
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 18 April 2018
Subject: **Consumer Council Report**

Status

This report contains:

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

The Consumer Council met in Nelson on Monday 16 April.

The Council discussed the updates to the Models of Care (MoC) programme largely centred on the importance of considering and planning for all aspects of DHB operations. Considering all aspects of work, while still maintaining the clinical integrity of operations, is a major challenge. Council members participated in all four MoC strategic workshops facilitated by Richard Boomer held in the week of 9 April. The Council will include discussion around updates on the MoC programme as a set agenda item henceforth.

The Patient, Family and Whanau Escalation of Care proposed pathway was discussed. This proposal for promoting a way for family to input their observations and concerns for patient wellbeing when they believe that they are not being taken seriously, probably applies to a very small number of patients. The Council felt that adding more posters to promote methodology about escalating such concerns would only add to the “white noise” of information. Good staff communication is always the goal in any DHB situation. Continued focus on clear communication should be our goal. Efforts to ensure that family feel properly heard should always be made. Council members felt that the perceived difficulty of gaining admittance to hospital in the first place was a more significant problem than care once admitted.

A good discussion was held with the Project Manager for the Nelson Marlborough National Bowel Screening Programme. The Council made many practical suggestions regarding targeting particular populations.

Input was sought by the Alliance Support Manager- Health of Older Persons about the promotion of Advance Care Planning (ACP) in Nelson Marlborough. The Council suggests that inclusion of ACP into procedures concerning major life events would be a powerful way of getting people to attend to an ACP. Such events as studying for and gaining a driver’s license, getting a bank loan/mortgage, writing a will etc are natural points at which such considerations could be made. Discussion around linkage of ACP with government departments for harnessing opportunities for such planning included suggestions of coordinating with The Public Trust, WINZ, MSD (Gold Cards) and the Department of Internal Affairs...all of whom are working on structuring their services along “life journeys.”

The planned May meeting will include discussion on the MoC programme.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.