
MEMO

To: Board Members
From: Angelea Stanton, Consumer Council Chair
Date: 11th August 2021
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met in Nelson and via zoom on Monday 9th August 2021

The Council is pleased that the communication tips they have developed are now being implemented and hope that they will assist in supporting open communication between NMH and the Community.

The Council were informed that three services: Maternity, Oral Health and Disability Support now *Live Life* will be next to complete their self-appraisals for the Health Quality and Safety Commission (HQSC) Quality and safety marker (QSM) on consumer engagement reporting due 30th September. The council looks forward to moderating these at their next meeting and would encourage that QSM form part of the credentialing in the future.

The Consumer Council raised community concern with problems relating to coordinating appointments for patients who travel. The Consumer Council believes patients should not have to make multiple appointments for pre-op appointments. We question if telehealth could be used to reduce travel where appropriate and will raise this issue with the Clinical Services Team.

The Council is impressed by the willingness of NMH to run regular seminars in our Communities and the appropriateness of these topics, this includes the University of Otago public health lectures. However, we would like to assist in improving the community awareness of these events. We suggest a more robust advertising campaign prior, including a focus on informing our more vulnerable populations.

The Council would like to grow stronger ties to the Board and CE, we request that a suitable connection be made to help develop this relationship. The Consumer Council terms of reference are clear on their positioning and as such to meet our responsibilities these relationships are paramount.

Angelea Stanton
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.