
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 16 October 2019
Subject: **Consumer Council Report**

<p><i>Status</i></p> <p>This report contains:</p> <p><input type="checkbox"/> For decision</p> <p><input type="checkbox"/> Update</p> <p><input checked="" type="checkbox"/> Regular report</p> <p><input checked="" type="checkbox"/> For information</p>

The Consumer Council met in Nelson on Monday 14 October 2019.

The Council were pleased to receive an overview of the results of the Virtual Health pilots in Murchison and Golden Bay from the Models of Care team. The positive experiences of consumers strengthens the Council’s support for the increase in virtual health interactions (in appropriate applications).

Two Models of Care workstreams, Strengthening Co-ordinated Care and the IT Enabler Group, have requested consumer representation. The Consumer Council has also been asked by the steering group of The Choosing Wisely programme to provide consumer representation.

The Clinical Governance Committee had asked for the Consumer Council’s guidance on the use of email to communicate patient information to clinicians external to the DHB. In particular, they requested direction on whether patient consent should be sought before email is used as a communication method between DHB and external clinicians. The Council recommends that all patients are asked for their informed consent in writing so that information can be shared via any method (phone, email, video conference etc.) between different health care providers. It is recommended that this permission should be in the form of a ‘blanket’ consent which would apply to all information sharing in relation to any current or future treatment or care requirements relating to the patient. The Council recommends that there is an option for consumers to “opt out” of this sharing of information. Should patients choose to “opt out” they must be informed of the consequences of such a decision. It is recommended that patients should be able to choose to opt in or out at any time.

A summary of the draft Allied Health Equity Plan was received with interest. Discussions focused on equity objectives for Did Not Attend (DNA) rates, and how cultural responsiveness will be developed. The Council will consider the Allied Health Equity in its entirety once the plan is firmed up.

Recruitment is underway for a replacement Council member. Current members are utilising their networks to identify appropriate candidates who represent the demographics of the population that we serve.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.