

---

# MEMO

---

**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 22 August 2018  
**Subject:** **Consumer Council Report**

## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

---

The Consumer Council met in Nelson on Monday 20 August 2018.

The Models of Care (MoC) Programme has been an important part of the Consumer Council's focus in the last three months. Council members have been attending and contributing to MoC workshops and journey mapping sessions. We also have a monthly update and input session with the MoC Programme Team.

As one Council member is moving out of the country in October, the Council has been reviewing the recruitment process and consequently our Terms of Reference. When the Council was formed the Chair of the Board and senior staff organised recruitment. The Council is happy to contribute to the recruitment process by providing a member to serve on the recruitment panel. We do need guidance and would like contribute to the discussion on:

- The appropriate length of service for members wishing to reapply for continued service after their initial term is up
- The application process for recruitment of replacement members and some aspects of our Terms of Reference.

The Consumer Council was invited to the Nelson Community Lead Development Network meeting on Monday 20 August. We presented on the role of the Consumer Council and received ideas from community advisors on how we could work more closely with our communities. Community leaders present expressed their opinion that they would like to see more publicity of Consumer Council activity.

The Council has been invited to the Iwi Health Board meeting on Thursday 30 August. Two Council members and the Council Facilitator plan to attend this meeting. It is an important part of our role to provide input regarding correction of inequities between health outcomes for Maori and Pacific consumers. We will cooperate with the Iwi Health Board with this goal in mind.

The CEO attended the August meeting of the Council and spoke on the importance of patient stories as a way of keeping the humanity of those we serve clearly in mind, and the key role of the Council in contributing to the Models of Care Programme.

The planned September meeting will include a discussion with Chaplaincy on their request for access to patient information.

Judith Holmes  
Consumer Council Chair

## **RECOMMENDATION:**

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