
MEMO

To: Board Members
From: Angelea Stanton, Consumer Council Chair
Date: 14th April 2021
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

Consumer Council met on Monday 12th April at the Blenheim campus.

The Council's Terms of Reference were a key topic of this meeting. The Council has identified the need for clarity of their role and the expectations of what is delivered by us to support the development of Consumer engagement at NMH. Improved process needs to be implemented to manage requests to the Council to provide clear scope, remuneration and expected outputs of involvement.

Dan Leckie spoke on the Inpatient and Primary Care survey; Consumer Council was asked for their input to the questions and the process, to benefit the Choosing Wisely initiative. Consumer Council understands that NMH has average up take of this survey in comparison to other DHBs but the limited up take particularly from the non-European Communities across the country needs improvement. The Council has the following suggestions:

- Use the equivalent of a health navigator/support person during the inpatient experience (i.e., go to the bed side)
- Access interpreters
- Forward the surveys to NGOs appreciating that Maori and Pasifika will more readily accept it from someone they know and trust.

Keith Marshall spoke on Ki Te Pae Ora. The Council raised concerns that Consumer Engagement has stalled. We understand that there is a review underway but if Consumers are to be at the center of change at NMH, engagement needs to continue at all levels of this transformation. The Council asks that Board emphasize that projects across NMH are expected to engage Consumers as all changes or developments should be for the benefit of the Consumer.

The Consumer Council continues to use the 'Talk to 10' to canvas a wide range of opinions. Council have agreed to setting up a Community Feedback channel in teams so members can add the themes they are hearing from the community.

Angelea Stanton
Consumer Council Chair

RECOMMENDATION

THAT THE BOARD RECEIVES THE CHAIR'S REPORT.