

---

# MEMO

---

**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 21 November 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 November 2018.

Peter Bramley, Chief Executive joined us briefly for a discussion about the influence that the Consumer Council has had since its formation in early 2017. It was acknowledged that some of the value of the Council came from its mere existence which demonstrates the value of the consumer voice in 'keeping NMH honest'. However the Council is keen to be held to a very high standard and wants to ensure that work done adds value to NMH. The CEO assured the Council that work to date has been valued. The Council is involved in the Models of Care Programme on a regular basis and Council members have participated in various MoC workstreams along with a long list of other programmes. The Council is keen to be "promoted" further within NMH and in the community to gain maximum traction. The Council is keen to receive feedback from the Board about recommendations made. There was also conversation around the somewhat vague purpose of the Council as a voice for the consumer. At the same time, it is recognised that adaptability is important to the needs of NMH in obtaining a consumer voice. All in all, especially when the Consumer Councils of other DHB's are examined, it is recognised that the Council is doing a good job when engaged. Possibly the scope of work will be broadened as more DHB programmes realise the value of running questions through the Council.

The Council was pleased to receive an update from the Models of Care programme. The Indicative Business Case (IBC) was referenced during discussions and some of the Council members questioned whether the IBC project needed or had any consumer engagement.

We received a presentation from the Health Quality and Safety Commission. The Partners in Care Team from HQSC in Wellington is undertaking meetings with the Consumer Councils across the country, wanting to know how well Councils are fitting in to DHB structures. The Partners in Care Team gave us an overview of HQSC's consumer engagement programme, including the Quality Safety Markers, upcoming training, co-design and their use of consumer advisors. They also provided us with a presentation on the Atlas of Healthcare Variation (available on their website). The value of the material on their website is considerable in adding weight to anecdotal evidence when issues are analysed by NMH and will be very useful to Council members and Board members alike.

Recruitment of a replacement Consumer Council member will begin shortly, with the appointment expected to be early in the new year.

The planned December meeting will be held in Nelson and will include a discussion with the General Manager of Maori Health & Vulnerable Populations and a discussion on sustainability at NMH. It will be the last Consumer Council meeting for 2018. We wish all Board members a happy and safe holiday period. There is no meeting in January, so we meet next in February 2019.

Judith Holmes  
**Consumer Council Chair**

**RECOMMENDATION:**

**THAT THE BOARD RECEIVES THE CONSUMER COUNCIL CHAIR'S REPORT.**