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# MEMO

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**To:** Board Members  
**From:** Angelea Stanton, Consumer Council Chair  
**Date:** 16<sup>th</sup> July 2021  
**Subject:** **Consumer Council Report**

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## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met in Nelson and via Zoom on Monday 12<sup>th</sup> July.

Regular reports from Choosing Wisely and Clinical Governance were tabled, the Council is pleased that representation from Consumers it valued on both groups.

I as the Consumer Council Chair and Elizabeth Wood will now meet monthly to discuss projects and how the Council can feedback into the Board work plan by assessing Consumers opinions on areas of focus and provide a Consumer voice to projects. We are looking forward to having a closer relationship with Clinical Governance in respect of being proactive rather than reactive to their meetings. The Consumer Council is currently gaging opinions on child health services, workforce and assisted dying conversations.

At this meeting we discussed communication tips for DHB Staff and have moved from just statements like “Be a good listener” to also adding what these behaviors look like to a consumer. We have also discussed the inpatient experience survey but would like to raise concern with the numbers included and the validity of the results based on this.

We had a report on Ke Ti Pae Ora and were updated on the Locality Care Cordinators. Ditre also attended this meeting to discuss the Councils responsibility under Te Tiriti O Waitangi.

Angelea Stanton  
**Consumer Council Chair**

## RECOMMENDATION

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