

## Memorandum

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| <b>To:</b>      | CG Committee Members                    |
| <b>From:</b>    | Angelea Stanton, Consumer Council Chair |
| <b>Subject:</b> | <b>Consumer Council Report</b>          |
| <b>Date:</b>    | 15 <sup>th</sup> September 2022         |

### Background

The Council met on Monday 12<sup>th</sup> September 2022.

### Current Situation

This month members have been engaging with the following:

1. **Launch of the Code of Expectations at Parliament:** Excellent opportunity to meet with others, hear directly from the Minister of Health and other senior health officials about what is happening in the consumer engagement arena.
2. **Choosing Wisely Steering Group:** Still pushing the 4 CW questions.
3. **Allied Health Team Meetings:** Beneficial connections for the team and consumer. A timely review discussion on engagement would be valuable now that a few months have passed.
4. **ACP workshops:** Comms promotion of public information workshop was not shared in sufficient time, so attendance was low. Seven professionals did attending the training, but with clinicians overstretched in Golden Bay it is quite a worry for the community.
5. **Heads of Department Meeting:** Excellent opportunity to be involved.
6. **Stakeholder Meeting for Golden Bay Health Centre and Community and Nelson Marlborough PHO:** Noted just how overstretched the health service is including mental health. Housing in Golden Bay is a real issue and is shutting people out who would otherwise apply, so recruitment to roles is seriously being affected by this.
7. **PHO Connections:** Initial meetings with have been successful with both regions who are eager to engage. We will be inviting one of their consumers and staff to attend our next meeting in October.

Deon York from HQSC joined out meeting this month. He gave comment to the consumer voice framework: Ngā Pae Hiranga Tools (Consumer Hub), Consumer Health Forum Aotearoa, Code of Expectations and a national process for complaints and compliments (although it sits with Te Whatu Ora | Health New Zealand). The current key focus is on the purpose and the process of the Code.

The implementation guide has some resources to assist with more models/areas being developed which include the Co-design training programme, lived experience data, primary care survey, adult inpatient survey as examples. Hardest to measure will be information resources that are accessible to all from United Nationals Conventions to the Rights of Persons with Disabilities. The Accessibility Charter.

The National Office is looking at resourcing consumers using a national policy around payment/reimbursement. This will also ensure that when services are commissioned that they engage at all levels set by the code, so there is still a lot of work to do in this area. Will continue using Consumer Engagement QSM as it is an evidence reporting system. It is being tweaked to reflect the Government's Interim Policy Statement. For example – were consumers involved in the discussion? What examples can you give to back this up?, There is a pilot group looking at this and Jo has some other ideas to grow the QSM for our region, after meeting with others nationwide and council will work with her on this.

Finally, here are some issues that our communities want to know about?

- Lack of knowledge about the pathway into residential care.
- Anxiety levels in seeking GP appointments, as this has the knock on effect to our hospital services if patients are not seeing a GP.

Angelea Stanton  
**Consumer Council Chair**

## **Recommendation**

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