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# MEMO

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**To:** Board Members  
**From:** Angelea Stanton, Consumer Council Chair  
**Date:** 11<sup>th</sup> November 2021  
**Subject:** **Consumer Council Report**

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<i><b>Status</b></i>
<b>This report contains:</b>
<input type="checkbox"/> For decision
<input type="checkbox"/> Update
<input checked="" type="checkbox"/> Regular report
<input checked="" type="checkbox"/> For information

The Council met via zoom on Monday 8<sup>th</sup> November 2021.

Requests to Consumer Council this month include eReferrals Workshop for Health Pathways, ED Survey, Telehealth, End of Life Choice Act and Health Literacy. Members were impressed by the effort of Super Saturday and expressed the enthusiasm to assist further with vaccinations for their communities and the sharing of any NMH messages.

Wendy Laurie from SIAPO joined the meeting to discuss Telehealth, wanting to hear directly what will make a difference to patients and how the telehealth message can be portrayed to consumers in a way that is encouraging and engaging. This was very successful and council look forward to further collaboration.

Nick Baker presented a summary of LCYMRC from its inception including the role of the group. There was discussion around the opportunity to engage, at a local level, with age groups 15 to 24, primarily male, as this is the age that risk-taking behaviour tends to take place. Consider engaging with younger DHB staff, encourage them to be a support for each other, can they help share messages among their peers? Need to nurture our younger workforce.

The Consumer Council endorses the use of significant mental health risk alerts on patient files in the same way that allergies are alerted. We have a willingness to be involved in supporting and encouraging project development with a focus on reducing child youth mortality rates particularly in safe sleep, suicide and road traffic.

The future of consumer council within the health reform was a key topic of this meeting. Firstly, it was noted that two members had resigned, this was due to an increased demand in their existing employment and health issues. Council expressed the need to produce a consumer engagement ladder which can be shared with staff to describe the levels of interest and participation. We are dedicating the next meeting to this as well as creating a new strategy ensuring that localities are a key focus as we know this is one of the biggest threats.

The Council are working with Jennian Homes in helping community's access defibrillators. There is no cost to the DHB with this project.

Angelea Stanton  
**Consumer Council Chair**

## RECOMMENDATION

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

*Chair's Report*