

CONSUMER COUNCIL MINUTES

Monday 28 January 2019

2.11, 32 Oxford Terrace

11:30 – 1.30pm

Nothing About Us, Without Us

Attendees: Miles Jackson (acting Chairperson, Julie Whitla, Gary Endacott, Dr Zhiyan Basharati, Toe Smith, Henare Edwards, Pauline Mohi, Marg Coberger, Chloe Biddick, Wayne Turp (CDHB Facilitator), Julie Shepherd, Se le Mesurier, Kathleen Smitheram in for Lara Williams (Admin Support)

Council CDHB Sponsor (not in attendance): Carolyn Gullery (Gen Manager P&F),

Speakers: No speakers this month.

Apologies: Dr Salina Dhakal (maternity leave), Chloe Biddick, Dr Sarah Zino, Lara Williams (Admin Support), Lesley McKone.

- Darryn advises he will have to leave early (1p.m.)
- Stephen Phillips has resigned.
- Discussion around length of maternity leave – how long should Council give before replacing person either permanently or temporarily?

Darryn moved apologies accepted

Gary seconded.

Minutes (No November minutes provided – Lara will provide to group)

Welcome by Dr Zhiyan Basharati

- Welcome to new members Sue Le Mesuriet, Disability and Julie Shepherd Women's Health. Zhiyan (Chair) advised new members to feel free to talk to anyone, don't feel ignored or overwhelmed.
- Round table introduction of Consumer Council members

Discussion items

Correspondence – has gone out

Credentialed Board

Henare – last Diabetes meeting – document received.

Darryn – How widely known are the Consumer Council at Hospital and wider community? Important to market Consumer Council so people are aware.

Consumer Council discussion

Item One – Recent interview process for new members.

There were seven applicants for 4 positions. Interviews took place on 14/1/2019 between 11.30 -4p.m. Agreement it went very well. Would have liked more applicants for Rural and Mens Health. (Had two applicants but didn't meet criteria. We need the right people.). Will re-look at number of applicants.

Henare: Good process but must remember this is not an interview for a job. Voluntary position, people are giving up their time. Don't think panel was intimidating but welcome feedback from new members.

Gary: Enjoyed process, panel was a good mix and good to have Wayne Turp there as well. Notes: This is not a forum to push own agenda – we are to represent consumers overall and not personal agenda – applicants didn't seem to know a lot about the Consumer Council. The quality of successful applicants was very high.

Wayne: Well managed process – will advertise for new roles and need to think about succession as peoples' end date on Consumer Council looms. Who are we looking for? Process of transition – old members moving out – need solid foundation going forward. We should be preparing well ahead of people leaving.

Feedback from new members:

Sue/Julie: Process was clear – appreciated information received and guidance for questions. (Thanks Lara). Normally expect 2 or 3 people – would be good to alert applicant how many on interview panel so they are aware what they are walking into. 1 or 2 more like a conversation – panel different feeling entirely. Can be overwhelming to face a panel, and applicant can feel anxious.

Lara provided background information and answered queries prior to interview. Gratefully received.

Gary: Would it have made a difference if you knew how many on panel beforehand? **S/J** would have been nice to know as a courtesy.

Discussion: How many should be on the interviewing panel?

It was discussed at November meeting how many on panel. Think it makes a difference. Room for improvement. Panel, not exclusive to Core Group. Panel should be appropriate to role being applied for. There should be no surprises – make sure its clear to applicants.

What happens when too many people want to be on panel? i.e. if seven people want to be on panel, flexibility on appropriate people depending on role.

Ideally 4 plus Wayne (although Wayne doesn't get a vote).

Group agreed there is accommodation for applicants to bring whanau or support person.

Moved Henare that panel should be:

Chair and Vice Chair

Wayne

3 from Council (including person who is being replaced if there is no 'conflict of interest'. Julie would have found it helpful to talk to current holder of role but not necessary. Open invitation to wider group for these positions and rotate.

NB: And once panel is agreed let people know who successful panel is. There was some confusion with panel members for January interviews.

Seconded Pauline Mohi.

ACTION: on-going recruitment for Rural and Mens' Health (**Lara**) discussion for Core/Leadership group at their next meeting.

