

**Date:** Wednesday 14<sup>th</sup> July 2021, 12.30pm – 2.30pm

**Venue:** Design lab, Print Place

**Attendees:** Adrian Price (Chair), Lara Williams (Administrator), Pauline Mohi, Kylie Taylor, Jeanette Campbell (Deputy Chair), Anne Spaul, Amanda O'Brien, Roxanne McKerras as Speaker

<b>Welcome &amp; Apologies</b>	
Adrian opened the meeting and welcomed all Consumer Council (CC) members to the meeting. Pauline gave karakia.	
<b>Apologies:</b> Sarah Drummond, Kathy O'Neill	
<b>Absent:</b> Debbie Savin (resignation received) 13/07/2021, Hanan Almoghrabi	
<b>60 second status update</b>	
Each member provided a brief summary of what they have been working on since the last meeting. All sectors involved with Covid-vaccination rollout and liaison with their communities.	
<b>Work Plan</b>	
<b>Partnership and Process</b> Keep as monthly segment.	
<b>Minutes from previous meeting</b>	
No corrections. Minutes accepted.	
<b>Action points from June meeting</b>	
<ul style="list-style-type: none"> <li>• Sal Faid will contact CC for consultation on Privacy Act changes (May meeting) - <b>completed</b></li> <li>• Send CDHB minutes monthly to CCN. <b>completed</b></li> <li>• Obtain latest remuneration policy from CCN. <b>completed</b></li> <li>• Kathy to contact Kylie about DSG Housing issues letter - <b>completed</b></li> <li>• Kylie to contact Allison Nichols-Dunsmuir about Covid education <b>completed</b></li> <li>• Restart receiving Chac minutes, send CC to CHAC (Cheree Castle) <b>completed</b></li> <li>• Contact Emma asking for interest - <b>completed</b></li> <li>• Pauline to invite Suli Tuitaupe, contact for August meeting - <b>ongoing</b></li> <li>• Kylie to invite Waitaha Primary Health to meeting - <b>ongoing</b></li> <li>• Pauline's vacancies - <b>ongoing</b></li> </ul>	
<b>Speaker Slot</b>	
No Consumer Council speaker, keep as monthly segment.	
<b>Speaker Slot – Roxanne McKerras</b>	
Discussion on how consumers are sourced and valued across health system. Health and Disability sector standards on Disability website. Outpatient survey - advice given on wait times, cultural beliefs and values, coordination of care rating. Reaching consumers with disabilities, elderly, those without internet access. Could the surveys go to wider communities groups? Feedback survey forms printed on pre-printed pads like complaints forms currently at hospital reception areas. Emphasis on ability for elderly to fill in their own time. Dyslexic consumers – forms need to be easy to read and fill in. Survey is sent out two weeks after discharge – why not at point of discharge? Mental health an excellent example of consumer voices representation.	Roxanne to send link to new survey and standards document, to be distributed.
<b>KEY POINTS</b>	

<ul style="list-style-type: none"> <li>Roxanne has points outlined above.</li> <li>Roxanne will contact Beth Nobes for advice on mental health consumer advocacy</li> </ul>	
<b>General Business</b>	
<ul style="list-style-type: none"> <li>Meeting to be held with Helen Skinner and Jacqui Lunday Johnstone, Adrian and one other member. Once date is set, invite will be sent to meet with these two Executive Managers.</li> <li>Meetings will be 3 monthly at 32 Oxford Terrace.</li> <li>Post-falls pathway document feedback given. Older Person's Health Rep happy.</li> </ul> <p>Question asked whether feedback is given to Clinicians. Quality Team confirmed this is followed up.</p>	<p>Action point: Kathy to invite Helen, Jacqui, Peter for meet and greet</p>
<p><b>Resignations and Recruitment</b></p> <p>Resignation received from Julie Shepherd</p> <p>Resignation received from Debbie Savin.</p> <p>Kylie to invite Waitaha to August meeting.</p> <p>Suli didn't attend today's meeting. Lara to follow up if he can attend August meeting</p> <p>Pauline Mohi, Primary Health:</p> <p>Representation needed: - CDHB Clinical Governance Committee. - Consumer Council Representative CDHB Hygiene Governance Group. Contact, Carmel Hurley Watts. - HealthInfo Advisory Group. Contact is Sally Watson. Sally has received Pauline's resignation.</p>	<p>Kylie to invite Waitaha Primary Health to August meeting</p> <p>Lara to find Suli's details and ask if he can attend August.</p>

Meeting closed: 2:30 pm

**Next meeting:**

**11<sup>th</sup> August at Design Lab, Print Place**

**8<sup>th</sup> September at 32 Oxford Terrace, agreed 3 monthly to be at 32 Oxford Terrace**

**13<sup>th</sup> October at Design Lab, Print Place**

**10<sup>th</sup> November at Design Lab, Print Place**

**8<sup>th</sup> December at 32 Oxford Terrace**