

**MEETING OF THE CONSUMER COUNCIL  
HELD ON THURSDAY 20 AUGUST 2020  
12PM, BOARDROOM, SCDHB**

**PRESENT**

Neil Kiddey, Joy Sylvia, Mark Rogers (co-Chair), Shannon Hansen, Kylie Douglas, Andrew Humphrey, Katrina van den Broeke, Julie Patterson, Bridget Duff, Jill Merritt

**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**

Katrina Whiu, Gareth Ford

**3. INTEREST REGISER**

No conflicts were raised.

**4. CONFIRMATION OF MINUTES OF MEETING HELD 18 JUNE 2020**

It was **confirmed** and **agreed** the minutes of the meeting held on 18 June 2020 as a true and correct record.

**5. MATTERS ARISING FROM THE MINUTES**

- Consumer Council inward emails – this has been sorted and Barbara can now access these.
- Discharge Planning Project – an update has been provided in the CE report.

**6. SCDHB REPORT**

Nigel Trainor provided an update on the following items:

- The new Consumer Council members were welcomed to the SCDHB Consumer Council committee.
- Front of Hospital – the construction has commenced and there will be disruption for the public entering the hospital. An update was provided on each floor of the hospital regarding what renovations were taking place.
- Discharge Planning Project – it was indicated that the project was complex. This is an important project as the process can be more efficient. This has a big impact on our consumers.  
**Action: as the project progresses, it was requested that the consumer council be involved as a sounding board and perhaps be involved in a workshop exercise.**
- Health Needs Assessment – this has now commenced and the consumer council will be involved in the personas development.
- Project Phoenix Update – An update was provided on the work in this space. A number of projects will be undertaken to improve how we operate.
- Covid-19 – testing currently happening at the Port. No positives at the moment. The Aged Care facilities have gone to full lockdown and this seems to be going well.
- HPV immunization – second worst DHB for immunization rates.
- Oral health – SCDHB have low numbers for under 5 year old enrolments for our Maori community.
- I-form – It was suggested that a new way of getting feedback needs to be investigated. **Action: an email to be sent out to members following the meeting to brainstorm some ideas around gathering consumer feedback (Barbara Gilchrist to collate).**

The report was **received**.

## 7. CONSUMER COUNCIL MEMBERS REPORTS

- Consumer Council Workplan: **Action – the latest version needs to be located, Barb/Robbie to update and send to members for comment and addition.**
- Credentialing reports: Next credentialing is set for October and scheduled for two days.

**Decision – Barbara Gilchrist to be first point of contact and then she will call upon the members and find out who can assist.**

**Action: Training session to be arranged with consumer council members (Barbara Gilchrist to arrange).**

**Action: Look into the makeup of the credentialing panel, can this be challenged. The request is having two people on the panel from the consumer council (Barbara/Robbie to investigate).**

**Action: Put a paper together on the different quality audits that takes place at SCDHB (Barbara Gilchrist to draft).**

**Action: Credentialing policy to be circulated (Mark Rogers to circulate).**

- HQSC – report was taken as read. The QSM team will be down for a presentation in October. Mark Rogers will circulate info on QSM to members. Mark Rogers will continue to represent SCDHB on the QSM work regionally.
- Feedback from Consumer – there is great mobility parking at the front of hospital. There was a question around the mammogram bus and where the information for this is. **Action: Barbara Gilchrist to find out more information on this and communicate to members.**
- Discussion around whether the facility at the DHB, the Chapel and Whanau room, is a welcoming space for all consumers. **Action: Barbara to follow up with Consumer Council around an approach to the community on this.**
- Extra meeting – discussion around a date on when the extra meeting might take place. **Action: Members to discuss in the October meeting when the next meeting might take place.**

## 8. CHAIR/CO-CHAIR EXPRESSION OF INTEREST

Included on the meeting pack is the Expression of Interest form. It was noted that the forms do need to go to the Board for ratification and therefore the forms need to be sent to Sheila van den Heever by the 16<sup>th</sup> of September 2020.

## 9. GENERAL BUSINESS

Patient Information Project Plan – A resource package for Whanau allowing them to lead their care has been created. It was requested that if members wanted to get involved then they could send their names through to Sheila van den Heever.

## 10. AT&R Presentation

Dr Genie Pritchett attended the meeting to provide an overview of the Assessment Treatment & Rehabilitation services provided at SCDHB. Dr Eric Bindewald joined the meeting as well.

**Meeting closed at 2:42pm.**