

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	11 th September 2023

Background

This month's meeting was held on Monday 11th September across both Nelson and Wairau.

Current Situation

There was some good dialogue at our meeting this month which centered around consumer data for the Inpatient and Outpatient surveys as well as results on individual requests for feedback on Non Weight Bearing Respite information letter and the Wairau Inpatient Unit brochure.

Members were pleased to hear that the inpatient and outpatient surveys were running to a regular timeframe and that Te Tāhū Hauora are looking at ways to incorporate other service screening questions that are distributed by surveys e.g. bowel screening surveys or breast screening surveys to avoid the consumer being approached multiple times.

Council members highlighted the Maternity Quality and Safety Programme Annual Report whereby involvement with consumers and partnerships with former refugee community have really stood out.

There was an open conversation about patient flow in the hospital and what could be recommended from by consumers to improving this. It was decided to open this as a wider community feedback opportunity and this will be shared with our pool of consumers.

Community Updates:

One of our consumer members invited Telehealth to Marlborough to meet with the local Safe & Sound Group to connect with more communities who are not utilising this service.

Former refugees and the multicultural community had been welcomed to Whakatū Marae and they looked forward to continuing to build this connection.

Consumer members were pleased to hear of the great work that the quality improvement residents are doing. The most recent work "A review of physiotherapy management treating persistent pain in the CALD communities of Nelson"; and "Project Care Co-ordination within the Motor Neurone Disease Multidisciplinary Team" are two areas that are working to improve their processes.

A health hub in Mapua was being set up with Allied Health services, along the lines of Victory Community Centre. The community are pleased to see this coming together.

Our next meeting in October will incorporate a Consumer Café afterwards.

Angelea Stanton
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT