
MEMO

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

Status

This report contains:

- For decision
- Update
- ✓ Regular report
- ✓ For information

The Consumer Council met in Nelson on Monday 19 March.

The Consumer Council welcomed two members of the Youth Advisory Panel to the meeting. We are pleased to make links with the Youth Advisory Panel, and will seek their input when a youth viewpoint would add value, and have offered them the opportunity to raise topics of interest with the Consumer Council.

We received an update on the Models of Care programme by the Planning and Projects Manager, and the Programme Director and Chair of the Clinical Working Group for the Models of the Care programme. They also sought Council input on how consumers should be engaged in the Models of Care programme.

The Council reiterated the need to engage consumers early, and also to ensure that consumers receive recognition and compensation for their contributions. It is expected that Consumer Council members will be involved in strategic workshops, and that the Models of Care programme will be a standing agenda item at Consumer Council meetings.

A one hour co-design workshop was held around the Options for Treatment and Resuscitation (OTTER) form, in particular the proposed 'Serious Illness Conversation Guide'. The Workshop was facilitated by the Clinical Lead (a Consultant Cardiologist), a Quality Improvement Co-ordinator, and a House Surgeon. We also got significant value by including two members of the Chaplaincy Team and one of our Pou Maanki from Te Waka Hauora Cultural Support to the workshop. The key messages from the workshop were:

- It is important that the clinician introduces themselves to the patient and family
- Having the right people in the room (or on the phone) is essential
- Clinicians (and management) must understand that conversations take time, and may occur over several sessions
- There are services such as Chaplaincy which can be valuable to support patients and families (it was also discussed if changing the name of Chaplaincy to Family Support (consistent with Hospice) would more accurately reflect the support they offer).

The Council also endorsed Patient Experience week (23-27 April 2018), for which a number of activities are planned to highlight patient experiences.

The planned April meeting agenda includes discussions on Advance Care Planning, eObservations, and the roll out of the Bowel Screening programme.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.