

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	12 th June 2023

Background

This month's meeting was held on Monday 12th June in Nelson.

Current Situation

At our meeting we had the opportunity of welcome two of the data team, Kirsty Martin and Don Hudson who gave a comprehensive view of the digital health world. By using digital services more effectivity there is additional opportunities for services to be provided in the community and in people's own homes which will help to tailor equitable health outcomes for many. Of course recognising that there is a long way to go before this is fully achieved, stocktakes are taking place to really understand how each district is currently working and within what technology parameters. The digital planning team are utilising the NZ Health Plan priorities to look at a national approach to solve district problems. The next stage is to involve primary health organisations to look at a more joined up approach to start making improvements.

Members were pleased to see this starting to evolve and made some recommendations regarding digital apps, the language used, privacy concerns and the priority to make a patient's records transportable so they follow a patient on their health journey no matter where the health consultation takes place. There is apprehension with GP's being privately owned how they will contribute to the standardising of IT services. It certainly is a complex issue and a crucial time for council members to be involved in these conversations and would like to be more involvement with the planning and designing of any new digital service.

Members had the opportunity to revisit their strategic plan and make considerations to their weaknesses, opportunities and threats analysis and allocation of portfolios as well as changes within consumer council membership which has led to the creation of an alumni group.

Community Updates:

- A new outreach worker has been established in Marlborough to support Rohingya refugees.
- There is ongoing promotion around Advanced Care Plans with market stall opportunities.
- Communication feedback received about planned and unplanned procedures in the hospital which will be directly shared with the teams concerned.
- Co-Governance community meetings, leaflet letterbox drops and an increase in social media is starting to cause anxiety among Marlborough and Nelson residents. The impact is having an affect on Maori who are barred from participating and this is starting to cause friction among people.
- Residents in Mapua are concerned about the recent alcohol licensing requests that including vaping applications opposite a school. (One licencing request has since been withdrawn).
- With public services being provided in private setting clarity was sought about who reviews the literature sent out to patients? Consumers in the community are struggling to understand the mammoth amount of information being provided in a very confusing way. This needs to be shared using plain English in a much simpler way and in a reduced volume format. Members will reach out directly to private providers in the meantime, however, public system clinicians should be aware of the complexity of literature being shared when referral services are being directed to a private system.

- Keep your eyes peeled for a newly created guide that supports The Code of Expectations to be released this month.
- The recent Consumer Voices Conference in Christchurch was a success, next year's conference to take place in Auckland.
- Nelson Tasman Pasifika Community Trust nurses are grateful for the positive relationships being built in the hospital and community setting. This really is making a difference with supporting pacific people in the health journey. Thank you and keep up the good connections.

Angelea Stanton
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT