects and condition management following discharge.

### Options for Resuscitation and Treatment

The Council put a consumer lens across this project, and provided their recommendations to the Clinical Lead. The Council also provided suggestions for improving the associated brochure.

## External projects

### Health Consumer Councils New Zealand (HCCNZ)

The Chair and Facilitator are part of the HCCNZ group. This group includes representatives of DHB Consumer Councils, HQSC and the Ministry of Health. The Consumer Council have used this network to take learnings from other councils, and have also attended a meeting to share insights and best practice.

### NZ Digital Health Strategy

The Ministry of Health has sought consumer input into the development of its Digital Health Strategy. Two of the Consumer Council members have been included in a workshop in Wellington, funded by the Ministry of Health.

## Membership of NMDHB Standing Committees

Clinical Governance Committee – Craig Vercoe, joined December 2017

## Looking Towards 2018

Increased council visibility, continuing participation, and support for consumer engagement across NMH are the Consumer Council's overarching objectives for 2018.

In particular, the Council expects to extend a strong consumer voice to the Models of Care Programme, the Choose Wisely Programme and Advance Care Planning.

"Dying Well" is of particular interest for the Consumer Council, hence project such as Options for Treatment and Resuscitation form project, and Advance Care Planning will receive strong support.

To support these objectives, recognition of the contribution of consumers to projects is essential. To participate in projects for NMH, consumers may need forgo work, or incur costs such as travel or child care. NMH needs to ensure that consumers are adequately compensated for costs incurred and consider appropriate recompense for their contributions to projects.

## Acknowledgements

We would 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. We would like to thank in particular, Amy Clarke, Consumer Council Facilitator, and Peter Twamley, Clinical Governance Support Manager, who provided support during our first meetings.

## Appendix 1 - Consumer Council Membership

March 2017-December 2017

### Judith Holmes, Chair

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.

### Craig Vercoe, Deputy Chair

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.

### Diane Strong

Diane is a self-employed policy and strategic consultant with Governance and Senior Leadership experience. Diane currently holds governance roles with Kotato Ltd, Ngati Tama Ki Te Waipounamu Trust, National Advisory Board Freshwater, Whakatu Marae Incorporated and Runanga O Tepouahi. She was formerly the Chairperson for Tama Asset Holding Company Ltd.

### Pita Akau'ola

Pita has been a Recognised Seasonal Employer (RSE) Relations Manager for 10 years. He is 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 on the board the Nelson Tasman Pasifika Community Trust.

### Kamaya Crawford

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.

### Philippa Hyndman

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 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**

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 on the Executive Board for New Zealand Society of Diversional Therapists, a member of the Blenheim Roller Skating Committee and is a registered assessor for Careerforce.

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## Appendix 2 – Consumer Council Participation

Here is a list of the Consumer Council's participation in 2017 (this list may not be exhaustive).

- Provided guidance on a consumer information for patients and support people on the Maternity Ward
- Reviewed the Adverse Events Brochure and provided suggestions for a more consumer friendly publication
- Provided ideas for increasing cervical screen rates in Maori women, and made suggestions for additional consumer engagements
- Established a connection with the South Island Cancer Consumer Group
- Provided a view on changes to the access rights for Practice Administrators on Healthone
- Providing a consumer perspective to the Ministry of Health work on the National Electronic Health record.
- Committed to providing feedback on Data Sharing Requests as they arise
- Recommended the Family Friendly Accreditation for wider use at NM Health to encourage a consumer focused view of services
- Advised the DHB that with further promotion and advance preparation, consumers would be likely to take opportunities to receive care at either hospital
- Recommended a Consumer Council member for including on the Clinical Governance Committee as a Consumer Advisor.
- Provided advice to NM Health that consumers should be able to access their health information electronically (i.e. via email or as part of an electronic health record).
- Contributed to the revision of the Consumer Engagement Policy (awaiting approval)
- Provided feedback and prioritisation on recommendations for improving medication compliance, understanding and condition management following discharge ('Raising the Bar on the National Patient Experience Survey')
- Participated in a co-design project to enhance patient experience of discharge (focusing on medication side effects and condition management).
- Committed to ongoing contributions to the development of consumer friendly medicine information sheets as part of the Canterbury DHB Mymedicines programme
- Provide guidance and support to the Options for Treatment and Resuscitation project
- Provided recommendations on activities to support Patient Safety Week (Medication Safety)
- Participated in the Health Consumer Councils of New Zealand forum
- Contributed to the development of the NMH Priorities for 2018/19
- Nominated two representatives who are providing ongoing consumer support to the Choose Wisely programme
- Providing advice and ongoing support to the Models of Care programme
- Contributing to the Ministry of Health Digital Health Strategy project
- Provided feedback on the Unapproved Medications Policy and Procedure

## 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.

	Location	Key Topics	Speakers / Attendees
31 March	Nelson	Orientation Meeting	Jenny Black, Board Chair Peter Bramley, Chief Executive Peter Twamley, Clinical Governance Support Manager Belinda Wheatley, Planning and Project Manager Lucinda Lindsay, Learning and Development Team Leader
24 April	Nelson	Orientation – H&S, dealing with the public, confidentiality Consumer Council Terms of Reference	Peter Twamley, Clinical Governance Support Manager Karyn Sangster, Workplace Health & Safety Advisor
22 May	Blenheim	Hospital Tour NZ Health Consumer Councils Consumer Involvement Policy	Peter Twamley, Clinical Governance Support Manager
19 June	Nelson	Domestic Violence Presentations Referral Process Raising the Bar of the Patient Experience report (medication side effects and condition management)	Peter Bramley, Chief Executive Peter Twamley, Clinical Governance Support Manager Gina Lyon, Co-ordinator Family Violence Programme Gillian Champion, Service Manger Surgical Services

17 July	Nelson	Family Friendly Accreditation Referral Process	ELT invited for Morning Tea – Peter Bramley, Heather Smith, Patrick Ng, Ditre Tamatea, Dr Elizabeth Wood, Jan Kinsey Peter Twamley, Clinical Governance Support Manager
14 August	Nelson	NZ Consumer Council for Cancer Clinical Governance Feedback Process	Joseph Stafford, Chair of the NZ Consumer Council for Cancer Dr Elizabeth Wood, Clinical Governance Committee Chairperson Pam Stinton-Whetnall, Patient Relations Co-ordinator
18 September	Blenheim	Consumer Council Planning Patient Safety Week Consumer Engagement Policy Consumer Engagement Tools for Staff	
16 October	Nelson	Consumer Advisors at NMDHB Priorities 2018/19 Options for Treatment and Resuscitation	Jenny Fenwick, Consumer Advisor Mental Health Belinda Wheatley, Planning and Project Manager Tammy Pegg, Consultant Cardiologist
20 November	Nelson	Choose Wisely Programme Models of Care Programme	Bruce King, Clinical Lead Choose Wisely Programme Belinda Wheatley, Planning and Project Manager
11 December	Nelson	Advanced Care Planning	Hayley McElwain, Alliance Support Manager - Health Of Older People