

**CONSUMER COUNCIL MINUTES**

**Monday 27<sup>th</sup> July 2020**  
**Design Lab, Print Place**  
**11:30 – 1.30p.m.**

***Nothing About Us, Without Us***

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

Welcome to new members:

Shreezana Chrreti	Refugee Health
Sarah Ferguson	Mental Health
Debbie Savin	Alcohol & Drug Addiction
Jen Shields	L.G.B.T.Q.I.A.+
Sarah Drummond	Chronic Health

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

**Speakers:** Pam Richardson, Gayle Litchfield Rural Support. Cameron Henderson Federated Farmers

**Apologies:** Toe Smith, Jaye Bailey, [REDACTED]

**Welcome by Dr Zhiyan Basharati**

**Previous Minutes**

Apologies accepted by Adrian, seconded by Pauline

June minutes accepted.

- Group reminded about our agreed approach on digital data use, to be aware of tikanga guidelines when sharing data. Going forward CDHB Tikanga guidelines to be followed.  
**Action point** – Tikanga guidelines from Hector Matthews and circulate to CC

**1. Recruitment update**

Mike Button's passing acknowledged. Card sent.

Welcome to 5 new members today. Maori member to be appointed to attend August meeting. Calibre of applicants very high.

Youth Representative. Agreed that 3 meetings not attended. Letter to be written and emailed.

**Action point:** Letter to [REDACTED] sent advising we are readvertising. [REDACTED] has accepted.

Wayne Turp thanked for his service. Wayne has retired from Planning & Funding. New Team Leader to be advised.

## 2. Rural speakers

Speaking about what is important for rural people regarding health and wellbeing, accessing services and where the gaps are. An impressive summary of how they support farmers, their whanau and workers.

Positives – Akaroa Rural Hospital opening. Thanks to wider Canterbury health team with the care given to enable people to stay in their own community. People are getting used to phone consultations.

Discussion on need for great Locums. Keeping trained doctors in NZ. Mental health, need to access services immediately. Technology hard for elderly.

Gaps are in our health system to put forward to CDHB.

- 1 Shorten the wait time for psychiatric assessments
- 2 Immediate information transfer between hospitals and GPs
- 3 Access to services locally i.e. ability to see a regular GP, community Hubs eg. Rangiora, Akaroa, mobile clinics, the right person for the right service.
- 4 Ongoing problem of parking at the hospital
- 5 Transport to and from hospital
- 6 Language support for migrant workers needing health care

Offer extended to visit Akaroa Health Centre. Any member welcome individually.

### **Action point:**

This summary to be forwarded to Planning and Funding Team. Greta has been liaising with Joanne. Keep network building.

## 3. November election

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

**Action point:** Nominations to Lara by September 21<sup>st</sup> for agenda papers for September 28<sup>th</sup> meeting.

## 5. Covid update

Council noted disappointment that we weren't including in pandemic planning. Request to ask P&F if Service Providers are being followed up with. Pauline noted aging population need to be aware of any changes in service provision during Covid level changes. Emphasis that older people may not ask questions, any communication is vital. Sarah complemented this, also applies to those in the community with Chronic Health needs.

There are regular meetings with Community Service Providers. Recent meeting during Covid Level 2 confirmed Service Providers are communicating with clients and staff.

**Action point:** Lara will email Greta with this information

## **6. Quality Marker update with HQC**

No visits planned at this stage from Health and Quality Commission (HQC) with Covid level changes and travel. Sue Le Mesurier is attending Zoom calls. HQC proposing 4 ratings. Thanks to Sue for her continued work on this.

Supporting consumer engagement

Understanding consumer viewpoint

Responding

Evaluation – impacts of intervention

## **7. Governance Group**

Clinical Governance Group. Need for more than one Consumer.

**Action point** – Email Irena to reserve one space for a Consumer Council member

## **3 key messages sent to David Meates**

1. Rural findings
2. Tikanga Guidelines for all members
3. Need for Service Providers to communicate Covid levels to frontline workers

**Next meeting:** Monday 28<sup>th</sup> September 2020, 11.30-1.30  
Design Lab with Zoom offered