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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 18 October 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 16 October.

The Council welcomed the Consumer Advisor for Mental Health to the meeting. We were able to discuss her functions within the Mental Health Service at Nelson Marlborough Health (NMH) and how our roles intersect. We learned that Disability Support Services have good consumer input in place. This was helpful in the development of a clear definition of our role.

The Planning and Projects Manager gave a presentation on the work being done around the Priorities for 2018/19. The Consumer Council members will consider the identified priorities and provide feedback to the Planning and Projects Manager within in this current three month critical planning period.

The Council received a presentation on the important forms to be filled out and kept handy on patient charts as background guiding options for levels of treatment and resuscitation from a Consultant Cardiologist who is leading a piece of work on this matter. The Consumer Council were able to provide helpful input to the work. We commend the dedication and passion of the Consultant and House Surgeon working on this project. The Council emphasised the importance of clear communication with patients and whanau, and also that as things unfold and change that the forms should be tools for guiding conversations, not as substitutes for ongoing discussions between clinicians, patients and whanau.

The Council also discussed the importance of an implementation plan around the Options for Treatment and Resuscitation project. Consideration should be given to the value of this tool for all of NMH, advanced communications training and mentoring in the use of the forms is considered essential for successfully imbedding this project. The Consumer Council is interested in hearing about the results of the pilot of the project in the Cardiology Department and how this project will fit with the Advance Care Planning programme. We expect to have presentations on both in the near future.

A brief report was given by the Chair and Facilitator on the meeting held with other Consumer Councils in Wellington.

At the November meeting we plan to discuss the Models of Care programme of work and the Choose Wisely programme.

The Consumer Council Chair and the Facilitator will provide an update to the Board on Tuesday 24 October.

Judith Holmes  
**Consumer Council Chair**

**RECOMMENDATION**

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