

CONSUMER COUNCIL MINUTES
Monday 29th June 2020
Design Lab, Print Place
11:30 – 1.30p.m.

Nothing About Us, Without Us

Attendees: Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Toe Smith, Pauline Mohi (Zoom), Wayne Turp (P&F Project Specialist) (Zoom), Julie Shepherd, Joanne Gumbrell, Henare Edwards, Hanan Almoghrabi, Adrian Price, Sue le Mesurier

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

Speakers: Kelly Pope, Stepping Stone Trust

Apologies: [REDACTED] Anna Fraser, Jaye Bailey

Welcome by Dr Zhiyan Basharati

Previous Minutes

Apologies accepted by Sue le Mesurier, seconded by Henare Edwards

May minutes discussed with updates given on the following.

- Sentence removed referring to Pasifika testing stations. There was a test site in the community but it wasn't specifically for Pasifika testing. Toe confirmed with providers involved.
- Update about Lichfield Street carpark being full with workers in Level 2. This is solved with Level 1. Council is applying normal monitoring of time limits within car parking buildings.
- Elderly having their homecare reduced during the lockdown and shopping reduced in lockdown. Wayne spoke via Zoom, confirming the same funding was maintained to providers during lockdown. The person needs to contact Nurse Maude directly, then contact Planning and Funding if the issue is still of concern. Individuals are advised to ask their provider with Level of Care queries. An example needs to be provided, to confirm the case description, if this is to be actioned by Older Persons Health within Planning and Funding.

Action point – CC write to Nurse Maude

(There has been an update with subsequent discussions since meeting. Wayne to provide update at July meeting).

1. Recruitment update

Recruitment sent out widely to database.

Interview panel confirmed as Zhiyan, Miles, Henare, Joanne, and one rep from Planning and Funding. Date set for 20th July.

Action point – Interviews to be held. Appointees notified by email before July meeting.

2. Discussion digital data use

Henare led discussion on protection of data being vital and pivotal as online collection of data increases. Privacy breaches at other DHBs as an example. Our individual information needs to be safe.

Action point – to be kept on file for future when the issue arises. Consumer Council stance that protection of data is vital,

3. Speaker schedule

Pauline Clark is available for one hour August 31st, 2.30-3.30. Council members are invited to send questions to Lara to send to Pauline to give an overall indication. Examples would be wonderful or broad subject ideas so Pauline can prepare.

Action point:

August meeting will start at 1.30-3.30. Pauline Clark's has this in her diary for 2.30-3.30.

September meeting will be Ester Vallero from CALD. September meeting

November meeting will be election of Chair and Deputy Chair

4. Confirmation of nominations open

Election of Chair and Deputy Chair to be held at November meeting.

Discussion of motion to be put forward from Joanne.

Action point: Nominations to Lara by September 21st for agenda papers for September 28th meeting.

Action point: Motion received. This will go into the August agenda for discussion ahead of the September meeting.

5. HQSC and Quality Safety marker (QSM)

HQSC are hosting Zoom meetings with Chair and Deputy Chairs around the country. Invitations will be emailed to Chair and Deputy Chair. The group agreed that face-to-face is preferred, however Face to face national meetings were planned prior to Covid. Chris and Deon at HQSC will be in touch when these are planned.

QSM discussed, Sue Le Mesurier will attend these Zoom calls. These are separate calls.

6. Letter of thanks to CDHB

Letter to David Meates signed and delivered to CEO Executive Assistant 25th June 2020.

7. Kelly Pope, Stepping Stone Trust

Presentation circulated with minutes. Kelly discussed Reframe Wānanga, ~ A brand new youth mental health and wellbeing initiative. For age range 13-25. Complementary to Mana Ake support service up to age 13 provided in schools. An option for kids who don't fit criteria for Specialist Mental Health Services.

Members offered ideas for courses, financial wellbeing and services for Pasifika.

General Business

The handover of ASB from Ministry of Health to CDHB has been delayed. Henare noted this is disappointing with cost to patient rebookings of surgeries, as well as building cost overrun.

Thanks to Joanne and Julie for sending through meeting reports. Members reminded to send through reports to share information on committees. Adrian and Pauline were nominated for CDHB Clinical Governance Committee. This is on hold due to Covid lockdown, Carol Kingsland will contact us.

Action point: Spreadsheet of meetings attended for Adrian and Pauline to be updated

Action point: Blank Meeting template to be emailed with minutes

3 key messages sent to David Meates

1. Disappointment with further delay in ASB building opening
2. Consumer details held online, concern with this, err on the side of caution to protect personal data
3. Concern from consumers over cuts to their homecare help from Nurse Maude. The funding has been clarified by OPH Team in Planning and Funding.

Next meeting:

Monday 27th July 2020

Design Lab with Zoom offered

11.30-1.30pm. Lara to "enable waiting room" to allow for early dial in.