

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	12 th December 2022

Background

The Council met on Monday 12th December 2022.

Current Situation

In the lead up to year end, it was acknowledge that some meetings had been cancelled. However, it is important to note the following:

1. **ACP:** This still requires attention. Training for clinicians in the acute hospital setting and aged care sectors had commenced. Consumers need time to consider their options prior to a conversation with a clinician or healthcare professional. Members sought data around ACP's reviewed in a hospital setting and the length of time it took to upload a document to a patient's file.
2. **Shared Goals of Care:** Consumers seeking more promotion, communicate and awareness recognising the need to grow this with communities to ensure patients were well informed of their options should a discussion happen.
3. **Ki Te Pae Ora:** Team has not engaged with consumer member(s) and disappointed that this initiative had not been taken up yet. Hoping that this will be rectified in early 2023.
4. **Data Governance:** Members acknowledged the good work being conducted in this area and are encouraged that during privacy awareness month next year sessions will be organised for healthcare partners on sharing information and how to do this appropriately.
5. **Sharing of Information from National Chairs/Deputies Meetings:** Looking at two levels of consumer engagement – the consumer council and a databank of people who can add value and informed views when sought. There had been interesting discussions around budget lines for regions and localities. Concerned that our locality(s) have not yet been finalised and we continue to reach out to offer assistance and encourage shared planning with the IMPB.
6. **Consumer Health Forum Aotearoa:** This hui is a mechanism for nationalising the consumer voice. The concept is consumers and whanau with lived experiences in certain areas of health provide advice as subject matter experts. Future hui's should consist of key decision-makers, clinical and medical staff. Its idea is to 'pave the way' for placing consumers at all levels of governance, including localities. The forum adds value by influencing change as the information shared will be collated and provided to relevant agencies by the HQSC. As the code progresses, more consumer opportunities will emerge and all expressions of interest will come with commitment expectations and remuneration policy. The next event will be in person on 25th May 2023 in Ōtautahi Christchurch.
7. **Te Whatu Ora Feedback Policy:** This was reviewed and members were delighted to see that the draft policy underpinned the consumer voice. Considerations relate to: access for consumers, and assistance with walking through the consumer through the process. It is hoped that all policies and procedures will be amended to reflect the consumer voice in future.

8. **Te Tiriti Framework for QSM:** this was shared following the recent submission. There is still some concern that this is a supplementary document to the existing SURE Framework so seeking further clarification with HQSC. Hopefully, this will become one document as there is concern one framework will take precedence. Our consumer engagement facilitator will be attending the CSSG to start promoting and growing the QSM for consumer engagement amongst the clinical teams and departments early next year.

A piece of work we are going to try to unpick early next year is the answer to 'Who is māori?' We heard a lived experience story of a white māori at the meeting which evoked a lot of discussion and the bias that takes place when they walk into the clinical room for example. Of a similar concern is the progress being made around gender and how individuals are identified. Getting these incorrect is very detrimental to a patient. 'How is a consumer identified?' this impacts many and what respective action should be taken.

9. **Consumer Cafes:** new concept for 2023, whereby consumers will be available on hospital sites for an hour after a consumer council meeting. Hoping to encourage staff to come over and meet the consumer council and our embedded consumers to meet, have a chat, encouraging questions, problem solve and other matters which can be raised directly with a consumer. As well as local communications nearer the time we would welcome your assistance in promoting this among all teams.

Another campaign to highlight is the ways to engage webpage. [Ways to contribute as a consumer - Te Whatu Ora - Nelson Marlborough \(nmdhb.govt.nz\)](https://www.nmdhb.govt.nz/ways-to-contribute-as-a-consumer-te-whatu-ora) which lists local and national ways for consumers to be involved and is updated weekly. Please feel free to investigate and share with all, family/whanau, teams, colleagues, community groups and healthcare providers. We want to see this being shared via comms, added to promotional literature and dare we say it, patient letters next year.

10. **Of Concern:**

- a. Covid anxiety in 50+ age group. With lack of media sharing updates, people have a real casualness that they want to get on with life and not be dictated to by sickness so are not testing, reporting or isolating. More messaging around masks matter, keep away if sick and antiviral eligibility. Then where can RATS and antivirals be sourced. Further conversations about self-care with the awareness that there are long wait times at ED.
- b. Registering with a GP remains an issue and it is disturbing to see it is taking 3-4 weeks to get an appointment. We have reached out to Nelson and Marlborough PHOs to establish which practices are taking on patients as conscious that larger practices who can do more with promotion to attract patients may be are the ones whose books are full or there is a waiting list, whereas smaller practices may have capacity. Members also want to know why Telehealth is not actively promoted by GP's, why is it left to the consumer to request this. At our next meeting, the consumer council will work out which individuals would benefit from this service. Perhaps that way it can be offered to them as an option much earlier.

Angelea Stanton
Consumer Council Chair

Recommendation

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