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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 22 November 2017  
**Subject:** **Consumer Council Report**

## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

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The Consumer Council met in Nelson on Monday 20 November.

The Clinical Lead for the Choosing Wisely programme spoke to the Council about the initiation of the programme at Nelson Marlborough Health, and also requested Consumer Council representation on the Programme Team. Two members of the Consumer Council have volunteered to provide guidance to the programme.

The key issues the Consumer Council noted for the Choosing Wisely programme include:

- The need to ensure that in reducing the number of low value tests or treatments, we do not make access more difficult to those for whom those same tests or treatments are essential
- All communication and explanations to patients must address patient need. It is inappropriate to discuss cost savings with patients
- The Council realises the importance of adequate time for discussions between clinicians and patients, especially related to treatment options
- It is clear to the Council that co-ordination with other programmes, such as Advance Care Planning, is essential for consistent messaging, sharing resources and lessons learned
- The Council is in general agreement that the Choosing Wisely programme is a sensible and timely initiative.

The Planning and Projects Manager gave a presentation on the Models of Care programme. We discussed the programme plan and how consumers will be included in the Programme.

The key factors noted about the Models of Care programme include:

- That funding is to be allocated to reimburse consumer time on co-design projects. We consider this to be essential to enable recruitment of a diverse population of consumers, who are available at times specified by the programme
- To get the most value consumers need to be included in designing services, not just reviewing what has already been designed
- Including a consumer(s) in the Clinical Advisory Group will ensure a strong consumer voice is included in the delivery of the programme
- The Consumer Council would like to receive regular updates on the programme's progress. We would also like to provide input into the process for recruiting and support consumers included in co-design projects.

At the December meeting we plan to discuss Advance Care Planning. Two Council members will be attending Ministry of Health workshops on the New Zealand Digital Health Strategy, and the Council is also providing input to the University of Otago Medical School Facility work on qualities essential in future doctors.

Judith Holmes  
**Consumer Council Chair**

**RECOMMENDATION**

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