

CONSUMER COUNCIL MINUTES
Monday 25 March 2019
Design Lab, Print Place
11:30 – 1.30pm

Nothing About Us, Without Us

Attendees: Miles Jackson, Julie Whitla, Gary Endacott, Henare Edwards, Pauline Mohi, Marg Coberger, Toe Smith, Julie Shepherd, Sue le Mesurier, Wayne Turp (CDHB Facilitator), Lara Williams (Admin Support)

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

Speakers: Melissa Macfarlane and Sarah Ioannou, Planning & Funding

Apologies: Dr Zhiyan Basharati (Chair), Dr Salina Dhakal (maternity leave), [REDACTED] Lesley McKone. Andrea Lamont who was invited as potential Disabled Representative, apologised due to illness. Resignation received from Lesley McKone March 2018. Thank you email has been sent.

Welcome by Miles Jackson

Karakia given by Henare, with special significance expressing our thoughts with Zhiyan and the refugee community.

1 Previous Minutes

Corrections have been made to February's minutes. Toe's apology added, corrections to David Clark and Duncan Webb's name.

Action points still outstanding:

- Lara to send thank you email to Mary Hunter for briefing the Leadership Group on credentialing.
- Questions circulated from Zhiyan regarding Communications interview have been circulated. This interview will be moved to later in the year.
- Team photo will be moved to April or May meeting

- When requests are sent to us, a template needs to be provided with what we need. Lara has drafted and this will be given to Wayne. Move to April Agenda.

Minutes **passed** Henare **seconded** Marg

2. Speaker

Melissa Macfarlane and Sarah Ioannou spoke about the Planning and Funding process. Presentation is attached with minutes.

3. General Business

March 15th 2019 was of course at the front of our minds. The group wants to convey their response to the response of CDHB clinical staff and first responders.

The CDHB as a whole, including David Meates' response as CEO was exemplary. Zhiyan's involvement with her community was acknowledged. A card has also been sent to Salina Dhakal.

Action point: Lara to draft letter to David Meates for Miles to sign

Membership

Zhiyan has contacted Salina. Salina has confirmed via email that her maternity leave is until October. If Salina received further requests she will forward them through to Lara.

Extension requests have been sent to David Meates for

- Julie from January 2019 (4 years) until January 2020
- Henare from May 2019 (4 years) until May 2020
- Darryn from March 2019 (3 years) until March 2020
- Gary from September 2019 (5 years) until November 2019

Toe agreed to extend from January 2019 to January 2020, thank you Toe.

Moved Darryn, seconded Gary

On this occasion Lara will not email this to David Meates, in light of March 2019 event and business in his schedule.

Vacancies

Currently 3 - Men's health, rural health, chronic health

Upcoming 2 - November will be the last meeting for Gary, physical disability. June will be last meeting for Marg, children & family

Action point – Lara to send mailout for (3) vacancies and (2) upcoming

GPs signing up to CSC services

Wayne provided further details to February's discussion. Wayne confirmed GPs are private practices, therefore they are not obliged to sign up. The group discussed other helpful advice to give to consumers if their GP isn't providing this subsidised service.

Terms of Reference

A meeting did take place in February. Draft has been written.

Action point – New Terms of Reference to be updated in time for April or May meeting. Henare?

Application to CCC Disability Advisory Group

Sue advised the CCC DAG didn't choose her application. Discussion on why groups choose applicants, and how the standard of applicants are high, as with our applicants. The Council agreed to continue to endorse each other for other nominations and provide support letters. Sue was thanked for putting her application forward.

Toe advised her organisation Aranui Community Trust gives advice to clients on their options. There is assistance through MSD for Community Services Card Holders. Older persons are encouraged to ask organisations such as Age Concern on what is available.

Website

The website has been updated. If you see anything that needs updating email Lara. This includes your biographies.

<https://www.cdhb.health.nz/about-us/clinical-consumer-input/consumer-council/>

4. Requests for Representation

- i) Enhanced Recovery After Surgery (ERAS) **Action point** – Lara to contact Felicity Woodham with Julie Shepherd's details
- ii) XLR8, Ross Denton. Ross has agreed to send through 2019 dates as soon as he gets them. March's course didn't have consumers in group. Lara has written confirming that we are super keen to support and attend.
- iii) HealthInfo Advisory Group **Action point** – Lara to contact Sally Watson with Pauline Mohi's details
- iv) Radiology Credentialing in August **Action point** – Lara to contact Carol Kingsland with Julie Shepherds details. Lara to contact Claire Baker about Radiology Quality meetings with Julie Shepherd's details.

Discussion about hand hygiene meeting and why the meetings have either not been happening or invitation not including Pauline. Since Monday a clarification has been received from Carmel about Pauline being on the invitation list. This is now ok. Therefore a letter won't be sent.

5. HQSC Training

Train-The-Trainer was in Christchurch 20 March, Pauline attended. HQSC training page has been emailed. Thank you Pauline for the usb and the feedback on the course. Group work was beneficial, HQSC appreciated the two-way feedback.

Lara has the usb, if anyone wants to view please email her and she can get the files to you, they are a large size so they are not being emailed.

<https://www.hqsc.govt.nz/our-programmes/partners-in-care/about-partners-in-care/>

Wayne is organising with Dez at HQSC about offer to provide training in Christchurch. A date will be found and training tailored. Date to be advised. Discussion about widening the invitation to this to work with co-patterns without our networks on co-design projects.

Three key messages to David Meates

1. Our Chair Zhiyan Basharati has been involved through providing support and advice to the Refugee community at the Hospital.
2. Thank you to Clinical Team and health system for response and care
3. Webpage up-to-date
Lara will hold off on sending this through until next month, in light of March events and David's commitments.

Next meeting

Monday 8th April, Leadership Group, 1-2, 32 Oxford Terrace

Monday 29th April 2019, 11.30-1.30pm, Design Lab

Team photo to be confirmed, closer to April date.

Lara's notes, catering to include one gluten free, two vegetarian

There are no speakers scheduled for the rest of the year, suggestions to Lara please.