

# Memorandum

<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>	13 <sup>th</sup> March 2023

## Background

The Council met on Monday 13<sup>th</sup> March 2023.

## Current Situation

After a successful planning day in February this was the first meeting for the year. It is important to note the following points that were raised:

1. **ACP:** A big concern for consumers is the cost to administer this with a GP as you need an hour's long appointment to go through this process.
2. **Alcohol Presentations in Marlborough:** Consumers are acknowledging the increase in this area which is worrying. Community groups are working to help give support.
3. **GP's**
  - a. **Access in Marlborough:** still problematic.
  - b. **First Time appointment fees expensive:** this was a block for a second family member who required healthcare in same week but family could not meet the additional cost for an appointment.
4. **Dialysis Support:** Noted there needs to be some investigation as to the support for Marlborough consumers. Some patients are having to travel to Nelson numerous times a week to receive treatment.
5. **New refugees arriving in Marlborough:** At some recent training for community groups there was education given about what support is needed through settlement and employment pathways.
6. **Communication:** Consumers are experiencing difficulties with making contact with ward staff in Wairau for updates of their whānau.
7. **Law Commission:** A member has been involved with a project on law changes for those with mental health including Advanced Care Plans, Power of Attorney, Shared Goals of Care.
8. **Adverse Event Reviews:** Have had two members working on these recently. Members are very impressed with the robustness and the honest discussions taking place. They are humbled to be involved in helping the consumer through the process.
9. **Access to Radiology Imaging:** Concern from a patient seeing a private physiotherapist unable to access their medical records for an appointment. It was acknowledged that patients have every right to their own medical records and therefore the best process should be for a patient to contact their GP in the first instance, or the private physio could request access to these records as part of the referral process.
10. **Growing conversations with Nelson Tasman Pasifika Trust:** Nurses available to assist pacific people while in hospital in Nelson.

11. **Consumer Cafe:** Very well attended for first session with approximately 20 staff joining consumer council members. There were lots of conversations about how to reach out to consumers and involve them, as well as the Code of Expectations framework. Next Café will take place in Wairau on 17<sup>th</sup> April.

Angelea Stanton  
**Consumer Council Chair**

## **Recommendation**

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