

MEMO

To: CG Committee Members
From: Angelea Stanton, Consumer Council Chair
Date: 14th June 2022
Subject: Consumer Council Report

Status
This report contains:
 For decision
 Update
 Regular report
 For information

The Council met on Monday 13th June 2022.

Our meeting this month delved into quite a few topics. Firstly, we had a round-up of consumer feedback relating to their involvement with their portfolio groups. It is important for Clinical Governance to note the following as it is our intention to take these matters forward:

- Consumers were informed of gender inequities in play with regard to paying our health professionals to go to meetings/training etc. Usually staff are paid according to whether it is their day of work. This benefits the full timers but not the part timers, most of which tend to be women. How are our workers being supported in this work? (This will be raised at the National Chairs' Hui held in Wellington on 15th and 16th June or raised as soon as appropriate thereafter.)
- There was a discussion about doctors and nurses who cannot practice in New Zealand as they have overseas qualifications that are not recognised here. With a shortage of healthcare professionals in the country, Medical Councils/Ministry of Health need to look at what can be done to help. (This will also be raised at the national chairs' meeting or at the chairs' next zoom.)
- Professionally registered job seekers are contacting HR departments directly to enquire about vacancies, as current recruitment advertisements are too generic and don't stand out in the crowd. Should we consider more specialised departmental recruitment campaigns? What makes that department special? Why should I work there? (This question has been directed to Trish Casey.)
- Members were alarmed at the cost for a doctor to sign off the ACP, costs range from \$50 to \$150. Not a great incentive to complete document and upload/share. There's no alert on patient records when an ACP is in place. Mary-Ann Hardcastle personally checks in with Wards to ensure staff are looking out for this. Approximately 750 ACPs are loaded in the system however, we are aware this figure may not be accurate, as some patients will have died, there's a real data collection needed in this area – how many are accessed and how many out of date? (A formal letter on this and the Pasifika community has been written to CGC Chair.)

With the health entities tasked to be working as one to provide equitable care, the two national chairs are working closely together to ensure systems are supporting the health of all New Zealanders. Some FAQ's in this area for our region would be beneficial, recognising that it may be beneficial to wait until we receive notification of being a locality. Hopefully, I will have more insight into this after the conference this week.

We have reached out to Te Piki Oranga and will be meeting with them again this month. We have started sharing these chairs' reports and will do so with both Nelson and Marlborough PHO's. It is still our intention to drive the building of consumer relationships in our regions. To encourage collaboration amongst consumer representatives, allowing trust to grow and for everyone to address themed approaches for our communities when the Code of Expectations is published towards the end of the year.

Hauora Rauhi | Wellbeing - Healthy Together

Angelea Stanton
Consumer Council Chair

**RECOMMENDATION
THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT.**