

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	13 th November 2023

Background

This month's meeting was held today in Wairau and online to Nelson as well.

Current Situation

The results of the review of consumer councils is still pending and this is going to the December Te Whatu Ora Board Meeting. Until the future direction is clear, the consumer council are working business as usual.

At this month's meeting, Liz Thompson and Jess Haywood from Project Whakatupuranga attended to give an update on the developments taking place and the allocation of funding that has been awarded. Members were able to direct their questions to the project team which focussed on what consumers are seeking:

- Technology and digital solutions: the opportunities to really support the hospital with accessibility for this technology throughout the building, ability for staff to utilise more technology. Ensuring the digital solutions allow for hospital to hospital, clinical service to clinical service but also primary health and patient's portals all to talk to each other.
- Culturally friendly and welcoming to all (the soul of the building): considering places like the chapel, mortuary as well and facilities to allow for meditation, washing of hands and feet, etc.
- Devolvement of services to the community: currently focussed on delivering core services in acute services building. These conversations are required nationally with Te Whatu Ora.
- Lessons learned from other hospital rebuilds e.g. Wairau, community hubs, nationally. Need to know what works and doesn't work so well.
- Ability to build another 'Art for Health' interface with local arts community through this building project, including landscaping and cultural features.

Members were pleased to see a partnership collaboration with IMPB and Te Aka Whai Ora, however, they felt that this was a really good opportunity for a co-design project with the consumer voice embedded in early rather than hearing a consumer voice at the end when you are just focused on decoration.

Community Updates

Community Oral Health were seeking consumer input on the barriers for parents attending appointments with children, this has led to collaboration with Nelson Tasman Pasifika Community Trust.

We are proud to confirm that we have members on both the Nelson Bays and Marlborough Primary Health Organisation committees, and this is another fantastic opportunity to really help shape the health journey for all consumers.

The recent public health lecture was a great forum taken to the community. Interesting to hear about the legal changes to the Power of Attorney document. Consumers acknowledging that this process puts pressure on GPs who are required to upload the document and wish that this could be carried out another way.

Youthline is now being funded nationally 24/7 with the additional funding for skilled counsellors to support triage service volunteers. Marlborough's funding will go towards a volunteer in situ.

A bowel screening new programme is being launched in early 2024 which reduces the screening age for Māori and Pasifika to 50. It is hoped that a member of the council will be able to join the bowel screening committee for this project.

As a continuation to the 'Did not attend' conversation, consumers are maintaining the messaging that they would like to be telephoned for appointments. By having a phone conversation, the services can distinguish if there are any barriers for attendance, plus being offered a day and time allows for a choice which may in turn be more suitable and therefore a higher chance of attendance. Offering the 'working week' only appointments is a real power imbalance. Consumers would like to see changes in this model. Referring all to page 9 of the 'Three steps to meeting health literacy needs' booklet from Te Tāhū Hauora is particularly useful in this topic area as it focusses on oral communication is how we learn about our health. This document can be found here

<https://www.hqsc.govt.nz/resources/resource-library/three-steps-to-meeting-health-literacy-needs/>

Some bouquets of thanks to:

- Learning and Development team for the fantastic racism and allyship workshop. This is a highly recommended opportunity that everyone should do.
- To all hospital staff for their ability to continue working incredibly hard. The communities really do appreciate the lengths staff are going to continue delivering the services. This extenuates to our primary health teams who also have it incredibly tough and all doing a lot of fantastic work. The Nelson Bays PHO Annual Report is an excellent report.

Angelea Stanton
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT