
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 18 September 2019
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met in Nelson on Monday 16 September 2019.

Further discussion on considerations regarding Virtual Health was held with the Models of Care team. The Consumer Council would like to see Virtual Health consultations succeed for many reasons; economies of both clinical and consumer time and travel being paramount. Discussion revolved around criteria for in-person appointments right through to the necessity to ensure that there is what we will call 'touchless warmth' in virtual interactions. The Council also considers that the word 'virtual' may have negative connotations. Other terms, such as mixed mode / blended / multimedia may require consideration in order to interest consumers in such "technologically rich" consultations. Some work reflecting the considerable advantages in 'virtual' consultations (such as the hugely magnified camera visuals of certain dermatological applications) will need to be explained to "sell" the use of virtual consultations to increase enthusiasm and uptake of this increasingly relevant form of consultation.

The Council met with the Choosing Wisely Committee facilitator, who gave an overview of the progress of Choosing Wisely at Nelson Marlborough Health. This included the setting up of the Choosing Wisely Committee, and their intended approach to consult the Consumer Council on relevant and proposed initiatives.

There was also discussion on the progress on the Choosing Wisely four questions initiative:

1. Do I really need this test or procedure?
2. What are the risks?
3. Are there simpler, safer options?
4. What happens if I don't do anything?

The Council were positive about the questions, but wanted to ensure that not only were consumers encouraged to ask the questions, but that health professions were educated about being receptive to being asked the questions and giving honest answers. The Council also felt these questions were particularly relevant in a primary health setting although their relevance spans the whole patient journey.

The Chief Medical Officer from Southern DHB attended the Consumer Council meeting and explained the intricacies involved in Access to Patient Information in the South Island. He intends to speak to all Consumer/Community Councils across the South Island increasing awareness of the systems used. He was seeking initial feedback on how information is currently shared. He will be seeking further consultation both by email and in person as discussion on the issue is progressed. An overview was given of the systems of information sharing within the South Island, including the use of privacy controls and audits within patient information sharing systems currently in use. The Council is

supportive of patient information being shared across providers. The obvious advantage to treating clinicians having access to patient history, medications and treatment when patients are away from their usual providers are clear. It is surprising that information is not routinely shared between North and South Island providers. Discussion centred around the need for information sharing being patient centred rather than provider centred.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.