

# 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>	18 <sup>th</sup> April 2023

## Background

The Council met on Monday 17<sup>th</sup> April 2023 in Wairau Hospital.

## Current Situation

The Consumer Council is having a great start to 2023. The conversations that are being had with the changes in the health reform are exciting. The communities really do recognise the pressure the medical workforce is under and it must be acknowledged that the service being delivered in these turbulent times is extraordinary.

The following items were discussed:

- Project Whakatapuranga:** It was timely to have an update of the hospital rebuild project and hear about the developments happening within the wider organisation with regard to technology and real patient focus planning. Members were asked to consider a new concept name for 'Models of Care'.
- Shared Goals of Care:** Conversations about accessibility of an Advanced Care Plan in health records and the importance of individuals annually reviewing these documents. The SGOC project is trialling the new form and the OtTeR form would be removed from May. This project is really progressing well.
- HealthOne:** Acknowledging that it was now a great benefit for community midwives to have gained access to this system, a recent patient experience highlighted the fact that it would also be hugely valuable for community physios to have this access as well. The recent experience was that radiology imaging could not be retrieved for the patient seeking private physio appointment.
- Pasifika Trust:** are keen to create a Memorandum of Understanding to ensure they have a pacific voice at the council.
- Confusing Language:** Members noted that there was a lot of information being shared in writing and forums relating to the reform changes where we could standardise or centralise the messaging. With so many straplines "simplify to unify", "do things once and well", "local solutions for local problems", we need to consider a strong message going forward.
- Health Shuttle between Nelson and Wairau:** This service, while useful, can be a turn off for some consumers and people will cancel their appointment because of this. The journey is a long, lonely one. What can we do to make this better? Music, iPads, books, magazines, quiz, even introductions at the start as people join the bus may break the ice which initiate conversations on the journey.
- Communication and Follow Ups:** Patient experiences highlighted the need that health teams must ensure they are sharing the expectations of what should happen next for a patient, and advise what to do, if it isn't what was forecast. There are lots of changes throughout the system and although there is no intention for miss people, it can happen. It is important for patients and

whānau to understanding that they should follow up when there is no action, if action is expected.

8. **Communication with Primary Partners:** Still hoping for greater connection as conversations council members have in the community also relate to the primary sector.
  - a. **Increase in alcohol presentations for Burmese community:** This is a real area of concern for the Burmese community themselves. They are reaching out to establish what support can be provided. It was recommended that the PHO Harm Team work with this community to assist with education and training.
  - b. **Vaccinations:** Communities would still like to have walk-in clinics for vaccinations. Noted that lots of pharmacies are running appointment based vaccination clinics. While it is recognised that this is to manage numbers and staffing, consumers still would like to be able to walk in and get one. The appointment system is a hurdle for many.
9. **Consumer Cafe:** This was held in Wairau this month and the in-depth conversations that took place were valuable. This event was also attended by Mental Health Whānau Advisor and the new Maternity Quality Safety Group Consumer.

Angelea Stanton  
**Consumer Council Chair**

## **Recommendation**

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