

Memorandum

To:	CG Committee Members
From:	Geoff Ormandy, Consumer Council Chair
Subject:	Consumer Council Report
Date:	11 th March 2024

Background

All of the Council members participated in the Teams meeting which was held online on Monday 11th March 2024.

Current Situation

- **Sharing the Councils Minutes**

Members wanted the minutes to be shared more widely so that they could be used to communicate council activities with staff. This distribution should also include the PHO. The Chairs' report is written for this purpose and it is shared online for everyone.

- **Patient/Consumer Stories**

The Council members discussed the socialisation of patient/consumer stories which would provide valuable feedback for departments. More investigation is being conducted in this area with the inclusion of a "consumer" page on the intranet may be a way to do this.

- **Updating Consumer Council Members**

Members acknowledged that they do not always receive feedback when they have participated in projects and working parties. Their involvement would be more satisfying if they were informed about the outcome(s) and the progress of the projects.

- **Nelson Bays Primary Health Organisation Consumer Advisory Group**

Members of the above advisory group will join us in our April meeting.

- **The Discharge Processes to Free up Beds**

A consumer story was shared with regard to the discharge process which consumers felt was being hindered by certain aspects of the hospital process.

Members received a presentation from Peter, service manager responsible for the discharge process which included evidence and data collected every day about patient numbers and the capacity to manage the flow. Initiatives currently being trialled or implemented were discussed for the benefit of the consumer who now have a much better understanding of the issues that Wairau and Nelson hospitals are facing.

- **Marlborough LGBTQ+ Co-ordinator**

Members were advised that the recent appointment of a Co-ordinator had set to work and compiled a list of General Practitioners who were able to work with this community.

This discussion led to the consideration of a previous issue re consumers in Marlborough who are unable to secure an appointment with a GP and therefore present to Emergency Departments. ED's in both Nelson and Wairau hospitals share the list of those who attend with no registered GP with the PHO's so that work can be done to connect people with a relevant GP service.

- **Presentation on Localities**

Jane and Poppy came to update on Localities and clarified what is meant by the term and the functions of localities. Localities are not (as previously thought) physical locations. The term "locality" refers to the Pae Ora commitment of health providers and services to engage with local communities to ascertain needs and appropriate responses.

It is imperative that the Consumer Council's role with sharing information and feeding back what it receives from the community. Members requested that Consumers be "at the planning table" and involved as co-designers from the outset.

- **National Chairs of Consumer Councils NZ**

The Chair provided an update about the activities of a Working Party which had been established to review the structure and role of the group. A position statement had been prepared and sent to all District Councils and the key leaders of health authorities. Alternative structures for the group are now being considered.

Concluding Comment

The Chair noted that the current health sector reforms are impacting on the activities of Consumer Councils in respect of membership, their involvements, relationships with other groups including Iwi and Māori Partnership Boards and PHO's and their funding.

His observation is that the Te Whatu Ora Nelson Marlborough Consumer Council is very well supported (and respected) by local Hospital and Specialist Services and as a result is more involved and active than many other Councils.

Geoff Ormandy
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT