
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 15 September 2020
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Chair met with the Co-Deputy Chairs and the Council facilitator on 31st August to discuss the planning and functions of the Council. It was agreed that we make some changes to operations, such as providing time in the monthly meeting to share topics and themes brought to us from the community for discussion and possible recommendations.

At the full Consumer Council meeting on 14th September, the topic of funding for breast screening was raised. Breast screening (mammography) services are currently offered free every two years to women between the ages of 45 and 69 years, with exceptions for certain women. It is believed that the cut off age of 69 was determined as a result of financial constraints. The case of a local 71 year old woman who has just had a double mastectomy and radiotherapy as a result of cancer was discussed. After some discussion, The Council agreed that the Chair would write to Breastscreen Aotearoa on their behalf to request an extension of the free screening programme, beyond the current end age of 69. If this is not possible, the Council requests Breastscreen Aotearoa consider providing women who no longer qualify for free screening with a written invitation, at the time of their check-in for their last free screening, to continue to access screening at their own cost after their 70th year. (The current cost is \$205 per mammogram.)

The Council was happy to complete three pieces of consultation and pass on recommendations by email. These concerned conversations to be held with patients regarding the body donation programme at The University of Otago Medical School, a brochure regarding blunt chest injury and also endoscopy services.

The Council discussed points from a presentation from Jane Kinsey and Ditre Tamatea about the planned approach for the future development of the Nikau Hauora Hub and the Franklyn Village Ora Hub. The Council were supportive of the focus on:

1. Prevention and early intervention.
2. A well co-ordinated and well planned programme.
3. Quick, efficient and timely crisis intervention and support.

It was pleasing to hear that changes to the service will be determined using a co-design approach. The Council welcomes the offer of continued involvement throughout design and implementation processes. The Council stressed the importance of documenting the process of expanding the Nikau Hauora Hub as it appears that there is a need to replicate this model in other parts of the region, namely Blenheim, Motueka and Golden Bay.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.