
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 19 September 2018
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met in Nelson on Monday 17 September 2018.

A member of the Models of Care (MoC) Programme provided an update on progress of the workstreams, some of which members of the Council have attended. The Council noted that there had been discussions around setting up a Models of Care Programme Hub, and supported this. The Council supports transparency and high visibility of "process" and believe that a Hub would offer the opportunity for more people to access information about the programme, to join in conversations and feel that they are part of the change.

The Director of Allied Health and the NMH Chaplain had submitted a paper to the Council seeking support for the chaplaincy service to access patient "notes". The Council were unanimous in their opposition of this request. However, it appears that the phrasing of the request was inaccurate. Following discussions with the Chaplain, the Council requested clarification of the request. It appears that Chaplaincy is actually requesting that Chaplains employed by NMH be allowed to add information to the patient's ward notes, such as "This patient is currently having chaplaincy visits." Clarity about how that procedure might be put in place without compromising patient confidentiality has been requested. The Council may support Chaplain's right to input information to patient notes through ward staff where appropriate, but not the right to access patient records. The Council thanked Chaplaincy for their good work.

Two Council members and the Council Facilitator attended the Iwi Health Board meeting on 30 August. The Council appreciated the opportunity to discuss mutual goals and strategies, as well as how the groups can collaborate in the future. The Council requested a list of top priorities set by the Iwi Health Board regarding the DHB goal of bringing about greater equity in terms of input and outcomes for all populations.

The Choosing Wisely National Committee Chair attended the Council meeting to clarify the goals of the programme. The Council supports the focus on providing enough time to allow better conversations about treatment options between patients and healthcare professionals. This is essential to patient understanding that the foundational idea that the Choosing Wisely Programme is to ensure that patients receive the right treatment, and that the programme is not designed to simply cut costs. The Council discussed correlations between the goals of the Choosing Wisely Programme and the Models of Care Programme and wish to ensure that there are links being made between the two programmes.

Council member, Kamaya Crawford, attended her last meeting today. We thank Kamaya for her contributions to the Consumer Council

The planned October meeting will be held at the Marlborough Community Health Hub, and will include a tour of the hub, a presentation on the Healthcare Home programme, and the General Manager Maori Health & Vulnerable Populations will give a presentation on strategies to ensure greater equity for all populations in health care provision and outcomes.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.