

CONSUMER COUNCIL MINUTES
Monday 21st October 2019
Design Lab, Print Place
11:30 – 1:30p.m.

Nothing About Us, Without Us

Attendees: Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Julie Whitla, Gary Endacott, Toe Smith, Pauline Mohi, Wayne Turp (P&F Project Specialist), Julie Shepherd, Joanne Gumbrell, Mike Button, Henare Edwards, Darryn Williamson

Canterbury DHB: Carolyn Gullery (Gen Manager P & F), Lara Williams (Administrator)

Speakers: None

Apologies: Sue Nightingale, Sue le Mesurier, Tom Scott, Chloe Biddick

Agenda

Welcome by Dr Zhiyan Basharati

Previous Minutes

Apologies accepted

Approved Pauline Seconded Miles

September minutes accepted

Approved Miles Seconded Mike

September minutes update - Letter to Phillipstown Hub has been sent now from Zhiyan. Henare updated that Ngai Tahu have first right of claim to Phillipstown before Ministry of Education.

Still outstanding – RAMG letter of support

Action point – Lara to contact Julie S

1. General Business

Congratulations to Zhiyan for Next Magazine award.

Discussion on Dr Nigel Millar's presentation in September.

Since Dr Millar's presentation there was a data breach of records. Discussion confirmed this was North Island. But a timely reminder about patient record safety/security. Council found Dr Millar's talk to be informative. Noted that the benefits do outweigh the risks. Wayne has since circulated information on HealthOne.

Noted that the rights of the consumer with their data, and subsequent access to that information, is an issue particularly for Maori population.

Action point: Discussion to continue at January meeting about the use of digital data versus the rights of patients.

Quality Forum

December 5th – confirmed we will have an area to speak to people.

Action point: Lara to find posters to put in our area, print out nomination forms. Collate actions points and spreadsheet of meetings we attend.

Recruitment discussion

Letter will go out to Council members to circulate, and Lara will forward to Consumer Council database (about 90 emails). Closing date Friday 15th November. Interviews will be held 2 December.

It was noted that when a vacancy arises, it is very valuable to the incoming member to be able to get mentoring advice from outgoing member. Outgoing members are more than welcome to send recruitment and nominate future members.

Members emphasised that in the interviews, it should be emphasised about the time commitment to Monday meetings. If there are ongoing time double-ups then Council would prefer their attendance.

Membership discussion

Action point: letter to be sent to Tom asking for resignation

Action point: Chair to call Sue le Mesurier to discuss

A minute's silence held for Bev Edwards, physical disability representative from 2014-2018.

Toe Smith's 1 year extension approved to January 2021. Thank you Toe.

Zhiyan Basharati's 1 year extension approved to November 2020. Thank you Zhiyan.

Miles Jackson's 1 year extension approved to November 2020. Thank you Miles.

Action point: Lara to send to CEO for extension approval

Clinical Board nomination

The Council has missed the nomination deadline for Consumer Representative in October. When the next round of nominations arise it is confirmed that any member may apply, not just Chair or Vice-Chair.

2. 2020 Plan

Discussion on strategic direction. What do we want to focus on?

Henare - Maori

- Better wellness for everyone in Canterbury.
- Better health outcomes
- How can we do better.
- Maori health statistics
- Diabetes focus
- Care from cradle to the grave
- More maori staff employed in CDHB
- System conducive to the people's needs

Joanne - Rural

- Extending positive statistics – improving life expectancy

Pauline – Primary Health Organisations

- Cultural safety in nursing
- More cultural aspects taken into account by Clinicians
- Ability to share consumer Council info to our own networks
- Gain knowledge at our meetings and share that knowledge so we can pass this onto our own networks

Miles – Older Persons Health

Acknowledgement of multiple cultures in Canterbury

Awareness of health issues

Mike – Chronic conditions

Keeping the high calibre of speakers across the system who have visited our meetings

Julie Whitla – Alcohol and Drug addiction

Building on what we've started in the community

Additions

Cultural needs that are not being met.

Focusing on improving needs that are identified as not being met at clinical, service and Ministry of Health level

Including kaupapa Maori perspective to extend our knowledge

Darryn – mental health

Consistency in policy

Making sure leadership is fair

Having exit interviews of Consumer Council members

Toe - Pasifika

Pasifika perspective. Briefing needed before attending subcommittees and Credentialing.

Julie Shepherd – women's health

Encouragement from fellow members when members join. Handover if possible from previous member in that role. Feedback it takes up to 5 meetings to feel comfortable.

Joanne - Rural health

Rural issues

Decision on key points to send to David Meates

1. 2020 planning discussed
2. Letter sent to Phillipstown Hub to support their re-leasing discussions with MoE
3. Member extensions
 - Toe to Jan 2021 – 2nd year extension
 - Zhiyan to Nov 2020 – 1st year extension
 - Miles to Nov 2020 – 1st year extension

Next meeting:

Monday 25th November 2019 Consumer Council