

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	8 th May 2023

Background

The Council met on Monday 8th May 2023 in Nelson.

Current Situation

There was a long conversation about 'how empowered consumers felt as individuals while using the health system?' Many actually feel that their problems are 'not big enough' therefore will not make a fuss when things do not go as planned, or follow up's don't happen, or results are not received.

Refugee communities are seeking second opinions from clinicians, which is reducing the availability of appointments in the community, plus there's the additional cost required.

It is hard for consumers to receive the message which tells them they are not 'bad enough' when they really are struggling with their ailment. A useful approach could be to start an appointment with "what matters to you?" and end with a "how will we manage this in the meantime?" Council members also liked the three legged stool model 'the psychology of what a consumer is going through, the substantive thing that needs to happen now, followed by what process is next'. With a clear message that if that doesn't happen, what they should do.

The following items were discussed:

1. **Advanced Care Plans/Shared Goals of Care:** Still concerning issues being raised about these being visible to clinicians. It was suggested that an ACP app attached to Manage My Health might help solve this, and allow for immediate uploading as a patient will fill it out using pre-determined spaces for what they want.
2. **Vaccine Clinics/Drives:** Proving very successful for communities, especially pasifika.
3. **Waitlists:** Real concerns in the community about waitlists and the strong drive to meet the need which may lead to a patient being treated in another region. Where will whānau support come from? As well as the increased travel/accommodation costs incurred in a system that is underfunded. Recognising that virtual care also has the potential to grow further, especially in the community, when nurses visiting patients could connect immediately with a clinician when there is a concern.
4. **Vaping Rise:** Is becoming a real concern with a huge uptake for our youth.
5. **Referral Support for Aged Care:** Whānau are anxious when their loved one is allocated rest home care or respite, but they can't then find a placement. ARC also finds that the assessment level is at odds with information family provide particularly when dementia is a factor.
6. **Accessing GP's:** Raising this again, in Marlborough Citizen's Advice Bureau has recently had 7 people trying to secure a GP in Marlborough. For Nelson, it is about people dropping off GP registers and they do not feel they are being notified of this. They are almost punished for being well.

Angelea Stanton
Consumer Council Chair

Recommendation

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