
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 20 November 2019
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

On 18 November 2019, the Consumer Council met in Wairau, with two members video conferencing (VC) from Golden Bay and Nelson. We also received the Models of Care update via VC. The Council appreciate the increasing opportunities technology offers to facilitate consumer participation across the region.

The Council discussed the projects funded through the Fast Forward Fund. Discussion focused on the Serious Illness Conversation Training, which supports other initiatives which the Councils have also championed, namely Advance Care Planning, and the OTTER form. There was strong support for The Tane Ora program and the Mental Health training for ED staff as well. The Council recognises the need for, and supports the funding, of such projects.

An update on the Health Care Home programme was provided at the meeting. Of interest to the Consumer Council was the example given of the impact of the GP/NP (General Practitioner / Nurse Practitioner) triage. Of 4,563 phone triage calls with a GP or NP, 1,261 were resolved without the patient needing to come into the practice! A great win for patient and clinic time. The greater efficiencies of the Health Care Home programme across the whole system appear positive and significant.

The Health Care Home Patient Journey map was also noted by the Council as an effective way to communicate the aims of the programme. The Council recommends that public information/advertising of changes going on in practices who have become part of, and are planning to become part of, the Health Care Home network is crucial. Advertising the goal of strengthening the efficiency and quality of patient services would make an appropriate theme. Patients need to be educated about the benefits of changes. The Council looks forward to receiving the first year report.

An update of some of the Quality Improvement initiatives across Wairau and the wider region was provided. This included an overview of the Wellness Facilitators, Mental Health presentations in ED, connecting youth to mental health services, Korero Mai badges, and information about the Green Team and Sustainability Steering Group. The Council is in strong support of all initiatives proposed by the Quality Improvement team, particularly the Green initiatives. Again the Council would like to see publicity of the positive quality improvements that the DHB is making featured in local free and subscription newspapers.

Of particular note was the calibre of our young(er) presenters. Their enthusiasm, dedication and passion related to healthcare improvement in our region is praiseworthy and inspiring.

Judith Holmes
Consumer Council Chair

RECOMMENDATION:

THAT THE BOARD RECEIVES THE CONSUMER COUNCIL REPORT.