

## Memorandum

<b>To:</b>	CG Committee Members
<b>From:</b>	Angelea Stanton, Consumer Council Chair
<b>Subject:</b>	<b>Consumer Council Report</b>
<b>Date:</b>	16 <sup>th</sup> November 2022

### Background

The Council met on Monday 14<sup>th</sup> November 2022.

### Current Situation

Nick Baker was welcomed to the meeting as the ELT representative. Members were grateful that a senior member was present as it is hoped, will allow the opportunity for more dialogue to continue, decisions to be progressed and feedback shared.

This month members have been engaging with the following:

1. **Meetings:** Usual attendance at Clinical Governance Committee, Shared Goals of Care and Allied Health Planning Day to name a few.
2. **Ki Te Pae Ora:** We invited the team to attend our monthly meeting to hear about the projects they are currently working on and to enquire whether we could be any support as their projects progress.
3. **Code of Expectations:** This topic was on the agenda to ensure that members understood 'The Code' and the awareness when sharing that consumer engagement needs to be much more than just engagement with the consumer council. A powerpoint presentation was produced as a guide for members to use at meetings they may be attending to share the basic fundamentals.
4. **QSM Consumer Engagement:** The current submission was discussed. After reviewing the evidence and narrative a decision on the level for each domain took place. It was agreed that each domain move to Level 3 "Involvement". This was an increase from the previous submission for Responsiveness and Experience where scores were submitted at Level 2 "Consultation" last time. Although the reporting required an overall picture of Consumer Engagement, it was felt that we continue having a score for each department so we can understand what is being achieved through consumer engagement which in turn allows us to report on it.
5. **Succession Plans and Training Opportunities:** Another area to add to our strategy planning which has been moved to early 2023 due to the road closure, forgoing the opportunity to get together in person. A good system needs to be in place for developing the next chair/co-chairs and consider where our experienced consumers move to e.g. credentialling, sabbatical committees, mentoring for other consumers/training staff etc. An alumni approach may be a goer so that we can continue connectivity and opinions of this resource.

Opportunities for consumers to have access to the intranet/training is limited without a DHB type login. There is a lot of duplication by Jo Moon to share news, download information relevant to consumers e.g. covid videos, key message documents, online project updates etc., MS Teams is tricky for some members, yet again it doesn't allow access to the information without it being placed there.

**6. Of Concern: (These and more covered in Clinical Governance monthly report).**

- a. One member raised concern to an incident in Golden Bay whereby a person who did not want to remain in their home and die. There were no healthcare facilities available to allow this to happen. This patient was supported and driven over Takaka Hill to Nelson so that they could die the way they wanted to. It is disappointing to learn there was no facilities available and that this may well happen again. Consideration needs to be given to what can be done to prevent this in future?
- b. Addiction issues in Marlborough are on the increase, often with recovering users. (Post covid stress combined with living costs and housing issues driving them to start abusing again.)
- c. Youth struggling with lack of an accessible confidential health service in Golden Bay. (Public waiting rooms are confronting); youth (under 17-year-olds) and elder adults have significant wait times to access Mental Health services in comparison with Adult service delivery.
- d. Midwifery team in Golden Bay need more support.
- e. Chair spoke briefly with the newly elected Marlborough Mayor on the development of localities. It was noted there is often a gap between local and national government (wider than thought). Our District Councils hold an important role and we suggest they are included with these discussions.

Angelea Stanton  
**Consumer Council Chair**

## **Recommendation**

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