
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 24 May 2017
Subject: **Consumer Council Report**

Status

This report contains:

For decision

Update

Regular report

For information

The Consumer Council held their third meeting at Wairau Hospital on Monday 22 May. The meeting began with a brief way-finding exercise, following which the Council praised the staff at Wairau hospital for their friendliness and offers of assistance. They made special note of the volunteers at the Information Desk, who were welcoming and helpful when the Council members first arrived.

The Consumer Council reviewed, discussed and acknowledged their Terms of Reference.

A presentation was given on the roles, strategies and operations of four other Consumer Councils in NZ. Following this the Council noted that these other Councils had all had a period of 'forming' before they began delivering successfully. In order to address this, the Council would like to begin to contribute to operational projects to get exposure and experience for the Council members and demonstrate the Consumer Council's value to the organisation.

The Council also noted the importance of the relationship between the Clinical Governance Committee and the Consumer Council at the other DHBs. The Consumer Council will begin discussions with the Clinical Governance Committee on how this relationship can be strengthened.

A sub-group of the Consumer Council has been formed to discuss and input into the review of the Consumer Involvement Policy.

A discussion was held on the 'Use of Email' for sending patient information. The Council concluded that there were no easy answers to this issue, but that it was important to allow consumers to access their information electronically, and having a 'key' (such as RealMe) to access information electronically should be considered.

The Council has expressed interest in receiving more information on:

- Access to care, in particular how clinical and/or societal criteria impact on referral triage
- Screening for domestic violence.

These items will be included in the agenda for the next meeting.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.