

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

Date: Monday 19th October 2020, 11.30am – 1.30pm

Venue: Design Lab, Print Place with Zoom

Attendees: Adrian Price, Debbie Savin, Henare Edwards, Jaye Bailey, Jeanette Campbell, Jen Shields, Joanne Gumbrell, Julie Potter (Secretary), Julie Shepherd, Kathy O’Neill (P&F Team Leader), Miles Jackson (Deputy Chair), Pauline Mohi, Sarah Drummond, Toe Smith, Dr Zhiyan Basharati (Chair).

Speakers: David Brandts-Giesen (Service Manager ED, ICU, Hyperbaric Medicine), Mark Crawford (Medical Nursing Director), Roxanne McKerras (Patient Experience Portfolio Project Manager)

Welcome & Apologies	Actions
<p>Welcome given by Dr Zhiyan Basharati.</p> <p>Apologises: Hanan Almoghrabi, Sarah Ferguson. Absent: Anna Fraser, Shreejana Chhreti.</p> <p>Sarah tendered her resignation as work commitments prevent her from attending meetings.</p>	
Minutes of previous meeting (September 2020)	Actions
No corrections to be recorded.	
Action points from last meeting	Actions
<ul style="list-style-type: none"> Sarah Drummond to send Lara contacts for recruitment in the community - Completed, recruitment process not yet commenced. Letters to be sent to David Meates, Carolyn Gullery, Sue Nightingale – awaiting content from consumer council. Quality Team to be contacted re Quality Awards ceremony – Closed. Due to Covid there will be no 2020 Quality Improvement Showcase this year. 	<p>Recruitment for 4 vacant positions to commence by month end for interviews in November.</p> <p>Disability, Youth, Pasifika and Mental Health.</p>
General Business	Actions
<ul style="list-style-type: none"> Administration Support and Consumer Council Workplan Kathy O’Neill discussed the need for ongoing consultation regarding Workplan items to ensure work can be completed within a reasonable timeframe given the scope and objectives of the council’s role. Kathy and Julie Potter will monitor the administrative workload and provide suggestions to streamline processes where identified to make best use of the skills of members and admin resources. 	
<ul style="list-style-type: none"> Terms of Reference (TOR) The council discussed suggested amendments to the TOR. <ol style="list-style-type: none"> Motion to remove the 1 year designation as a Consumer Council Member as a pre-requisite to nomination for Chair and vice Chair positions passed by Sarah Drummond. Seconded Pauline. Motion carried. 	<p>Updated TOR and position description to be drawn up and circulated to council members prior to signoff by chair and vice chair.</p>

<p>2. Motion to adopt the TOR, position description and standing orders (to be renamed protocols) as shared via email passed by Adrian Price. Seconded by Sarah Drummond. Motion carried.</p>	
<p>Guest Speakers</p>	<p>Actions</p>
<p>David Brandts-Giesen and Mark Crawford attended the meeting to clarify the processes and transport arrangements for patients discharged from ED after hours. There has been feedback that the discharge transportation policy had not been consistently applied.</p> <p>Carparking: The new Deans Avenue car parking facilities were praised by council members. Relatives have commented they are impressed by carpark, shelters and seats.</p> <p>Discussed considerations for other car parking especially more disabled parking and alternative transport (to the mini-bus shuttle) for those with disabilities.</p> <p>Roxanne McKerras demonstrated the new patient bedside board signage. This is now in use at Burwood and Ward 27. This is to be rolled out to all Christchurch hospital with full training provided to staff.</p>	<p>Mark to provide a letter to the council with specifics on the rules for discharge of patients who reside in Rangiora. This will be distributed to Consumer Council networks.</p> <p>Minutes from the disabilities steering group to be circulated to council members.</p> <p>Provide feedback to Hanan on bedside board.</p>
<p>General Business continued</p>	<p>Actions</p>
<p>Nomination for Chair and Vice chair – nomination form distributed to meeting attendees. Submissions close 5pm 13 November 2020.</p>	<p>Nomination form to be circulated by email to all council members.</p>
<p>Meetings attended</p> <ul style="list-style-type: none"> • Zhiyan, Miles, Henare & Jeanette attended a consultation meeting on recruitment of the new CEO • Miles provided an update from the National Consumer Council Meeting. Other regions with newly formed consumer councils are developing TOR and seeking feedback on relationships with DHB's and consultation topics. CDHB council members agreed that Job Description and Work Plan could be shared once finalised. • Adrian attending several consumer meetings, everyone working on TOR. 	
<p>Discussed use of meeting attended report. All members to complete a report monthly and to send to the secretary for inclusion in the pre-reading for the next Consumer Council meeting.</p>	<p>Report template to be circulated by email to all council members.</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 initiative since</p>	

Meeting closed: 2:00pm