Nelson Marlborough Health

MEMO

To:	Board Members
From:	Judith Holmes, Consumer Council Chair
Date:	16 August 2017
Subject:	Consumer Council Report

The Consumer Council held our sixth meeting in Nelson on Monday 14 August.

We were pleased to have Joseph Stafford, Chair of the New Zealand Consumer Council for Cancer (NZCCC) speak to us at the meeting. He spoke to us about his own cancer journey, and was able to give us some insight from his experiences on a Consumer Council.

We were particularly interested in the approach the NZCCC is rolling out across Cancer 'craft groups' to keep the consumer at the centre of clinical pathway design. Two representative families (one Maori, one Pasifika) are put at the centre of the design process, and the teams must ensure that the pathway will protect the dignity of these families.

An overview of Clinical Governance at NM Health was provided by the Clinical Governance Chairperson. As well as the overview, the Council were interested in the assurance processes, and how NM Health identifies and carries out improvements.

The Consumer Council also received a presentation by the Patient Relations Co-ordinator about the feedback process at NM Health. The Consumer Council is interested in understanding how those with English as a second language negotiate the feedback or complaints process. The Consumer Council would also like to be included in any future re-design activities on the feedback process, as they believe this is an important link for consumers into the DHB.

The Consumer Council has received nine requests for assistance in the past month. These requests include participation in other consumer related groups, consumer representation on Ministry of Health projects, strategic level advice on consumer engagement at NMDHB, and consumer point of view feedback on documents and brochures.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.