

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	11 th October 2022

Background

The Council met on Monday 10th October 2022.

Current Situation

This month members have been engaging with the following:

1. **Meetings:** Usual attendance for Choosing Wisely, Allied Health, Clinical Governance Committee.
2. **Shared Goals of Care:** Two consumers recruited, one experienced the other new. Both attending training day recently and will be engaged with working group.
3. **Cardiology Planning Day:** Two external consumers recruited, one of which was sourced from the Heart Foundation neither had previous experience but both had a 'lived experience'. The Cardiology team welcomed them in and continued the day as they would have. Both consumers were proud of the team and felt very included, they were delighted to understand that the clinicians and staff are constantly looking at how their work can benefit the consumer. Unknowingly, one consumer created the sculpture at the entrance to the hospital.

In 2003 Palliser created a sculpture for the main entrance of the Nelson Hospital. '[Art For Health](#)' which encourages patients and family to maintain a positive attitude. It spirals upwards, portraying the idea of getting better and leaving the hospital due to the improvement of health. It consists of stainless steel triangular modules; each side symbolising a health model where three significant features relate to patient's improvement in health. Side one represents the hospital and its infrastructure such as the doctors, nurses and equipment. Side two represents the patients themselves and side three portrays the family/whanau of the patients who visit and later care for the patients, when they are discharged but still recuperating. This sculpture almost 20 years ago was exactly what he imagined the health system should look like and here we are today with the health reforms which are doing just that.

4. **Covid Hub Stocktake Meeting:** Two consumer present at this regional meeting, feeding back and reviewing how the hub worked for the community during covid and recent floods with the potential to re-establish this at any time when situations arise that require it.
5. **Presentations:** Members received presentations from Paul Peacock on the Pathway for exertional breathlessness from Primary Care and Nicola Hayman on Allied Health Virtual Care Project. Both were great opportunities to hear about developments in clinical care and technology.

6. **Guides:** Producing guides for staff on how to engage consumers better at meetings and intercultural communication which will all be added to the Consumer Engagement intranet page together with our communications document. The latter evoked quite a conversation around Te Whatu Ora and Te Aka Whai Ora and the complexity and thoughts around identifying as Māori or other culture.

The HQSC implementation guide for The Code of Expectations hasn't been as thorough as first thought. The Consumer Council are conscious that as health organisations will be measured against The Code in the future we are keen to know more about what is happening and what will happen if we don't comply or people do not meet The Code, there is no clear plan in place for this. In the meantime, with information lacking we are creating our own documents and training to educate staff around this.

Angelea Stanton
Consumer Council Chair

Recommendation

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