

**CDHB CONSUMER COUNCIL  
MINUTES**  
*Nothing About Us, Without Us*

**Monday 30<sup>th</sup> November 2020, 11.30am – 1.30pm**

**Venue: Design Lab, Print Place with Zoom**

**Attendees:** Anne Spaul, Amanda Taylor, Hanan Almoghrabi, Henare Edwards, Jaye Bailey, Jeanette Campbell, Jen Shields, Joanne Gumbrell, Julie Potter (Minutes), Julie Shepherd, Kylie Taylor, Miles Jackson (Deputy Chair) Pauline Mohi, Sarah Drummond, Dr Zhiyan Basharati (Chair).

<b>Welcome &amp; Apologies</b>	
<p>Welcome given by Dr Zhiyan Basharati to the council and new members Anne Spaul, Amanda Taylor and Kylie Taylor to this meeting as observers.</p> <p>Apologises: Jaye Bailey, Kathy O’Neill, and Toe Smith. Absent: Anna Fraser, Debbie Savin, Shreejana Chhreti.</p> <p>Apologies were accepted by: Sarah Drummond Seconded by: Julie Shepherd</p>	
<b>Minutes of previous meeting (October 2020)</b>	<b>Actions</b>
<p>No corrections recorded to the minutes. Minutes were accepted by: Adrian Price Seconded: Hanan Almoghrabi</p> <p>Pauline advised she had attended the CDHB Clinical Governance Committee (Provider Arm) with Adrian</p> <p>A review and acceptance of final changes to the Terms of Reference, Protocols and Chairperson Position Description were agreed.</p>	<p>Minutes, Terms of Reference, Biographies to be uploaded to CDHB webpage</p>
<b>Action points from last meeting</b>	
<ul style="list-style-type: none"> <li>• Letters to be sent to David Meates, Carolyn Gullery, Sue Nightingale (Sept) – <b>Await content.</b></li> <li>• Recruit for Older Persons Health, Disability, Mental Health, Pasifika and Youth positions – <b>Completed.</b></li> <li>• Updated TOR circulated to council members – <b>Completed.</b></li> <li>• Mark Crawford to provide with specifics transportation of Rangiora patients discharged afterhours – <b>Completed.</b></li> <li>• Disabilities steering group minutes to be circulated – <b>Completed</b></li> <li>• Provide feedback to Hannan on bedside board- <b>Completed</b></li> <li>• Nomination form to be by email to all council members – <b>Completed</b></li> <li>• Meetings attended report template to be emailed – <b>Completed</b></li> </ul>	
<b>New Business</b>	<b>Actions</b>
<p><b>Rehua Kaumatua group – Pauline Mohi</b> Pauline advised that the time was cut to 15 mins twice a month. In agreement with the Pulmonary Group they decided it was no longer doable for that small amount of time.</p> <p>Henare thanked Pauline for attending and expressed disappointment at another service loss.</p>	
<p><b>Telehealth - Hanan Almoghrabi</b> Hanan advised council members that she had been invited to join a development group for TeleHealth. Telehealth, introduced during COVID, provided a mechanism for virtual consultations. The new group, made up of doctors, specialists, nurse and Allied Health aims to develop a Telehealth system specifically for consumers of CDHB health services.</p> <p>Hanan requested time to present the project to Council Members in January 2021 meeting with intention of gathering consumer requirements for feedback to the Telehealth Group.</p>	<p>Presentation to be tabled for January 2021 meeting.</p>

