

CONSUMER COUNCIL MINUTES

Monday 24th February 2020

2.11, Design Lab

11:30 – 1:30p.m.

Nothing About Us, Without Us

Attendees: Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Toe Smith, Pauline Mohi, Julie Shepherd, Joanne Gumbrell, Darryn Williamson, Jaye Bailey, [REDACTED], Adrian Price, Anna Fraser, Kathy O'Neill attending for Wayne Turp.

Canterbury DHB: Carolyn Gullery (Gen Manager P & F), Lara Williams (Administrator), Faye Tiffin (P&F Support Coordinator)

Speakers: None

Apologies: Mike Button (sick leave), Wayne Turp (P&F Project Specialist) (annual leave), Hanan Almoghrabi (family), Henare Edwards (work appointment), Sue le Mesurier (family)

Welcome by Dr Zhiyan Basharati

Welcome to new members Adrian Price and Anna Fraser.

Previous Minutes

Apologies accepted.

Action point – Joanne to get a get well send a card to Mike Button

Accepted Darryn Seconded Joanne

January minutes accepted.

Accepted Darryn Seconded Toe

Item outstanding from November meeting and January meeting.

Discussion to continue about the use of digital data versus the rights of patients. Henare to lead discussion. Reason is other DHBs have had privacy breaches. Our individual information needs to be safe.

Action point – for discussion at March meeting, as Henare will be at the March meeting.

1. Workplan

Edits made, attached with minutes. Feedback that it is clear, good to be written, measurable.

Workplan to be approved annually.

Action point – To be approved at March meeting

Action point – Workplan to be published on website once approved.

Action point – CEO to receive copy of the workplan once approved.

2. Discussion on Minutes format

Queried why we have CHAC minutes each month. Agreed to continue to include as part of information sharing in the health system, particularly for Child Health information. Same process as minutes sharing with ALT and Diabetes Group.

Action point – to continue to include CHAC minutes

Request for minutes on Website to be updated. Currently updated to August 2019.

Action point – for Lara to publish asap after each meeting when they are accepted.

3. Clarification of P&F role

- Clarification of Wayne's role within P&F? Is Wayne attending for Carolyn?
- Does P&F report to Carolyn or EMT?
- Sue's role, is Sue attending for EMT, or a patron role from Nigel Millar?
- Carolyn Gullery, clarification sought on why her name is on agenda, as sponsor?
- ALT and CCs profile in the system. Previous history with representation on CCN ALT. CC is not currently represented, application was made through open nomination process.
- Two way communication – what does Council seek from P&F in the name of two way partnership?
- Query on reduced requests for representation. Are requests via Wayne for agenda?

Action point - for discussion at March meeting

Action point - Kathy will speak with Kim Sinclair-Morris

4. Review of Consumer council's involvement in Consumer Framework

Sue Le Mesurier not at today's meeting to discuss Consumer Framework.

Action point – Deferred to March meeting agenda, 15 minute speaking slot

Quality Improvement Showcase. Changes in format for November 2019 event resulted in low presence of Consumer Council in booklet and ceremony. The Consumer Council award is no longer included. Members had printed leaflets. Discussion on increasing our profile with electronic powerpoint and potentially facebook. Mick O'Donnell could be invited to a future meeting to offer advise as per support for Kathy O'Neill with Disability Action Plan.

Action point – Kathy to speak to Mick O'Donnell on communication ideas

Action point – Reach out to Quality Team and request how we can increase our presence

Action point – Powerpoint sent to Zhiyan & Miles to update for meetings. Actioned 26th February

5. March 15, 2019, Massacre Victim support letter

Letter was sent. Discussion from Council is that we need to be mindful not to be involved in individual cases. Feedback given on channels such as Social Workers to make changes for individuals.

Action point – Include this in the discussion on clarity of roles between Consumer Council and P&F (point 3.)

6. Request for Representation

- a. Linda Wensley's Lab SLA application was circulated. As requested by members, Lara has emailed (26th February). Word document contains requested information, frequency of meetings with remuneration in the CCN link.
Action point: Lara to resend, actioned 26th February
- b. Request from Sue Nightingale for two consumers on Clinical Governance Committee. Council very keen to be involved and move this quickly. Lara to email Rochelle, Sue's PA asap for details so applications can be made. Carol Kingsland finalising Terms of Reference. Initial interest Julie Shepherd, Anna Fraser, Pauline Mohi, Adrian Price.
Action point: Lara has contacted Carol Kingsland to liaise with our nominees. Actioned 26th February.

7. Recruitment for Refugee, Maori, Mental Health, Alcohol & Drug Addiction.

Recruitment to begin with one letter to Consumer Council database for Refugee, Maori, Mental Health, Alcohol & Drug Addiction. Letter of resignation received from Darryn. Recruitment to begin as soon as possible to allow for handover from Zhiyan for Refugee (November 2020), Henare for Maori (January 2021). Members will also receive vacancy letter to forward to their contacts.
Action point – Lara to start recruitment and set interview date timeline with panel.

8. Creation of new role for a representative from L.G.B.T.Q.I.A.+

A previous applicant applied in disability round, whom we wrote to saying a role would become available soon to suit his skills. Agreed to contact him that the vacancy is now created and he can apply. Noted that this role will increase our membership to 17. Lara will contact Elyse Gagnon, CDHB Project Specialist, in People & Capability for Diversity recruitment advice.
Action point – Lara to contact applicant, and to contact Elyse in P&C for recruitment advice.

9. Pauline Mohi Motion carried over from January to February meeting

Discussion on Sue Nightingale's attendance, whether "attendees" change to "invitees" on agenda. Discussion on Carolyn Gullery's name. Discussion on P&F role with Carolyn as sponsor. Confirmation from Kathy that the Council is seeking clarification on roles from Planning and Funding. Once this is confirmed, this will explain the role of EMT and P&F. Letter of apology to be sent to Sue Nightingale.
Action point – Move motion on rewording of invitees to March agenda.
Action point – Zhiyan has emailed Sue Nightingale. This was decided when Council moved to Committee. Decided that Letter of apology not be written, dealt with quickly via email. This was discussed in April meeting.

10. Julie Shepherd joined bowel screening steering group

Request for representation received between January and February meetings. Chair and Deputy Chair approved attendance of Julie.
Accepted Pauline Seconded Joanne

1.35 p.m the council moved into committee, at that stage the CDHB representatives left the meeting. The meeting came out of committee at 2. 05 p.m and formally closed.

Item on agenda not discussed as meeting ended, secretarial role for Consumer Council.

Motion:

That the Consumer Council meeting format be changed to having the business meeting at the beginning and speaker/s at the end. This is to allow us to get business done.

Moved: Julie Shepherd

Seconded: Anna Fraser

Approved

Decision on key points to send to David Meates

1. Clarification sought on P&F role in our partnership
2. Creation of new role from L.G.B.T.Q.I.A.+ Community
3. Workplan approved

Next meeting: Monday 30 March, Design Lab