

CONSUMER COUNCIL MINUTES
Monday 29 April 2019
Design Lab, Print Place
11:30 – 1.30pm

Nothing About Us, Without Us

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

Apologies accepted, moved Henare, miles seconded

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

Speakers: None

Apologies: Dr Salina Dhakal (maternity leave), [REDACTED]

Welcome by Dr Zhiyan Basharati

Official recognition given to Zhiyan from the Council for her assistance with March 15th and ongoing support in the community.

Moved Pauline - Seconded Henare

Action point - Lara has emailed link to NZ Geographic, featuring Zhiyan and Christchurch. Paper copies have been sent to members who requested.

Previous Minutes

Corrections made to March minutes.

- Karakia was given

Correction to February minutes

- Phillipstown meeting took place with Pauline and Henare. Pauline mentioned Hubs are a much valued community resource, this should be open for further discussion.

Once amendments made, this is a true and correct minutes, *moved Darryn, seconded Julie Shepherd*

1. General Business

- Interviews are taking place May 13th for Rural, Mens, Chronic Health, Children & family health, and Disability (Gary's role).
- Group photo – May meeting
Group and Individual photos will be held at May meeting. Inside photo preferred. Medical Illustrations photographer is confirmed.

2. Reports received for April

Henare and Pauline have met at Phillipstown and will meet with the Hub again to discuss further and will come back at May meeting. Very impressive what is being done onsite.

Action point: To be added to June agenda

3. Requests for Representation

Requests for credentialing and advice –

- i) Pharmacy documents, actioned by email feedback.
- ii) Urology, will be circulated by email when received from Anne Murray, Urology Charge Nurse.
- iii) Restraint minimisation. Beth Nobes is retired. Discussion on who would be could send to represent, as restraints are being used in older person's or chronic health, rather than with mental health use in the past.
Action Point - Lara has emailed Irena that we will have someone in due course once new members are appointed. Include in May agenda as vacancy still exists.
- iv) Cardiology
Action point – Lara has emailed Julie Whitla's details to Carol Kingsland
- v) ERAS
Action point – Lara has emailed Felicity that we can't find anyone. Maybe in the future with new members. Include in May agenda as vacancy still exists.

Infection Control and Prevention Committee update. Zhiyan is unable to attend, Toe has offered to attend. Lara has emailed Tracy Meekin to contact Toe.

4. Correspondence sent

Dr Chris Walsh is Director – Partners in Care, Health Quality & Safety Commission, Catherine Gerard is Evaluation manager in the Commission's health quality intelligence team. Irena and Susan Wood also invited. Chris and Catherine will present for 90 minutes so May meeting will have an extran half hour from 1.30-2pm.

Welcome to the Consumer Council package needs to be improved to ease new members in. Nomination form can be improved.

Action point – Julie Shepherd has a copy of nomination form to make improvements to. Julie has made amendments and sent to Lara.

5. Request from Darryn for Speaker – St John of God

Darryn requested they attend. Discussion about speakers briefing us, rather than lobbying. Speakers are welcome along the lines of making it better through a “patient journey” perspective. Suggestion was made for a speaker template outlining what the Consumer Council does. Lara does check this with speakers beforehand. It was decided to work with the Terms of Reference rather than provide a template to speakers.

Action point – Darryn to ask SJoG to contact Lara about speaking date

Action point - include a bullet point outlining speakers guidelines in terms of Reference update

6. Recruiting/promotion

Lara to contact Simon Templeton at Age Concern, for a table at Age Concern Aging Expo, September. Age Concern are waiving the \$103.50 fee for community groups. We have a confirmed spot for Monday 30th September. We will use this to spread the word and meet potential new members.

7. Terms of Reference

June meeting will be given to Terms of Reference. Zhiyan will send around for reading for June meeting. Point 11 Membership – to be addressed.

Action point – June meeting will be set for Terms of Reference and strategic direction.

8. Recruitment

Salina – discussion that it is normal practice for maternity leave to be 6 months.

Action point – Lara to write to thank you for contribution. Advise that we are recruiting and you are welcome to apply.

██████ – apology received.

Action point - Lara has sent get well e-card. We will ask ██████ for update in June.

Action point - Dr Sarah Zino – Lara to send letter thanking her for her service.

Andrea Lamont was invited to this meeting, the second chance. Lara to include Disability recruitment now ahead of Gary’s departure.

9. Mental health update

Julie Whitla updated there will be a CDHB website launched for Canterbury Resilience. Feedback from Muslim community is included. Toni Gutschlag will send link through to Julie Whitla to send to distribute to us.

10. Update on request for Trust support

It was requested that a letter from the Council be provided to the Muslim Victim Support Trust to support March 15 victims in requesting medical records. It was suggested that the request can be made by the Trust lawyer to CDHB legal department who will be able to help.

Three key messages to David Meates

1. March 15 discussion
2. We are recruiting for 4 vacancies with members finishing their terms
3. HQSC are visiting May meeting as part of Consumer Council visits nationwide

Next meeting

Monday 13 May, Leadership Group, 1-2, 32 Oxford Terrace

Monday 27 May 2019, 11.30-1.30pm, Design Lab

Health & Quality Commission visiting from Wellington

Team photo, as a group, and individual. Photo will be used for CDHB website.