
MEMO

To: Council Members

From: Judith Holmes, Chair

Date: 18 May 2020

Subject: **Chair's Report**

The Consumer Council met on Monday 18th May via Zoom.

The Council received presentations and contributed feedback on both the work of Dr. Jill Clendon associated with the development of the Swoop team and Keith Marshall, on Models of Care developments particularly throughout the Covid 19 crisis.

All Council members agreed that the evidence to date demonstrated the value of the Swoop team for the consumer and NMH. The Council supports the continuation of this service as a means to reduce the need for hospitalisations and enabling earlier discharge.

The council members were pleased to receive Keith Marshall's presentation on the learnings and gains made on projects under the Models of Care programme during the COVID-19 response. Ensuring that improvements are embedded, in particular the progress of Virtual Health services, is seen as a priority by the Council. A key point that the Council would like to emphasise is the importance of patient choice for the method of service delivery, since there are some patients who (and some circumstances that) warrant appointments in person.

The Consumer Council discussed succession planning for the Council. Three members of the council have terms that expire in December 2020. The Council would like the Board to consider extending those particular terms for twelve months. The Council is currently working cohesively and effectively as a team. There is a significant amount of knowledge held by current members. There has already been natural attrition owing to three members having moved on to other opportunities. Three new members were recruited in June 2019. Consequently there is a current balance of experienced and new members. Before the beginning of the Level IV Covid Lockdown, a new facilitator was appointed. Continuity of current Council membership would give significant benefit to our new facilitator, who has done very well throughout the seven week period where all meetings have been online. We are yet to meet her in person!

The Council also acknowledge the value of receiving Dr. Nick Bakers' weekly updates on the COVID-19 response and the significance of having consulted with Nick on behalf of the community. The Council formally congratulated Dr. Baker on his outstanding work related to the Covid 19 pandemic and is pleased to be in an informed position to enable clear factual reporting to the various communities we represent. We feel that we have helped dispel erroneous rumours and fears and played an important part in the upholding of compliance throughout the pandemic.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.