
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 19 June 2019
Subject: **Consumer Council Report**

<p><i>Status</i></p> <p>This report contains:</p> <ul style="list-style-type: none"><input type="checkbox"/> For decision<input type="checkbox"/> Update<input checked="" type="checkbox"/> Regular report<input checked="" type="checkbox"/> For information
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The Consumer Council met in Nelson on Monday 17 June 2019.

The Council was very pleased to welcome three newly appointed members to their first meeting. Some time was dedicated to introductions in which all members had the opportunity to affirm or reaffirm their motivations for, and particular interests, in serving on the Consumer Council, and speak of their relevant experiences which have prepared them for this endeavour.

The Council was given an update on the Models of Care programme. While the main purpose of this session was an overview for new Consumer Council members, the Council also gave feedback on the draft icons the programme are planning on using in forthcoming communications. The Council will provide further feedback on later iterations of the icons and graphics in the near future.

How to advertise for, and the proposed use of independent consumers on Adverse Event Review Teams was discussed. The Council gave advice on the selection of appropriate consumers for these roles. This included ensuring that the person/people selected should hold the patient and whanau as well as all medical personnel involved in any review of any adverse event in high esteem, so as to be able to provide a fair and impartial voice, while keeping the patient's experience at the heart of their purpose. The goal of any review is to identify systemic failure in providing the best possible treatment outcomes for the patient for future learning, and to mitigate against repetition of similar mistakes. The Council discussed the complexity of finding reviewers to represent an independent voice, while also having sufficient knowledge and experience of the health system to be able to comprehend and navigate the review documents and information that must be understood thoroughly to identify systemic inadequacies or failures. Obvious "conflicts of interest" may also pose a problem. Resilience, the capacity to maintain confidentiality, clarity of thought and maturity will be essential qualities for consumer reviewers. The Council recommend recruiting a pool of possible consumers to ensure that an appropriate person can be assigned to a particular review team.

There was a brief discussion on the quarterly Inpatient Experience Survey, and the three response areas which consistently receive lower scores – understanding of medication side effects, family/whanau inclusion in care plans, and enough information to manage prescription use and general care after discharge. It was noted that NMDHB feedback regularly reflects scores at a higher level than national average scores in terms of positive feedback. Some restrictions in terms of sample size are well known and very predictable. However, in general the Experience Survey is overwhelmingly positive and pleasing to the Council.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.