

Date: Wednesday 12th May 2021, 12.30pm – 2.30pm

Venue: Design lab, Print Place

Attendees: Adrian Price (Chair), Lara Williams (Administrator), Pauline Mohi, Amanda O’Brien, Debbie Savin, Kylie Taylor Kathy O’Neill (Zoom), Julie Shepherd (Zoom), Hanan Almoghrabi (Zoom)

Welcome & Apologies	
Adrian opened the meeting and welcomed all Consumer Council (CC) members to the meeting. Pauline gave karakia.	
Apologies: Sarah Drummond, Anne Spaul, Absent: Jen Shields	
60 second status update	
Each member provided a brief summary of what they have been working on since the last meeting.	
Work Plan	
Partnership and Process Keep as monthly segment.	
Minutes from previous meeting	
Corrections to the minutes Hanan attending meetings or Zooming in. Minutes accepted	
Action points from April meeting <ul style="list-style-type: none"> Julie editing patient info chart for Quality team - completed. Roxanne to send intranet link to Julie - completed. Form HQSC subgroup- to be completed, on agenda. Emma Jefferies as future Speaker/s – to be completed. CDHB Feedback forms sent to Pauline for distribution – completed. Recruitment, members to use networks to recruit – ongoing. 	
Speaker Slot	
No Consumer Council speaker, keep as monthly segment.	
Speaker Slot	
Ros Service, and Len Fleete, ECan Feedback given representing CDHB users. To complement ECan’s online survey. Copied to Community and Public Health to reflect our comments. Positive feedback given on hospital visiting is easier on the bus. KEY POINTS <ul style="list-style-type: none"> Mental Health, Older Person’s, Chronic, Youth, Migrant, Alcohol and Addiction all affected Remove barriers to using buses Could Hillmorton be considered as a main bus stop? Smaller shuttle buses be used to negotiate small streets off Lincoln Road? Driver training for those with mobility needs is vital. Going forward will cash still be used? Important for those without Metrocards. More topup points in the community such as local Dairies. Consider Eftpos or easier ways of topping up. 	ECan presentation on TEAMS and workshop dates to be emailed asap

- Invest in future users; Youth using buses = less cars and school drop-offs
- Consider all vulnerable in the community

Hillmorton

Child and Family and Youth services will be moving to Hillmorton. Concern raised at how nearest bus stop is on main Lincoln Road. Difficult for mental health visitors.

Education for new users

Chronic health and older people visiting hospitals, who no longer have the use of cars, may be first time users. Education needed to get them used to using. Advice on options for those without technology.

Payment

Top up points – Auckland model with ease of topping up at Dairies. Why is this not in Christchurch? Top up at Northlands – have recently tried and told no, this service is no longer able to at this location. ECan to follow this up as they confirmed it's still available
Cash vs metrocard – Time required for pre topop online.

Eftpos or easier ways of topping up needed Fixed \$10 topup and cash for teenagers – need exact amount. ECan replied about metrocards and the safety of drivers carrying cash.

Funding

Acknowledged balance needed with ECan rates funding vs rates increase.

Safety

Concern raised on Safety for teenagers after dark on buses.

Positive feedback given about grandchild used to using the bus. Enjoys using, gives independence.

Disability

Investment needed in driver training for consumers with mobility issues.

Aspire Canterbury users allocated \$35 per week. This goes towards Total Mobility, thanks given for a fantastic system. However mixed model with buses considered too hard. Potential lost revenue for buses. The system is as good as the driver you get.

ECan replied that drivers can't help with mechanical equipment. Same as not being able to help bike users to load onto racks. Anxiety of users with busses taking off too early before wheelchair users are in place or consumers are seated. ECan updated that the two new companies in contracts, driver training is specified.

Collaboration

Collaboration with CDHB, CCC, ECan on key city sites on bus map. Eg Hillmorton key site.

Comfort

Users use mobility card but it is hard to sit for long travel times along bumpy roads.

Alcohol and Addiction (AOD)

Include in discussion. Thanks given for Additional Workshops to consider all vulnerable.

Further workshops - Emailed to Council members.

Vulnerable and refugees – Friday 21 May, 1 – 3pm. Venue – Environment Canterbury, 200 Tuam St

Disabilities – Monday 24 May, 10.30am – 12.30pm. Venue - Environment Canterbury, 200 Tuam St

Elderly – Thursday 27 May, 10am – midday, Venue – Age Concern, 24 Main North Rd, Papanui

<p>Emma Jefferies to speak at future meeting.</p> <p>HQSC invites – on TEAMS, those interested to contact directly</p> <p>Subgroup for Consumer Engagement Marker. Jeanette and Adrian involved. Jeanette attending meeting in Wellington with CDHB Quality Team.</p> <p>Pharmac’s request for Pasifika/Youth. Lara to email Pharmac we have no representation currently so can’t nominate – completed.</p> <p>Canterbury Diabetes Consumer Group minutes – shared minutes. Since Henare is no longer on CC, not needed. Lara to contact to stop minutes – completed.</p> <p>Aging and Addictions Seminar in CEO Update – completed.</p> <p>Add Kyle and Amanda to CEO Update mailing list – completed.</p>	<p>Adrian to schedule Emma</p>
<p>Meetings attended</p> <p>Hanan will attend next Telehealth meeting and report back.</p> <p>Amanda met with ElderCare. Men at Burwood with mental health identified. DHB merger into Health NZ possible review on Disability ACC and MOH clients.</p> <p>Jeanette will attend Maori Providers Collective. Kaumatua lunch monthly at Te Whare Wha, all kaumatua welcome, \$5 lunch. Jeanette also attending HQSC meeting.</p>	
<p>Resignations and recruitment</p> <ul style="list-style-type: none"> • Pauline has offered her resignation with July as last meeting. Primary Health now vacant • Adrian to pursue recruitment opportunities for Pasifika and Refugee including Purapura Whetu. • Resignation received from Joanne Gumbrell. Rural Health now vacant 	
<p>Consumer Council TEAMS site</p> <p>Reinvite Kylie to TEAMS. Tested on Debbie’s phone and worked fine.</p>	
<p>Speaker Slot – Sal Faid, SMHS</p>	
<p>Team of 4, providing the lived experience voice. Encourages families to be part of the process when following up on serious events.</p> <p>Discussion on difficulty in accessing service, Older Person’s, Addiction Services, Youth.</p> <p>Privacy Act is changing with Greg Brogden CDHB Chief Privacy Officer as the lead.</p>	<p>Sal to contact CC for Consumer consultation on Privacy Act changes</p>

Meeting closed: 2:30 pm

Next meeting: 9th June at Design Lab, Print Place