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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 21 May 2018  
**Subject:** **Consumer Council Report**

## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

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The Consumer Council met in Nelson on Monday 21 May 2018.

Following an update on the Models of Care (Moc) Programme, the Council gave input on the best ways to engage consumers developing their own “patient journey maps”. The Council strongly supports reaching out to people in vulnerable groups on “their own turf”, rather than expecting them to come to hospital-based workshops with clinicians. This approach has not worked in the past. The Council gave some suggestions as to where those approaches could be made. The Council also emphasised that input gained from speaking with paid or volunteer carers and support people is often invaluable in the patient/health provider relationship, (where appropriate and with permission from the patient). Instances of input being sought from “managers” is often of limited value. The carers who actually work with the patient and whanau is very important to the whole health picture of each identified patient.

The Council has been interested in how and why we use data at NMH. A very interesting presentation was given on the Quality & Safety reports which are prepared monthly for the Board. The Council was very interested in the ‘story telling’ behind the dashboards, and how the metrics are translated to actionable strategies. Council had lively discussion on how and why we, as a DHB, choose to focus our attention on particular items such as dental extractions rather than measles and “glue ear”, and how what we are focused on dictates material put out into the public arena in the form of posters, flyers etc. Council are now in a better position to monitor material put out to the public after this reporting session.

The CE also attended part of the meeting and gave some feedback on instances where he sensed that Consumer Council work was helpful. The CE agreed with the Council’s view that early engagement with the Council is helpful and recommended this to all DHB programs.

The planned June meeting will include discussion on the MoC programme and possibly a tour of the Community Health Hub. We are seeking a meeting with the Chair of the Iwi Health Board to discuss the best ways that the Council and the Iwi Health Board can support each other.

Judith Holmes  
Consumer Council Chair

## **RECOMMENDATION:**

**THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.**