
MEMO

To: Board Members
From: Judith Holmes, Consumer Council Chair
Date: 16 November 2020
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Consumer Council met on 16 November in Wairau. Our knowledge and observations of Nelson Marlborough Health consumer engagement activities over the last four years was discussed in some detail. The discussion was based on the new self-assessment tool for the Consumer Engagement Quality Safety Marker which we completed as a group. Results of this are available through Lorellin Syben.

As requested, the Council reviewed the Informed Consent Policy and Procedure from the perspective of how best to interface the policy with consumers. Of particular note is the importance of ensuring that the procedure includes asking patients and/or whanau if an Advance Care Plan has been completed at the same time as gaining informed consent and ensuring that treatment aligns with the patient's wishes detailed in their plan.

The Council discussed the importance of the Choosing Wisely work to date. It is acknowledged that there is an increasing awareness of/asking the four questions at the heart of the programme within Nelson Marlborough Health (NMH.) However, this is not the case at the General Practice level. Consumers do not differentiate between primary and secondary health services in the same way that health providers do. It is important that NMH looks across the system to increase awareness of The Choosing Wisely model in partnership with primary health. The consumer's approach to their own health care usually starts with primary care. We need to get General Practitioners onboard to ensure consistency throughout the health journey.

The Council sent a representative to the Telehealth Working Group meeting. A permanent representative will attend working group meetings from now on. Of particular interest to the Council is the intention to set up a "digital first community" in Golden Bay. Council has discussed considerable frustration voiced by Golden Bay residents who have experienced many hours of "wasted time" attending appointments which do not require their actual physical presence. We see the "digital first community" model (with a recommended emphasis on video linkage) as being increasingly appropriate for the Golden Bay Area.

The Council made note of the work being undertaken by the team developing the Nikau Hauora Hub. The Council is complementary regarding the approach and regular communication updates. The comments were that the updates are informative and well written with positive inclusive language. Also commended are the continuance of providing ways to be involved with the evolution of The Nikau Hauora Hub model with particular mention of the feedback section at the bottom of the form.

Recruitment for three new members of the Council (including the Chair) is progressing well. The goal of conducting interviews on 14 December seems achievable. The Council does not meet in January. It is my hope that the Council will have a seamless transition into the 2021 year at the February meeting.

Judith Holmes
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.