

Meeting Minutes

Meeting:	Consumer Council
Venue:	SCDHB Board Room Level 6 Gardens Block
Date and Time:	Thursday 15 February 1200 – 1430 hours

Name:	Present	Apology	Absent
Neil Kiddey	✓		
Joy Sylvia	✓		
Bianca Sheed	✓		
Mark Rogers	✓		
Anne-Marie McRae	✓		
Shannon Hansen	✓		
Jane Cullimore	✓		
Jakki Guilford		✓	
Gabrielle Hall		✓	
Katrina Whiu		✓	
Also in attendance:			
Jenny Ryan	✓		
Nigel Trainor	✓		
Robbie Moginie	✓		
Teresa Heap (Minutes)	✓		
Jason Power	✓		
Apologies from SLT:			
Bruce Small		✓	
Steve Earnshaw		✓	
Lisa Blackler		✓	
Ruth Garvin		✓	
Carol Murphy		✓	

Agenda Items:

- Karakia**
- Leadership Team discussion (over lunch)**

Members of the SLT Team met with the Council for lunch to get to know each other.

3. SCDHB Health Strategy – Nigel Trainor

‘Navigating our Future’ – Strategic Direction document distributed. Nigel addressed the SCDHB Strategic Goals.

This created discussion about:

Ministry of Health – could be change again with the new director and there has been some discussion on the number of DHBs needed.

Discussed ‘selling’ ourselves better. There is a good story to tell here in South Canterbury, there are many things we do here at the SCDHB that are second to none.

Enhancing the culture of the SCDHB – “Speaking up for Safety”, members of the Council to be invited to a Speaking Up for Safety session.

1.00pm the Staff left the meeting.

4. Apologies – as noted above.

5. Minutes of Previous Meeting/Matters Arising

Moved that the Minutes are a true and correct record Joy Sylvia/Jane Cullimore.

6. Conflicts of Interest / “Interests” Register

Noted. No new interests to be added. If members have not yet provided their interests but would like to, please send your list to or speak with Jenny.

7. P R Plan update

Articles in the Courier, SC Herald, Pulse magazine. The website now has our bios linked on it and the Consumer Council email address.

Shannon Hansen suggested we could have a small advert in the newspaper e.g., i be in the Healthbeat page of The Courier. Natasha was invited to discuss this.

Natasha Hoskins, Communications Manager joined the meeting.

Natasha agreed that articles following each meeting could be put in the Healthbeat page. Ideas for first article were discussed. It was decided asking for feedback on various topics would be a good way to engage the community.

The Mental Health review was discussed and it was suggested this could be our first topic to go into the paper seeking feedback from the community. Natasha briefly explained what the review was about. Jane is going to request a copy of the report at the end of the 3 month trial period and forward to members. We will reassess the topic then.

It was decided it would be seeking feedback from the community about signage at the hospital. Mark to write a blurb about his personal experience and send it to Natasha by 16 February.

Shannon was keen to take a lead in this and would contact Jakki (previously appointed to PR plan role to see if she was interested to also be involved).

Discussed moving around the day patients' area, on a recent visit Mark actually ended up in the recovery area, unsure if it was the positioning of the arrows and the Council to suggest area be blocked off in some way. An email to be sent to CNM, Jenny to follow up.

8. CC Email – Policy for replying to incoming emails

- All inwards correspondence will be assessed by Jenny in the first instance as to whether it fits within our Function and Scope. If it does she will forward it to Co-Chairs who will assess whether it fits within our Function and Scope.
- The Co-Chairs will assess what response is needed. A preliminary response will be drafted and sent promptly (via Jenny from the CC email).
- A substantive response will follow after further information is gathered from management (if required) and discussion at the next CC meeting. If there is any urgency about the substantive response then we can have some discussion via email.
- We will ensure any follow up correspondence is attended to.
- We will maintain a database of emails received and responded to so when we need to report to Nigel/Robbie we can do so with qualitative and quantitative information.

9. Conference: Let's Talk: Our Communities, Our Health – 8 and 9 March

Mark Rogers and Anne-Marie McRae attending and will report back to Council.

10. DSAC (Disability Services Advisory Council) Meeting – 22 February 2018

Joy Sylvia and Shannon Hansen to attend with Mark Rogers as back-up if needed.

11. Review of Code of Health and Disability Consumer Rights Policy and Open Disclosure (Communications) Policy

Jenny gave a brief overview of policies. Some CC member have already provided feedback. Any further feedback can be sent to Jenny by email or phone. Deadline for responding is next Friday 23 February.

12. Review of Brochure “Do I have to pay for my health?”

While Natasha (Communications Manager) was present the brochure “Do I have to pay for my health care” was discussed. It was suggested the photos on the front page of the brochure were not representative of our community or the target audience and perhaps a neutral cover would be best.

13. Annual Work Plan

Distributed Mark's draft Annual Work Plan and decided this would be discussed at next meeting. Any feedback to Mark. Mark to email out to committee members who were not in attendance.

14. Meeting times:

Timing of meetings. Consensus was the present time (being over a lunch time) suited most members, however it was conceded that members could just attend based on their availability. Other factors include staff time, room booking etc.

15. Next Meeting: 5 April 2018 at 12.00 noon

Meeting Closed at 2.55pm

Action Points:

No.	Action	Responsibility	Date added	Status
1	Media	Jakki Guilford / Shannon Hanson		Ongoing
2	Set up email addresses and minutes on website	Jenny Ryan / Natasha Hoskins	November	Ongoing
3	Interest Register	Jenny Ryan	November	Completed
4	Invite SLT to share lunch	Jenny Ryan	November	Completed
5	Set meeting dates for 2018	Mark Rogers	November	Completed
6	Write up story from his experience visiting day ward	Mark Rogers	February	Completed