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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 20 September 2017  
**Subject:** **Consumer Council Report**

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## *Status*

This report contains:  
 For decision  
 Update  
 Regular report  
 For information

The Consumer Council held our seventh meeting in Blenheim on Monday 18 September.

As the Council has now been in place for six months, we took this as an opportunity to reflect on our achievements in this period, as well as our focus and challenges for the future.

Since March, the Council is pleased to have provided strategic level advice on consumer engagement at NMDHB, consumer point of view feedback on documents, policies and brochures, to have been involved with other consumer related groups, and offered consumer representation on Ministry of Health projects. More detailed examples of the Council's contributions are provided in Appendix 1.

In the upcoming months, the Consumer Council has committed to working on a more detailed report to NMH and the Board. This will include the Consumer Council priorities, the challenges the Council has identified and recommendations for improvements.

The Consumer Council has participated in the review of the Consumer Engagement Policy (previously called the Consumer Involvement Policy). The Council recommends that the policy is adopted by NMH to guide engagement with consumers and to emphasise a focus on patient and whanau/family centred care.

A number of upcoming projects which would benefit from Consumer Council engagement have been identified. These include the Models of Care, the new hospital build, Advanced Care Planning and Choosing Wisely. With these and any projects requesting Consumer Council input, the Council requests that project teams engage with the Council early. By engaging early and providing detailed information on the project, we can ensure greater value added to the project outcomes.

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

Judith Holmes  
**Consumer Council Chair**

## **RECOMMENDATION**

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

## Appendix 1

- Provided guidance on a consumer information for patients and support people on the Maternity Ward
- Reviewed the Adverse Events Brochure and provided suggestions for a more consumer friendly publication
- Provided ideas for increasing cervical screen rates in Maori women, and made suggestions for additional consumer engagements
- Established a connection with the South Island Cancer Consumer Group
- Reviewed the Ceilings of Care patient brochure
- Provided a view on changes to the access rights for Practice Administrators on Healthone
- Providing a consumer perspective to the Ministry of Health work on the National Electronic Health record
- Committed to providing feedback on Data Sharing Requests as they arise
- Recommended the Family Friendly Accreditation for wider use at NM Health to encourage a consumer focused view of services
- Advised the DHB that with further promotion and advance preparation, consumers would be likely to take opportunities to receive care at either hospital
- Agreed that a Consumer Council member would be considered to replace an existing Consumer Advisor on the Clinical Governance Committee at the end of their term of engagement
- Provided advice to NM Health that consumers should be able to access their health information electronically (i.e. via email or as part of an electronic health record)
- Contributed to the revision of the Consumer Engagement Policy
- Provided feedback and prioritisation on recommendations for improving medication compliance, understanding and condition management following discharge
- Committed to ongoing contributions to the development of consumer friendly medicine information sheets as part of the Canterbury DHB Mymedicines programme