

CDHB CONSUMER COUNCIL
MINUTES
Nothing About Us, Without Us

Date: Wednesday 13th January 2021, 12.30pm – 2.30pm

Venue: Design Lab, Print Place

Attendees: Adrian Price (Chair), Debbie Savin, Joanne Gumbrell, Julie Potter (Administrator), Julie Shepherd, Kathy O’Neill, Kylie Taylor, Pauline Mohi, Sarah Drummond, Shreezana Chhreti.

Welcome & Apologies	
Adrian opened the meeting with a Karakia and welcomed all members to the meeting.	
Apologises: Anne Spaul , Amanda Taylor, Hanan Almoghrabi, Jaye Bailey, Toe Smith.	
Absent: Jeanette Campbell (Deputy Chair), Jen Shields	
60 second status update	
Each member provided a brief summary of what they have been working on since the last meeting.	
Work Plan	
Adrian provided a recap of the Consumer Council Work Plan contents which was approved at the last meeting (30 November 2020). The plan incorporates 4 main sections: <ul style="list-style-type: none"> • Partnership- Adrian and Julie S have started work to connect with DHB executive and groups • Leadership – this is now resolved with new CEO and acting CMO appointments • Diversity & Processes – how we do this. Work has started and this will be a journey this year to embed A reformatted version will be made available to all members online shortly.	
General Business	
Rangiora Taxi Chits at Discharge from ED Council members discussed the recent press articles. Agreed that some of the wording could misinterpreted as the policy relates to how the person arrived at ED. Kathy confirmed the policy had been raised again with ED service manager David Brants-Giesen for staff training/education. Adrian reminded Council members that our role is an advocate for consumers and a consumer advisory to CDHB and not a complaints office.	Agreed no further action required. Item closed.
Meeting venues and timings Council members agreed the Wednesday afternoon timings were more beneficial and agreed that every third month the meeting should be held at the Corporate Office to facilitate better connection with the CDHB Executive and other groups.	Julie P to organise Board room venue for March meeting
Email correspondence to Consumer Council Members Discussion regarding mechanisms for sharing and sharing what is relevant to the group. May members, especially new members are overwhelmed via volumes of email. The council is looking to use Teams as a repository and place for sharing information, with a place for members to view recent communications. Agreed to distribute a combined meeting attended report to all council members along with minutes of each meeting by email	
Consumer Council TEAMS site Julie P provided an overview of the TEAMS site which is in the process of development. There is some work to be done before this is ready for release to all members. Including	Members to confirm which groups they

identification of all groups/meetings members attend and whether these are under Consumer Council or other representation.	attend and in what capacity.
<p>Projects for 2021</p> <p>Discussed project ideas previously raised for the Council should progress with in 2021</p> <p>Motion raised: That the focus of the Workplan for 2021 will be</p> <ul style="list-style-type: none"> • Resourcing and valuing consumer council members • Outreach and networking • Making ourselves relevant 	
Other Business	
<p>Feedback mechanisms</p> <p>Debbie requested advice on how to provide feedback to the Group and report on meetings attended. A requested information on how to connect with other AOD and Mental Health Services. Kathy advised there was an existing network that Council members can link into.</p>	Send report template and links to groups to Debbie
<p>Recruitment</p> <p>Discussed vacant positions and actions to recruit new council members. Need to review advertisement and update the contacts database. Agreed all members to promote vacancies and distribute to those who would be interested and appropriate within their networks.</p>	Review advertisement Share/update contacts database
Minutes from previous meeting	
<p>Meetings attended reports</p> <p>Correction applied to draft minutes: Pauline no longer attending the Rehua Kaumatua group. Minutes accepted.</p>	Upload accepted minutes to web page
Action Points from last meeting	
<ul style="list-style-type: none"> • Telehealth Presentation from Hanan to be tabled for January 2021 meeting – completed. • Follow-up with CDHB Comms Manager re missed WellNow deliver – completed. • Meeting timing and venue tabled as agenda item for January 2021- completed. • Identify where current hospital feedback forms go to – completed. • Identify distribution and recipients of Consumer Council meeting – completed. • Status of new CEO appointment- - completed. • Obtain invitation to CDHB Board Meetings and meeting minutes – to be actioned under workplan items (networking) • Raise distribution of CC pamphlet to General Practice as an agenda item - to be actioned under workplan items (communication) • Invite Comms to CC meeting to discuss channels of communication to consumers - to be actioned under workplan items (communication/social media) • Table addition of Members contact numbers to the CC webpage for discussion - - to be actioned under workplan items (communication/social media) • Miles to introduce new Chair and deputy to the National DHB Consumer Group- Completed 	

Meeting closed: 2:30 pm