
MEMO

To: CG Committee Members
From: Angelea Stanton, Consumer Council Chair
Date: 8th August 2022
Subject: **Consumer Council Report**

Status

This report contains:

- For decision
- Update
- Regular report
- For information

The Council met on Monday 8th August 2022.

This meeting saw a change from our normal meetings. We took the opportunity to connect and contemplate aspects of how consumers can be an asset for health providers in our community. We reflected on past experiences and considered the future with regard to how we can work better to strengthen consumer engagement with positive contributions for our whole region.

We thought about our journey for the next 6 months and how we could work better with senior leaders and clinicians rather than it just being a tick box exercise, a survey, reviewing posters etc.

We worked through a list of questions which will help the consumer council transition into the new era and align with the changes that have and will continue to happen. It was an open and frank discussion where everyone's views were respected. The next stage is to consolidate all this feedback.

The Telehealth team had followed up with one of our members who was able to make a real contribution for promotion of this service with youth and the LGBTQ community who are all very well connected electronically.

Members were excited to hear about the Shared Goals of Care project gaining momentum and looked forward to joining the team by getting in at an early stage.

The Public Health team had reached out to seek some consumer views in relation to the health clinic in the new Nelson Library. Thank you to Hilary Exton for encouraging this interaction. This helps grow the views of consumers across our region. Similarly, members are keen to re-establish their involvement with Project Whakatupuranga in the near future, especially before any promotion via media about changes to the hospital take place. They have already fed into the Otago Public Health Lecture via Harrison Dean. Plus, it would be useful to involve our hospital volunteers in this space too as they can equally be a valued consumer voiced.

Angelea Stanton
Consumer Council Chair

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