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# MEMO

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**To:** Board Members  
**From:** Angelea Stanton, Acting Consumer Council Chair  
**Date:** 9 December 2019  
**Subject:** **Consumer Council Report**

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*Status*  
This report contains:  
 For decision  
 Update  
 Regular report  
 For information

On Monday 9 December 2019, the Consumer Council met in Nelson. Angelea Stanton is acting Chair while Judith Holmes is on leave, returning in January.

Hei Pa Harakeke (First 1000 Days) was discussed at length. The Council was particularly keen to see connections and co-operative relationships between all the services available to support pepe and whanau. The Strengthening Co-ordinated Care and Hei Pa Harakeke combined hui in Motueka was attended by 52 people. The Council found this very positive, but also demonstrative of how many services a consumer may have to navigate to find the appropriate support for their whanau. The council are pleased to hear the Public Health Nurse and Kaiatawhai (navigator) engaged as part of Hei Pa Harakeke will help whanau navigate the available support (both health and social).

Having received the 2019 Quality Account – Our People, Our Stories as part of their meeting pack, the Council particularly commended the ‘A day in the life of NMH’ and ‘Our Region’ infographics as important to give context for our community on our region’s healthcare system and the environment in which it operates.

The Consumer Council received a request for a representative to join the NMH Choose Wisely Steering Group (CWSG). The council discussed the options available to enable this participation, which included meeting participation via zoom, alternating consumer membership, and providing agendas in advance. The Chair of the CWSG was agreeable to any of these solutions, and the Council will provide a representative for the next meeting in January. The Council is supportive of efforts to increase the participation of consumer representatives, and is appreciative of the support and courtesy given by staff in these groups and committees.

We would like to thank the Consumer Council Facilitator for her significant contribution, she has provided a key role in building awareness of the Council and we wish her well for her future endeavours.

Angelea Stanton  
**Acting Consumer Council Chair**

## RECOMMENDATION

**THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.**