

Memorandum

To:	CG Committee Members
From:	Geoff Ormandy, Consumer Council Deputy Chair
Subject:	Consumer Council Report
Date:	11 th July 2023

Background

This month's meeting was held on Monday 10th July in Nelson.

Current Situation

This month we invited Diane Scott, Community Allied Health Team Leader to our meeting to hear about the transitional support pathways initiative and involvement of kaiawhina working in AT&R. This pathway really is helping to support consumers who are waiting for the Community Rehab Team (CRT) therapist to be involved by assisting the consumer to leave hospital with a system in place. Currently it is supporting non-complex, low risk consumers while following a Calderdale Framework which is providing structure and process for frequent tasks. Council members acknowledged that they would like to see this pathway rolled out among other wards and departments, however, recognising that post discharge support like this model, may take some time to roll out. This kaiawhina role could also be a steppingstone to support and grow our future workforce.

Members were informed on the Pae Ora Quality Framework and the NZ Health Charter both important documents. The former document required more clarification and details on how it will be carried out. The latter is seen as a common purpose document which will allow for working together while designing competencies and behaviours, treatment of workers equitably, while building values that are culturally and spiritually safe.

Community Updates:

- The need to increase vitamin B in pregnancy and breastfeeding is still being missed by the Myanmar and Bhutanese communities. Imperative to share communication particularly with literature/leaflets in their own language with these communities.
- It is essential to remind communities to take the initiative for follow up themselves if they have not heard back or are concerned that a follow up is taking longer than expected. People need to be prompted that they can do this themselves or give permission to someone else to advocate on their behalf if they cannot (e.g. an English is a second language speaker). Further reminders that consumers should update their contact details in the health system regularly – make sure GP/hospital/healthcare provider has your correct, address and phone number, this can help to alleviate some of the missed follow ups.
- Healthline is still the go-to for health advice in the community. There is a need to continually promote this throughout the region, as many have forgotten it exists.
- Consumers want health providers to have a short notice contact list. With all the winter illnesses around at the moment there are unavoidable cancellations. If providers can fill those cancellations with people who can attend at short notice, it could well assist the long waits to be seen.
- Appointment cards are useful and preferred for consumers. An appointment card tends to be placed on a fridge or in a prominent place that helps people remember their appointments. Letters are getting longer and tend to either be thrown away, mistaken for a bill, or in the pile of other stuff. Plus, the appointment card is a quick grab and go. Consumers put it in their pockets when they leave home, it tells them the date, time and the location of their appointment.

- “Shaping the future of health for the rainbow community” is a recent article written by a member of the consumer council. It is a superb article that links into hospital policies and culture, links into other resources and highlights the importance of addressing health disparities that affect LGBTQ+ individuals. This includes addressing higher rates of substance abuse, tobacco use and cancer screenings.
- It was useful to note one health organisation in the Marlborough region has had a change in their recruitment process which has made a huge difference in attracting staff.
- There is concern among consumers that no one is immune to the additional costs and treatment for skin checks and services, especially when living in a country where there is a high prevalence of skin cancer. Consumers are encouraged to see their GP before any potential referral. (How can people be expected to for treatment such as liquid nitrogen? etc). However, it is recognised that skin tests are important and council members wish for a model like the one previously run in Mapua with Dr Ricki-Lea Aitchison that could be an extension of GP services.

Finally, a draft document prepared by our ancillary pool of consumers relating to consumer expectations from clinicians re follow ups was shared for comment with the consumer council. Once complete this document will be shared with clinicians and healthcare staff.

Geoff Ormandy
Consumer Council Deputy Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT