

Meeting Minutes

Meeting:	Consumer Council
Venue:	SCDHB Board Room Level 6 Gardens Block
Date and Time:	Thursday 26 October at 12:00 midday

Name:	Present	Apology	Absent
Mark Rogers (Chair)	✓		
Anne-Marie McRae	✓		
Neil Kiddey	✓		
Bianca Sheed		✓	
Shannon Hansen	✓		
Jane Cullimore	✓		
Katrina Whiu		✓	
Gabrielle Hall	✓		
Jakki Guilford		✓	
Joy Sylvia		✓	
Also in attendance:			
Jenny Ryan (Minutes)	✓		
Dianne Black	✓		
Robbie Moginie	✓		
Nigel Trainor	✓		
Dr Bruce Small	✓		
Grant Keene	✓		

Agenda Items:

1. **Apologies** as listed above.
2. **Karakia**.- Gabrielle Hall
3. **Minutes of Previous Meeting** accepted as true and correct. Moved A-M McRae/N Kiddey
4. **Matters arising:**
 - i. **Payments** – arranged for Grant Keene to attend this meeting later
 - ii. **Reporting to the Board:** Report from the co-chairs to go to Robbie for presentation of relevant points to CEO, Clinical Council and Board.
 - iii. **Request** from Anna Wheeler (Associate Director Nursing and Midwifery) for a CC member on Clinical Nurse Specialist review project: Gabrielle Hall agreed.
 - iv. **Moved** Minutes to be agreed in draft by co-chairs before placing them on the website rather than waiting for formal approval at the next meeting. S Hansen/ N Kiddey. Agreed.
 - v. Robbie Moginie to attend the start of the meetings.
5. **Consumer Council meeting rules.**
 - i. **Inward email material** is filtered before sending out to CC members so that only relevant matters are provided for reading. Or list the attachments so that

- members can clearly see the topic of the attachments and choose whether to read.
- ii. It was agreed that **mobile phones** can be available to members during the meeting.
 - iii. **Conflict of interest register** to be established (J Ryan to provide a template for members to populate). Can be altered as matters require.
6. **Consumer Council Function and Scope (Meeting Profile CG32)**. The draft Position Description was discussed.
Moved that the function and scope of the Consumer Council will be as outlined in the Consumer Council Meeting Profile CG32. A-M McRae/M. Rogers. Agreed. The position description is not required.
7. Report from Joy Sylvia following attendance at **Health Consumer Council Annual Meeting**. This was discussed in Joy's absence.
- i. Members liked the suggestion to have either sub-groups or individuals working on projects or activities and reporting back to the CC rather than everyone being asked for input.
 - ii. Invitation to attend a meeting of the CDHB CC was discussed. The decision taken was to wait and perhaps have a meeting with a small number of members and/or perhaps by video conference, or perhaps in Ashburton would be most useful at some stage next year.
- 1255 D Black left the meeting.
- iii. Email address for the CC was proposed and members very keen to get this established. consumercouncil@scdhb.health.nz
- 1305 R Moginie left the meeting
- iv. Evaluation of the Consumer Council was discussed and how this would be measured and when.
8. **P R Plan**. This is still in development between J Guilford and Communications Manager N Hoskins. Members are very keen to see a section of the website for Consumer Council matters.
9. **Complaints Policy** – no further discussion. J Ryan thanked those members who provided their input. J Ryan also reported that Consumer Complaint Forms have been distributed throughout the various reception and waiting areas as required as a corrective action from Certification.
10. **Health Strategy**: suggested that a precise of this is presented to the CC at the next meeting
N Trainor suggested a shared lunch with the Strategic Leadership Team at the next meeting would be useful.
- 1.40pm N Trainor left.
11. Dr Bruce Small (Chief Medical Officer Primary and Community) presented on **Choosing Wisely** project.

R Moginie returned.

12. Grant Keene, accountant from the Finance Department attended and clarified forms and other matters.

R Moginie left.

13. **Brainstorm** of issues that CC members may have themselves or from the community.

- i. Review of patient information and chart considered
- ii. How and where to find information and promoting this. Check HealthInfo site suggested as a starting point.

Next Meetings: M Rogers to come up with 5 meeting dates for the coming year. Recommendation that this same day and time is preferred

Close 1445 hours.

Action Minutes

No	Activity	Responsibility	Timeframe	Status
1	Media/promotions plan to be established/confirmed	Communication Manager Natasha Hoskin and Jakki Guilford	TBA	
2	Set up email address and minutes on website	Jenny Ryan/ Natasha Hoskins /IT dept.	November	
3	Conflict of interest template	Jenny Ryan	November	
4	Invite SLT and shared lunch next meeting	Jenny Ryan	November	
5	Set meeting dates for 2018	M Rogers		