
MEMO

To: Board Members
From: Angelea Stanton, Consumer Council Chair
Date: 9th February 2022
Subject: **Consumer Council Report**

<p style="text-align: center;"><i>Status</i></p> <p>This report contains:</p> <ul style="list-style-type: none"><input type="checkbox"/> For decision<input type="checkbox"/> Update<input checked="" type="checkbox"/> Regular report<input checked="" type="checkbox"/> For information

The Council met on Tuesday 8th February 2022.

After a bit of a summer break, the council immediately got stuck back into their role and have engaged with the following work in January:

- Emergency Care Unconferencing Session for Nelson and Wairau.
- Disability Complex Patient Review.
- COVID Mask Exemption Flyer.

After a successful reconnection in November with Ki Te Pae Ora, we have heard that Keith Marshall has been seconded to Live Life Disability Support. The council hope that a replacement can be sought quickly to allow for this collaboration to continue into 2022. We look forward to receiving updates on progress in this area.

Another consumer partnership with QI Resident, Ibraheem Rashad had gone well. Overall, the project managed a 50% reduction in the number of days it takes elderly patients to be seen by a Geriatrician. This makes for faster transfers to the rehabilitation ward and better care for patients. This is another opportunity for further involvement with QI Residents this year.

At this months' meeting we received a presentation from Siobhan Thompson who was interested to see how she could engage consumers with the resources and guidelines needed in the data stewardship of statistical information. There certainly are plenty of opportunities for consumers to add value in this area and the council are keen to be involved with co-designing this project and taking it forward.

It was noted that the Choosing Wisely 4 Questions for appointment letters, which were approved at an ELT meeting in 2021, had not come to fruition. Consumers felt that that these questions really did pre-empt 'those' discussions and assisted patients in having them, while reminding clinicians they have the responsibility to inform correctly. It is hoped that this can be remedied soon.

Finally, our ladder of engagement and consumer engagement cycle is complete. This will be presented to the CG Committee at their March meeting with a view to disseminating this to the staff thereafter.

Angelea Stanton
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.