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# MEMO

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**To:** CG Committee Members  
**From:** Angelea Stanton, Consumer Council Chair  
**Date:** 10<sup>th</sup> May 2022  
**Subject:** **Consumer Council Report**

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<p style="text-align: center;"><i>Status</i></p> <p><b>This report contains:</b></p> <p><input type="checkbox"/> For decision</p> <p><input type="checkbox"/> Update</p> <p><input checked="" type="checkbox"/> Regular report</p> <p><input checked="" type="checkbox"/> For information</p>
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This month's meeting was of particularly significance as we welcomed Kate Charles and Ririwai Fox, Interim Health New Zealand and the Maori Health Authority Consumer and Whānau Voice Programme Co-Leads, together with Jane Cartwright and Jo Witko, Work Stream Leads and Gary Tonkin the Lead for DHB's.

Their presentation focused on the Strengthening Voice of Consumers and Whānau. The approach was very clear about lifting voices with an equity focus. The building blocks for this were:

- **Legislation:** namely 1) Health System Principles the requirements to involve communities in planning and improvement; 2) Code of Expectations how health entities will engage with consumers and whānau; 3) Iwi-Māori Partnership Boards who will be accountable for gathering and promoting aspirations of Māori communities.
- **Supporting Infrastructure:** 1) Consumer Health Forum Aotearoa will connect consumers with the health system; 2) Centre of Excellence will support the health system building on partners in care, the tools, training, sharing and learning collaboratively.
- **System:** 1) Localities will be delivering services that meet the needs of that community; 2) feedback and complaints process more streamlined and improved and drive system design and continuous improvement.

There is still a lot of work to be done in this area and it is expected that more will be communicated to Consumer Councils during the month of June.

It was also timely to receive a reflection document from one council member who had expressed their thoughts since joining and their experience over the last year. Covid has put a stop to face to face meetings which has been a hindrance for some, however, it was useful to discuss the points raised together with a view to incorporating some of the opinions and ideas alongside the changes in the health reform plan.

We have reached out to ToSHA by tabling a report for their next meeting seeking out potential ways for us to engage with the consumer connections they may have. We look forward to receiving any feedback the PHO and others may have on this.

Angelea Stanton  
**Consumer Council Chair**

## RECOMMENDATION

**THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT.**