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# MEMO

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**To:** Council Members

**From:** Judith Holmes, Chair

**Date:** 15 June 2020

**Subject:** **Chair's Report**

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The Consumer Council met on Monday 15<sup>th</sup> June via Zoom. The Council engaged in discussions and provided appropriate feedback on current developments related to Advance Care Planning (ACP) and developments in Models of Care planning related to the "Next Normal".

All Council members see ACP as an important tool for consumers. The "Health" sections (the medical and treatment section of an ACP) can empower consumers in determining their health care choices and provide clear guidance for a consumer's health care team. Currently our health focus for funding and discussion is related to the end of life. (Often with a patient with multiple conditions and maybe less than 12 months to live.) At any time of life, talking of an ACP is a challenging subject and in some cases taboo. However, the Council would like to see a widening of focus within the whole community with more promotion, discussion and awareness of the use of ACP's in primary health and in the wider community with the goal of normalising such planning as part of living a good life. The members encouraged the ACP team to continue to utilise their networks and community connections to support their work and raise awareness of the importance of completing an ACP, just as the Council members do in their own organisations.

Council discussion and feedback focused on:

- 1) The processes involved in uploading of ACP's to electronic patient records, (250 to date after one year of electronic linkage) and maintaining current or updated status on wishes.
- 2) Funding for medical personnel to help patients complete the medical treatment sections.
- 3) How to engage vulnerable populations who may not be eligible for funding or not know about it and are therefore less likely to engage in ACP.

The Council engaged in discussion on Models of Care relating to the "Next Normal" The Council supports the work being done to remove silos and duplication of projects as the DHB moves towards the smoother operation of working groups and committees. Of particular interest to the Council is the impact on the COVID 19, or any future pandemic, on the physical spaces and systems in the hospital and other healthcare facilities. Social distancing to rule out contamination of spaces and spread of disease from person to person minimised the capacity of our facilities in ways that clearly require different design of future buildings to operate efficiently under similar circumstances. Future-proofing of physical "plant" will be of huge significance.

It was noted that significant national changes to the ongoing organisational methods of health care delivery in New Zealand are looming on the horizon. The members of the Council have requested that the CEO attend 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.

Judith Holmes  
**Consumer Council Chair**

## **RECOMMENDATION**

**THAT THE BOARD RECEIVES THE CHAIR'S REPORT.**