LUNCH

Item Two – Request for correspondence in and out

- Marg Coberger – Survey – Miles winner of voucher
- Email from Claire Baker request for a consumer for the Radiology service. Darryn expressed his interest in taking on this role and the group agreed.
- Miles clarified for new members how it works when we are asked for a representative for meetings – could be member of Consumer Council or someone with experience we know. Need to be very clear around time constraints i.e. some meetings are monthly and some quarterly.
- Email from Gendy Bradford requesting a consumer representative for the Endoscopy Projects Steering Group. **Henare** went through the Terms of Reference but couldn't commit to time. Julie who has prior knowledge explained the endoscopy process. Please give it some thought as to whether you are keen to participate and let Lara know. **Marg** would be good to have consistency i.e. member who still has longevity.

Item Three – Membership / Correspondence and General Business

- **Darryn:** How to get profile of Consumer Council out to wider Hospital Group and Community.
 - **CEO Newsletter**
 - **External advertising**
 - **Webpage publicly available**
 - **Consumer council members could talk to groups in the community**
 - **Wellnow book**
 - **Mental Health Awareness group**
 - **Zhiyan and Miles going to meeting in Ashburton to talk about Consumer Council.**
 - **Miles is going to talk to Waimak/WAGS group**
 - **Gain feedback through our networks**
 - **Peer groups – consumer voice**
 - **Marg:** Quite difficult with child health/ED/OPH. Gets sent pamphlets – language in pamphlets not appropriate – has enjoyed reviewing language. Did garden outside ED.
- **Speakers from CDHB and Community** need to have a good balance
- **Pauline:** We need to have a session on individual roles. Some members expressed frustration they are not sure what is expected of them. **Suggested that at each meeting one person could explain their role.**
- Lara could send our minutes to other groups.
- Wellnow coming to interview for magazine. **Zhiyan** will advise when they are coming.
- Core market is CDHB – lets get that right first.
- **Julie:** Addiction – Awareness – feedback to group, discussion dentistry and Carparking. CDHB – Community engagement – Ministry of Health group – we are championing how people are treated.
- **Darryn:** Mental Health – Hillmorton – staff/patients don't know who Consumer Council is/are. Need to target key areas.

Wayne: Recommendation: Check Terms of Reference “Nothing about us, without us”. Need an Action Plan for the coming year. Gives a sense of purpose. If you want topics discussed get it into the Agenda. Priorities for Consumer Council going forward. DHB Annual Plan – Govt vs what we want to do. **ACTION Lara** to send out email to group “What do you want to achieve this year?”

Credential Board query for new member. 3/12/2018 email – Stephen resigned in December – term to end February 2019. Will stand down from Credentialing Board (ends 2023) and Clinical Board.

Next meeting 26/3/2019 – need replacement representative for meetings. Are we looking for Consumer Council member or a consumer? **Agreed** group needs clear information on what is required. We need to ask for information, i.e. time and remuneration? Have asked Lara for speaker from Credentialing Board.

Miles: Clinical Board. Trish/Stephen on board – were told they weren’t going to be replaced. Communication could have been better from CCN.

Gary: Need to know what positions are available for Consumer Council members.

Core group Terms of Reference – discuss agendas – bring forward recommendations. Things changing with input of group. Need to be clear “what do we do?”

Emails – respond and provide ideas.

On-going recruitment for Rural and Mens’ Health – very important.

Meeting closed 1.30pm

ACTION POINTS:

Action	Person responsible	Notes
November Minutes	Lara to provide to group	
on-going recruitment for Rural and Mens’ Health	Lara to discuss with Leadership Group at next meeting.	
Need page numbers on Agenda documentation and front page so we can identify where we are at in documentation	Lara	
Need Consumer representative for Endoscopy Projects Steering Group	Lara canvas whole group	
Wellnow coming to interview for magazine.	Zhiyan will advise when they are coming	
Action Plan for coming year	Whole group	
Speaker from Credentialing Board	Lara	
DHB Annual Plan	Wayne to bring to next meeting	
Email to group – What do you want to achieve this year?	Lara	

Membership expiry dates	Lara to print out and distribute to group – documentation for next meeting.	
Photo shoot – new group photo and individual photos to go with bios on webpage.	Lara	
Bios for all for webpage – send to Lara	Whole group	

Next meeting

Monday 25 February 2019, 11.30-1.30pm. (Venue and agenda to be advised)