

Date: Wednesday 14th April 2021, 12.30pm – 2.30pm

Venue: 2.11, 32 Oxford Terrace

Attendees: Adrian Price (Chair), Anne Spaul, Lara Williams (Administrator), Julie Shepherd, Pauline Mohi.

Welcome & Apologies	
Adrian opened the meeting and welcomed all Consumer Council (CC) members to the meeting. Pauline gave karakia.	
Apologies: Joanne Gumbrell, Sarah Drummond, Amanda O'Brien, Debbie Savin, Jen Shields, Kathy O'Neill, Kylie Taylor, Sarah Drummond	
Absent: Hanan Almoghrabi, Shreejana Chhreti	
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	
March minutes stated Pauline's HealthOne membership. Agreed this related to HealthOne and Health Info. Minutes accepted.	
Action points from March meeting	
<ul style="list-style-type: none"> Paul Tudor Kelly's presentation on TEAMS - completed. Paul Tudor Kelly's details given to Pauline and Amanda as key contacts interested in sleephealth- completed. Adrian to contact Irene de Rooy, Quality Team to speak - completed. Emma Jefferies and Sal Faid as future Speaker/s – to be completed. Anne to send Mental Health Commission invite for Teams, invite received with 24 hours notice – completed. 	
Speaker Slot	
No Consumer Council speaker, keep as monthly segment.	

Speaker Slot	
<p>Roxanne McKerras and Bronnie Hooker, Quality Team</p> <p>Peter Bramley, CEO is aware of Consumers importance.</p> <p><i>Waipapa orientation pack.</i> Taken 18 months of review to produce. Reusable, can be wiped clean to meeting Infection Prevention and Control standards. QR code to CDHB website. Balance between font size and number of words, Julie will look at this with Ronnie. Members fed back that consumer/patient experience is vital.</p>	<p>Julie to edit patient friendly wording on patient information flip chart</p>

<p>Health Quality Commission dashboard has 20 DHBs on dashboard.</p> <p><i>Consumer Engagement Marker</i> – Roxanne encouraged CC to drive this. Next quarterly reporting due in May. Feedback on HQSM marker disappointing as numbers inputted by Managers, without consumer input. Discussion on keeping consumers included in marker monitoring. Consumer Reps being remunerated, resourced, respected. Discussion on gathering data. How do we make this process easier?</p> <p>Feedback boxes are planned at Waipapa. Bronnie to provide Pauline with feedback forms.</p>	<p>Roxanne to send intranet link to Julie</p> <p>Form subgroup to meet 6 weekly deadline. On May agenda.</p> <p>Feedback forms to Pauline (actioned)</p>
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General Business	
<p>Speaker slots</p> <p>Emma Jefferies and Sal Faid to speak at future meeting.</p>	<p>Adrian to coordinate with Emma and Sal when they can attend</p>
<p>Meetings attended</p> <p>Anne, attended mental health awareness meeting</p> <p>Pauline, HealthInfo started again after long time.</p> <p>Jeanette and Adrian met with Roxanne. Attended Clinical Governance Committee. SMHS presented at this meeting, 5000 interactions throughout CDHB each day. Sal to present to us at future meeting.</p> <p>Adrian referenced ALT email newsletter, Peter Bramley CEO is keen to engage with consumer groups with Consumer Engagement Marker. Discussion on connecting with other consumer groups within the wider health system. Discussion on participation and raising profile, integrating with Planning and Funding.</p> <p>Julie, Bowel Screening programme launched. Endoscopy Unit, tendering process started again. Attending Radiology and RAMG meetings</p>	<p>Ppt on TEAMS (Adrian to confirm to Lara, is this Clinical Governance ppt?)</p>
<p>Resignations and recruitment</p> <ul style="list-style-type: none"> • Agreed that Pauline will extend Consumer Council membership for another year to align with HealthOne and HealthInfo meeting membership. • Adrian will attend Pasifika and open days to seek membership for Pasifika. • Refugee and Migrant to remain as two separate roles. Distinct separate health needs. • Resignation (Shreejana) received by Adrian. Refugee role will be recruited for. • Migrant role currently vacant. Hanan is currently not attending meetings after discussing with Adrian. • Chronic health likely to become vacant with Sarah Drummond being in northisland. Members to be aware chronic health includes common issues such as diabetes, asthma. 	<p>Members asked to use networks to fill vacancies</p>
<p>Consumer Council TEAMS site</p> <p>Anne to attend training with Lara to check tablet settings.</p>	

TEAMS Quicklinks is still not working for some members. Likely to be CDHB settings, any suggestions on fixing would be helpful.	
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Meeting closed: 2:30 pm

Next meeting: 12th May at Design Lab, Print Place