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# MEMO

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**To:** Board Members  
**From:** Judith Holmes, Consumer Council Chair  
**Date:** 22 July 2020  
**Subject:** **Consumer Council Report**

## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

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The Consumer Council met on Monday 13 July.

The Council were pleased to welcome the CEO to the July meeting to provide key messaging for Council members to use in discussions within the community in the lead up to the September election, and proposed changes to the delivery of health services in Aotearoa/ New Zealand.

The key points of note from the CEO were:

- 1) The “Simpson Report” – the Government has not adopted any of the recommendations in the report yet. Our DHB agrees with the principles underpinning the report; specifically improved equity of health outcomes, improved outcomes for Maori and other minority groups and future-focused planning.
- 2) There would be a two to three year pathway of implementation of any recommendations that may be adopted.
- 3) NMH are still progressing with the detailed business case for the rebuild. The need to rebuild will not alter as a result of proposed changes. NMH has not reached the stage of asking for the capital yet.
- 4) If the proposal that Boards will not include elected members is made policy, the role of the Consumer Council will be significant in ensuring that the voice of the community is heard regarding the design and delivery of Nelson/Marlborough health services.

The Council also discussed the proposal to make changes to the use of Nikau House. The Council is aware that there is a high level of public and media interest and considerable opposition to proposed changes.

The Consumer Council will be briefed both on the feedback following the consultation and the proposed recommendations for Community Mental Health Services.

The Council continues to maintain representation on several active committees including the Clinical Governance Committee, Strengthening Coordinated Care, Models of Care and Advance Care Planning.

The Council was pleased to receive an update on the outcomes of the Swoop team, noting that the model was a well organised and useful part of our response to COVID-19, and required a considerable time commitment from clinical staff. Council supported the model as an effective approach to delivering person-centred care, allowing people to

remain in their own home, whom otherwise may have presented at hospital during predicted heavy hospital use. Council look forward to a further update after the team has been stood down and a review has taken place.

Judith Holmes  
**Consumer Council Chair**

**RECOMMENDATION:**

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