<p><b>WellNow – Pauline Mohi</b></p> <p>Pauline raised feedback from other groups regarding delivery of the WellNow magazine. Many people reported that they had not received a magazine for some time.</p> <p>The magazine is distributed twice yearly in Spring &amp; Winter. The Winter edition 2020 was only available online due to COVID 19. Spring 2020 had been distributed for delivery two weeks prior to the CC meeting.</p>	<p>Pauline to follow-up with CDHB Comms Manager</p>
<p><b>Timing and venue for 2021 meetings – Julie Potter on behalf Kathy O’Neill</b></p> <p>Julie raised the need to change the timing and venue for meetings to CDHB Corporate to ensure CDHB P&amp;F representation at each meeting. The council discussed pros and cons or changes and expressed a need for flexibility of CDHB representatives to attend meetings at the current The Design Lab meeting location. Agreed to table this for further discussion at the January meeting.</p>	<p>Add as an agenda item for January 2021.</p>
<p><b>Work Plan – Adrian Price</b></p> <p>Adrian presented to council members a reformatted version of the draft workplan. Written motion submitted: That this workplan be accepted as an initial document (with amended word: ‘Processes’) for the council to work towards in 2021. Moved by Adrian. Seconded by Pauline. Motion Passed.</p>	<p>Adrian to distribute update version electronically to Jeanette &amp; Sarah</p>
<p><b>Presentation</b></p>	
<p>Consumer Engagement Marker – Jeanette Campbell</p> <p>Jeanette presented a video clip from the Health Quality &amp; Safety team on The Consumer Engagement Marker.</p> <p>Jeanette has taken over work on this from former council member Sue Le Meseurier. The Engagement Marker is part of 2020-2021 CDHB annual Plan. It is a tool that is intended to ensure consumers are engaged and listened to. Initially a wide range of consumers were involved to determine what consumer engagement means. Highlighting the importance of asking the community at every level ensures we keep people at the centre of our health system. It has been agreed at a National level to adopt the tool and implement it asap.</p> <p>Council members discussed current consumer feedback mechanisms and identified barriers such as not having access to devices, unaware of feedback boxes/forms, language and physical barriers requiring third party assistance.</p>	<p>Identify where current hospital feedback forms go to</p>
<p><b>Election of Chair &amp; Deputy Chair</b></p>	
<p>Each of the nominees made a statement to council members explaining why they wanted to take on the position and what they aimed to achieve for the council.</p> <p>Each council member submitted a completed ballot form. An independent scrutineer was bought in to count the votes.</p> <p>Results of elections were announced as follows:</p> <p style="text-align: center;"><b>Chair: Adrian Price</b> <b>Deputy Chair: Jeanette Campbell</b></p> <p>Motion raised verbally: All voting papers to be destroyed. Moved by Miles Jackson. Seconded by Henare Jackson. Motion Passed.</p>	
<p><b>Thank you to exiting council members</b></p>	<p><b>Actions</b></p>
<p>Exiting members gave a farewell speech:</p> <p>Henare Edwards: congratulated new executive members of the council and wished everyone all the best. As the longest serving member of the council acknowledged how much the council has progressed and is excited for the future. In particular processes for council members to make it known there is a group that is concerned for consumers. The role of council members holds great responsibility and is voluntary and unpaid. He had fought previously for recognition and payment as</p>	<p>Identify distribution and recipients of Consumer Council meetings minutes</p> <p>Status of new CEO appointment</p>

<p>council members are paid to attend other less important meetings with no responsibility. Connection with the CEO is of paramount importance and should be re-established.</p> <p>Miles Jackson: Endorsed Henares comments. He recalled how he had been elected by a show of hands. Later as acting-chair in March 2020 when Zhiyan needed to step down in March temporarily. He acknowledged Zhiyan for her passion, compassion and work ethic. Staying at the hospital for 3 days to freely help others and acted as an interpreter. Miles remarked how fortunate he had been to work alongside Zhiyan 'she is well educated and continually an advocate for people and had been a great joy to work with'. Miles thanked council members and expressed excitement for the future – the Council will get stronger and stronger.</p> <p>Zhiyan said how she really enjoyed her 4 years on the council. She had learnt a lot and really enjoyed those she has worked with and made very good friends. She congratulated the new council and expressed that she felt it will be left in very good hands. Zhiyan thanked everyone for their respect and advice of the years and reminded everyone to be mindful of people's age and background and support one another.</p> <p>Pauline acknowledged and thanked Zhiyan and Miles for their contribution to the council and commented on the positive growth of the council and its initiatives since they came on board.</p>	<p>Obtain invitation to CDHB Board Meetings and meeting minutes</p> <p>Raise distribution of CC pamphlet to General Practice as an agenda item</p> <p>Invite Comms to CC meeting to discuss channels of communication to consumers</p> <p>Table addition of Members contact numbers to the CC webpage for discussion</p> <p>Miles to introduce new Chair and deputy to the National DHB Consumer Group</p>
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**Meeting closed: 1:45 pm**