
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 17 July 2019
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met in Blenheim on Monday 15 July 2019.

The Council was pleased to discuss efforts to address some of the challenges raised by the “Raising the Bar on the National Patient Experience Survey” report with the Team Leader of Pharmacy in Wairau. Particular attention was focused on the low scores in response to the question “Did a member of staff tell you about medication side effects to watch for when you went home?”. While the Pharmacy team has a goal to meet with each patient being discharged on medications, they also recognise the challenges for patients retaining information during the discharge process when they might be under the influence of medication and are trying to understand and absorb a lot of information. The Wairau Pharmacy Team are therefore going to trial adding a sticker to prescriptions which will identify to community Pharmacists that a medication has been changed and that the Pharmacist should take time to discuss the new medications with the patient. The Council was supportive of the sticker trial. The Council recommended changing the colour of the sticker to a bright fluoro to draw attention to it.

The opportunity to give feedback on the early drafts of the Models of Care Benefits Realisation Plans was appreciated. The Council was pleased to see measures related to patient experience and gave feedback on the individual measures.

An overview was provided of two projects resulting from the Patient Flow work last year, Red2Green – Valuing Patients Time and Perioperative Efficiencies. Red2Green resonated with the Council, and several Council members could relate to the experiences that the project has identified – making sure each day in hospital is used to progress towards discharge (tests completed, home support arranged etc).

Perioperative Efficiencies is also an important project for improving patient experience. The Council was supportive of the project for which one of the goals is preventing unnecessary cancellations of surgeries and discussing the efficiencies from the patient’s perspective.

Information on the work around a standardised discharge summary layout was provided to the Council. The Council appreciated efforts to create a consumer focus in the standardised discharge summary layout, in particular increasing the prominence of the sections on medication side effects and information on managing their condition on discharge.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.