

CONSUMER COUNCIL MINUTES

Monday 27th January 2020

2.11, 32 Oxford Terrace

11:30 – 1:30p.m.

Nothing About Us, Without Us

Attendees: Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Julie Whitla, Toe Smith, Pauline Mohi, Wayne Turp (P&F Project Specialist), Julie Shepherd, Joanne Gumbrell, Henare Edwards, Sue le Mesurier, Darryn Williamson, Sue Nightingale, Jaye Bailey, Hanan Almoghrabi

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

Speakers: Sal Faid, Coordinating Consumer Advisor, Specialist Mental Health Services
Sue le Mesurier, Roxanne McKerras, Irene de Rooy, Consumer Engagement Market

Apologies: [REDACTED], Adrian Price (annual leave), Anna Fraser (work appointment), Mike Button (sick leave)

Welcome by Dr Zhiyan Basharati

Welcome to new members Jaye Bailey and Hanan Almoghrabi.

Previous Minutes

Apologies accepted.

January minutes discussed and accepted.

Minor wording changes applied to January pdf for publishing on CDHB website.

Item outstanding from November meeting.

Discussion to continue about the use of digital data versus the rights of patients. Henare to lead discussion. Reason is other DHBs have had privacy breaches. Our individual information needs to be safe.

Action point – for discussion at further meeting

1. Speaker – Sal Faid

Sal gave an overview of Specialist Mental Health Services. Respond to serious mental health events including family team visits to families, especially with bereavement support. Sal is very happy to discuss any questions, members are welcome to email Sal.Faid@cdhb.health.nz. Hanan asked if there is a complaint process or a committee to answer concerns of individual care.

Action point – Sal and Hanan to meet separately to discuss any concerns.

2. Consumer Engagement Marker discussion

Irena presented the Consumer Engagement Market, a national document. Pivotal to have consumer engagement. All DHBs are being asked to provide engagement feedback twice a year starting in June 2020.

Council asked who is maintaining this document. How is this measured? Roxanne confirmed it is a living ongoing document. Feedback from Julie Whitla, that the consumer experience lies with investment in educating at Leadership level.

Roxanne presented the latest version of bed boards. Council agreed preferred wording:

1. English is not my first language.
2. Nothing to eat or drink

3. Leadership discussion

- Discussion and Review of Consumer council's involvement in Quality Improvement Showcase
- Invitation to CEO Mr David Meates

Suggestion from Wayne Turp about scheduling in the Executive Management Team. Requirement to book EMT two meetings ahead to fit with schedules.

Discussion on Annual Plan.

4. Motion to change "attendee" to "invitee"

Motion from Pauline Mohi

Change "attendee" to "invitee" on agenda. This will include nominated EMP member.

That Sue Nightingale be removed from invitee list. Vote taken. 1 vote against, noted for Julie Whitla.

Please note this is on the February agenda for discussion. Lara has typed this as a record this was decided in this meeting.

Approved Pauline *Seconded* Darryn

Action point – an EMT member to be invited on a regular cycle

Approved Henare *Seconded* Darryn

Not discussed from agenda

- Joanne speaking to Waimakariri District Council Advisory Group
- Further discussion on Dr Millar's presentation
- Victim support letter (refer 7.)
- Annual 2020 plan for Consumer Council
- Membership discussion. Resignation received from Julie Whitla