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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 19 July 2017  
**Subject:** **Consumer Council Report**

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## *Status*

This report contains:

For decision

Update

Regular report

For information

The Consumer Council held their fifth meeting in Nelson on Monday 17 July.

The meeting began by inviting members of the Executive Leadership Team (ELT) to join the Council for morning tea. This was an opportunity for to understand their roles in the organisation, and for the group (Council and ELT) to consider opportunities to work together.

The Council discussed the Family Friendly Accreditation tool, which one of the Consumer Council members contributed to the development of in 2016. The Council considers this self-accreditation tool to be valuable for generating conversation and change towards more consumer friendly environments. The Consumer Council encourage departments/services to use this tool to consider how they can make improvements to their environments.

The Council is beginning to receive requests to participate in projects or committees outside of the Consumer Council meetings. Each request is discussed and a Council member assigned, or if suitable they may suggest a consumer from their network to participate. Information on which projects Consumer Council members are contributing to will be provided in future reports.

The Council intends to continue discussions on access to care and health equity.

Judith Holmes  
**Consumer Council Chair**

## RECOMMENDATION

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