

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	10 th October 2023

Background

This month's meeting was held on Monday 9th October across both Nelson and Wairau.

Current Situation

Members were informed of the national work taking place with regard to consumer engagement and the role of consumer councils in the future. There is a real drive to grow the Code of Expectations within our region and contribute to locality planning and connecting with Iwi Maori Partnership Boards.

Consumers want to see more communication around the serious illness conversations when in hospital which feed through to aged residential care (ARC) setting. For instance, more promotion around the fact that consumers can ask for a serious illness conversation themselves when they come into the hospital. They do not need to wait for it to be led by a healthcare professional. The shared goals of care team thought this was a fantastic opportunity to build ownership with individuals who want to do this. The team also want to hear from anyone who may have recently had a serious illness conversation in hospital to hear what experiences they had in order to help staff become more developed with their conversations.

Patients are wanting transparent communication about where they sit on a wait list and how long it is until they will be seen. They want to know whether they are at the beginning of the list, in the middle or at the end and to give an approximate timeline they are likely to follow. This conversation developed into the best use of a consumer's time while waiting for their treatment. What else can we do while they are waiting – complimentary therapy? vaccinations?, blood pressure checks? diabetes checks? Perhaps more sharing of information and education literature. Giving clarity to the 'waiting', can assist reception staff to keep patients advised as to how long their wait is - could we consider boards/tv's showing approximate wait time for this service in a waiting room would be very useful.

The Code of Expectations Quality Safety Marker is being reported to Manatū Hauora (Ministry of Health) for the first time this submission. Acknowledging that teams are starting to gain quality evidence of consumer engagement interactions is a big plus. Praise to all teams providing this.

Community Updates

To reduce the cost of medical care, parents are seeking alternative health options, which is causing children to have more time off school.

Consumers had questions relating to GP practices regarding: interpreting services and adolescents being sent to urgent care centre when they cannot be seen at own GP service. These questions will be shared with our primary partners.

Closure of after hours in Blenheim is impacting consumers particularly those without a GP or unable to secure an appointment during the day due to either work commitments and or lack of vacancy in their GP service. It raises concern with the impact it is surely having on the Emergency department. In addition ARC now need to contact Emergency rather than the after hours service again adding pressure.

The Consumer Council were also pleased to hear about the revitalisation of the Quality Innovation Awards and would be interested to support this.

Angelea Stanton
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT