

**MEETING OF THE CONSUMER COUNCIL  
HELD ON 10 FEBRUARY 2021  
12PM, BOARDROOM, SCDHB**

**PRESENT**

Bridget Duff (Chair), Joy Sylvia (Deputy Chair), Neil Kiddey, Mark Rogers, Shannon Hansen, Kylie Douglas, Andrew Humphrey, Katrina van den Broeke (attended via teleconference), Julie Patterson, Jill Merritt, Gareth Ford

**IN ATTENDANCE**

Nigel Trainor, Chief Executive Officer; Sheila van den Heever, Executive Officer

**1. KARAKIA & WELCOME**

The chair welcomed everyone to the meeting. Joy Sylvia opened the meeting with a Karakia.

**2. APOLOGIES**

Nigel Trainor, Barbara Gilchrist, Kylie Douglas, Neil Kiddey.

**3. INTEREST REGISTER**

Joy Sylvia declared that she no longer worked for Plunket.

**4. CONFIRMATION OF MINUTES OF MEETING HELD 15 OCTOBER 2020**

It was **confirmed** and **agreed** the minutes of the meeting held on 15 October 2020 as a true and correct record.

**5. MATTERS ARISING FROM THE MINUTES**

- Website photos – the Consumer Council agreed to have their photos published on the SCDHB website alongside their profile.

**6. CORRESPONDENCE**

- Katrina Whiu has resigned from her Consumer Council role. It was requested that Joseph Tyro, Director Maori Health, be approached about recommending a new person to join the Council.

**7. SCDHB REPORT**

A written report was provided by Nigel Trainor. The report was taken as read. Robbie Moginie, spoke to Nigel's report.

- COVID-19 vaccine programme – It was indicated that it will be kicked off middle Feb for port workers. Frontline workers will be stage 2 of the vaccine rollout. *It was noted that the members go through the Chair before posting anything on Facebook about COVID-19 vaccinations.*

**8. COMMUNITY HEALTH LITERACY PROJECT**

- **Action: Joy to connect with Natasha to refine the document.**
- **Action: To be presented to SLT and Board in March.**

The effort that has gone into producing the document was commended.

**9. CONSUMER ADVISOR – DIANE BLACK**

- Diane spoke about her role as Consumer Advisor for Mental Health & Addictions. It was indicated that Barbara Gilchrist connect with Diane Black to attend CC meetings more frequently. It was requested that Diane be included in the minute's distribution.

## 10. CONSUMER COUNCIL MEMBERS REPORTS

Reports taken as read.

- Serious Adverse Events – 2 requests, Chair possibly to be involved in the review team and sign off process. **Action: Robbie to follow up with Nigel.**
- Korero Mai – all the data was compiled and a brochure was put together. The brochure is concise and clear. **Action: Copies of posters and the video to be sent to members – Shannon to send to Chair for distribution to members.**
- With reference to Katrina van den Broeke's report – **Katrina to send experiences to Chair of CC and then look to address via another avenue.**

## 11. GENERAL BUSINESS

- Shannon has agreed to do the AT&R Credentialing on the 17th March 2021.
- Jill Merritt is now only available to attend meetings on a Friday as she has changed jobs.
- Joy and Gareth to attend Consumer Health Forum Virtual Summit 18-19 March 2021. It was agreed that they attend the paid session before the Summit.
- Updating our website – it was indicated that this will be updated with regards to profiles, photos and minutes.
- Follow up with Nigel Miller – is the work of MOH regarding patient information sharing systems been overtaken by the SIAPO work.

Actions not closed:

- **Action: Barb to arrange with Natasha for TOR and minutes to be added to website.**
- **Action: Barb to check with finance team when cc members receive payslips (every month or adhoc). Question raised around whether cc members are paid contractor rate, Barb to check on this.**
- **Action: Barb to provide clarity around what is paid work as cc member and what is not.**
- **Patient Experience Survey – Barb to include again in next meeting for further discussion.**

Meeting closed at 2.30pm