

## Memorandum

<b>To:</b>	CG Committee Members
<b>From:</b>	Angelea Stanton, Consumer Council Chair
<b>Subject:</b>	<b>Consumer Council Report</b>
<b>Date:</b>	14 <sup>th</sup> August 2023

### Background

This month's meeting was held on Monday 14<sup>th</sup> August in Nelson.

### Current Situation

This month Consumer Council received a presentation from Cathy O'Malley on Localities. There were conversations relating to geographical areas within localities and the prototyping of the locality development process along with a timeline for the whole process was shared:

- **Locality determination:** Engaging IMPB's local government and communities to determine locality boundaries. Build local relationships.
- **Locality establishment:** Support local stakeholders to establish local working arrangements that support collective action. Document working arrangements into a locality charter.
- **Locality planning:** Engage with whanau, hapori and providers to identify wellbeing needs and priorities to inform locality plans. Partner with IMPB's, Te Whatu Ora and Te Aka Whai Ora.
- **Delivery:** Align contract and funding arrangements to locality plans and start delivery. Implement new models of care and community wellbeing initiatives. Improve service integration through better networked providers.

With staff now working in a completely different operating model, everyone is functioning and adapting to the changing landscape within in national, regional and local structures. More than ever it is imperative to keep continuity, consistency and communication going and teams are doing their best to achieve this.

Members felt it was imperative to reach out to the Iwi Maori Partnership Board Co-Chairs considering the locality conversations that will soon be taking place. It was noted that PHOs will have a bigger part in this going forward and the Primary Care Strategies certainly will have a lot in common with what is projected in the Pae Ora Act.

It has been necessary to commence succession planning for the council and at this meeting members made decisions to the expressions of interest received from current members to the roles of Chair and Deputy Chairs. At these uncertain times it is imperative to maintain the status-quo drawing on the expert knowledge of our existing consumers who are aware of the enormous changes taking place within the health systems.

#### Community Updates:

Unfortunately, this month, we were not able to have our verbal community discussion updates due to the comprehensive conversations that took place with localities. However, a few members submitted written reports and the points they raised are outlined below:

**Ang:** Explained that we had been supporting the West Coast Co-chair and consumer engagement staff member to help support them revitalising their consumer group. Developing these relationships further at a local level will help us with our regional connections. It was pleasing to be identified as a regarded council to be able to offer this advice and support. Met with Grey Power to see how we can support each other through the development of the locality process and how the council can raise issues coming from their community. Grey Power members are raising significant concerns with feeling abandoned after the age of 80, lack of willingness to investigate, refer or treat their conditions to improve quality of life. They did acknowledge that once receiving the service this has been generally positive.

**Geoff:** Shared Goals of Care project has yet to gain traction as many clinicians are not completing the serious illness conversation. The project team are of the opinion that this may be due to the pressures that staff are currently working under. Hoping this will change once a digital option is available. A reminder that interpreters are there to assist consultations for RSE workers, refugees and migrants present with a notifiable disease.

**Nikita:** Has attended the Allyship and Antiracism Workshop. Very good training run by Jenny Bennett of Kind Mind Kai. There is always something to learn and this was particularly interactive and informative. It provide good tools and strategies to deal with racism. Nikita shared information the Talanoa Mai app which is Pacific Competency Guide. This is designed for use in OT's but has some basic words, sayings and prayers for Samoa, Niue, Cook Islands, Fiji, Tonga, Tokelau and Tuvalu. Another app we shared was the Moana Connect which is a Pasifika business that is involved in an array of things including research, workforce training and development, project management and new tech. There are e-courses about things like Pasifika pregnant mothers and their families. <http://moanaconnect.co.nz/>

Finally the family story of a child with suspected ear infection was initially not able to be seen at own GP as there were no appointments for over a week. Receptionist referred patient to practice nurse who advised to go to urgent care centre. However, family have since been advised that practices should always have urgent appointments for children, especially considering that if you go to the urgent care centre in usual work hours for medical appointment consumers will be charged which is an expenses people cannot afford. Family were disappointed and unaware that children are to be prioritised. First pharmacy couldn't fill script same day, second pharmacy had no problems filling script.

Angelea Stanton  
**Consumer Council hair**

## **Recommendation**

### **THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT**