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# MEMO

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**To:** Board Members  
**From:** Angelea Stanton, Consumer Council  
Chair  
**Date:** 18<sup>th</sup> October 2021  
**Subject:** **Consumer Council Report**

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## *Status*

This report contains:

- For decision
- Update
- Regular report
- For information

The Council meet via zoom on Monday 11<sup>th</sup> October 2021.

Our meeting was attended by Nick Baker who provided an excellent presentation on the COVID situation in relation to general information and plans at NMH.

The Council was pleased to have the opportunity to offer their support to NMH with their COVID outreach. Nick asked that Members use their networks to spread the word and tell people to get trusted information. Especially those most likely to need an ICU Bed: Young people, pregnant women, anyone who smokes, has a chronic health condition or is grossly overweight as examples. The Council is keen to support NMH with connecting to our community and asks that they be included in supporting NMH to reach our unvaccinated and hard to reach populations.

The Consumer Council Chair and Deputy have regularly been attending the HQSC consumer engagement meetings, these meetings are an excellent forum to look at ways other councils are engaging with both their DHBs and wider communities. We see potential areas of growth for the council both within our community and NMH.

The Consumer Council continued their discussion regarding the HQSC Quality Safety Markers and agrees that we must start making people aware of the Consumer Engagement Quality Safety Marker requirements. As members we see our job is to positively support the areas going through the QSM process and in doing so use the good news stories. We look forward to engaging with departments through this process.

We were pleased to hear of the results from the Ministry of Health Volunteer Awards – where FEDS Nelson and Wairau were Runner Up in Health care provider service team volunteer's category. We congratulate them for their achievement.

Angelea Stanton  
**Consumer Council Chair**

## RECOMMENDATION

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