

**MEETING OF THE CONSUMER COUNCIL
HELD ON THURSDAY 18 JUNE 2020
12PM, BOARDROOM, SCDHB**

PRESENT

Neil Kiddey, Joy Sylvia, Katrina Whiu, Mark Rogers (co-Chair), Anne-Marie McRae (co-Chair), Shannon Hansen, Kylie Douglas.

IN ATTENDANCE

Nigel Trainor, Chief Executive Officer; Robbie Moginie, Director Organisational Capability & Safety Corporate, Barbara Gilchrist, Quality and Risk, Sheila van den Heever, Executive Officer.

1. WELCOME

The chair welcomed everyone to the meeting.

2. APOLOGIES

Nil.

3. INTEREST REGISER

No changes were declared.

4. CONFIRMATION OF MINUTES OF MEETING HELD 13 FEBRUARY 2020

It was **confirmed** and **agreed** the minutes of the meeting held on 13 February 2020 as a true and correct record.

5. MATTERS ARISING FROM THE MINUTES

Mark Rogers indicated that the website details for the Consumer Council needed to be updated and this was in progress.

6. CORRESPONDENCE

- Consumer Council inward emails – It was agreed that Barbara Gilchrist would check the inward emails mailbox and put a suitable process in place.
- SCDHB Board (Terms of Reference. Circulated) – The Consumer Council indicated that the Terms of Reference were correct.

7. SCDHB REPORT

Nigel Trainor provided an update on the following items:

- Front of Hospital – the construction has commenced and there will be disruption for the public entering the hospital. Close to completing what will happen on each floor in the clinical building and a paper will be prepared for the Board.
- Staffing – recruitment concerns around finding an Orthopedic Surgeon.
- Electives – The two main concerns were Ophthalmology and Orthopedics.
- Health and Disability System Review – Nigel Trainor discussed some of the recommendations highlighted in the summary document.
- 2020/21 Annual Plan – Nigel Trainor indicated that the annual plan is due to be submitted on the 22nd of June. Robbie Moginie stated that included in the annual plan was the Consumer Council's involvement with a Health Literacy plan.

Kylie Douglas, raised a concern around late discharges from the hospital. Patients being discharge late were not always able to secure transport home. This needed to be looked into as to whether the DHB could have a cut off time for discharges that were reasonable for patients. Nigel Trainor indicated that the DHB had a Discharge Planning project underway and we needed to find out where this was at.

Action: Check with Discharge Planning Project Leads regarding discharge times and report back to Consumer Council (Nigel Trainor/Sheila van den Heever).

8. CONSUMER COUNCIL REPORT

Mark Rogers indicated that the report was almost complete and will be verbally tabled at the Board Meeting on the 3rd of July.

9. CONSUMER COUNCIL MEMBERS REPORTS

- **Korero Mai** – Anne Marie McRae provided an update on Korero Mai. They were working towards brochures and posters into the wards. Also working with clinical staff on their understanding. A procedure will be drafted for the Telephonists. It was noted that Anne-Marie will continue on the project until it has been completed.
- **Refugee families** – Shannon Hansen indicated that with the refugee families arriving there could be interpretation concerns. Robbie Moginie indicated that this should not be a concern in the hospital environment as there is an Interpreter Policy, however she was not sure what happens in the Primary Care space. It was further indicated that the Interpreters Policy was up for review in a few months and it could be possible to look at whether online translation tools could be utilized, it was an opportunity to get a few consumer council members involved in the review. **Action: Follow up with Primary Care Portfolio Manager to understand what takes place in Primary care regarding interpretation services for patients (Barbara Gilchrist).**
- Neil Kiddey's report was taken as read.
- Mark Rogers report was taken as read

10. PROJECTS

Mark Rogers indicated that they had received 22 Expression of Interests. He suggested that they continue to have a Council of 12 members and have two in waiting. Other Consumer Councils were using a 'pool of consumers' and they have developed their own database including skillsets, interests, availability etc. The reason behind this is Consumer Council team members not being immediately available to do DHB project work. This has been experienced due to low membership.

Decision: it was agreed that a decision would be made on a database, following the recruitment process to understand the skills and capability of the people that have applied.

11. RECRUITMENT

It was indicated that they had received 22 Expression of Interests. Barbara Gilchrist indicated that she had made up a skills matrix of the people that applied as they all had indicated areas of interest. An assessment centre would be held on 1 July which will include activities for people to undertake to identify if they are suitable to be a member of the Consumer Council. Anne-Marie, Mark Rogers, Joy Sylvia, Barbara Gilchrist will be on the recruitment panel. **Shannon expressed an interest to be part of the panel, this was agreed.**

Action: Nigel or Robbie to be there for the opening of the session (Barbara Gilchrist to send invite).

12. PROJECT PHOENIX

Robbie Moginie provided an overview to the Consumer Council on Project Phoenix. It was indicated that views from patients/people needed to be gathered as this will form part of a Consumer Engagement plan.

Natasha Hoskins joined the meeting and provided a further explanation into what was required for the Consumer Engagement plan. Support was required from the Consumer Council to identify key stakeholders that can be approached to ask what their experience was like during COVID-19, this will help to improve the services the DHB provides in the future.

Action: An email to be sent to Consumer Council members to outline what is required (Natasha/Barbara).

13. Chair/Co-Chair Role

Mark Rogers indicated that he met with Ron Luxton, SCDHB Chair, and it was decided that Mark will stand in as CC chair for the June and August meetings, an Expression of Interest will be undertaken for the Chair and Co-Chair roles.

Decision: Members agreed that in the interim whilst a Chair and Co-Chair were being recruited for, all correspondence will go to all Consumer Council members.

Robbie Moginie raised a concern around the amount of emails that were being sent out from the members and it was advised that this be reduced and to also ensure the audience was correct when sending emails.

14. FAREWELL

The Consumer Council said farewell to Anne-Marie McRae, who was attending her last meeting. Robbie Moginie presented Anne-Marie with flowers and thanked her for all her hard work on the Council.

Meeting closed at 2:42pm.