

CONSUMER COUNCIL MINUTES

Monday 27th May 2019
Design Lab, Print Place
11:30 – 1:30p.m.

Nothing About Us, Without Us

Attendees: Dr Zhiyan Basharati (Chairperson), Miles Jackson (Deputy Chairperson), Julie Whitla, Gary Endacott, Toe Smith, Henare Edwards, Pauline Mohi, Wayne Turp (P&F Project Specialist), Darryn Williamson, Marg Coberger, [REDACTED], Sue le Mesurier, Julie Shepherd

Welcome to new members: Mike Button (Chronic conditions), Tom Scott (Disability), Joanne Gumbrell (Rural health)

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

Speakers: Health Quality Safety Commission
- Dr Chris Walsh, Director, Partners in Care
- Deon York, Programme manager, Partners in Care
- Catherine Gerard, Evaluation manager, health quality intelligence

Apologies: Sue Nightingale, Dr Salina Dhakal (maternity leave)

Welcome by Dr Zhiyan Basharati

Welcome to 3 new members, Joanne, Tom, Mike. Introductions given by all members.

Noted that this is Marg's second to last meeting.

Ebony, Sue's Hearing Dog welcomed.

Previous Minutes

Corrections to April minutes

Toe was an attendee. Invitees to be changed to Attendees from now on.

Once amendments made, this is a true and correct minutes,

Action point – Lara to change to Attendees in the agendas.

Moved Darryn, seconded Toe Smith

1. General Business

- Welcome back to Chloe. Treatment times mean start times may be later. Full support given from the Council.
- Salina. Thank you letter to be sent to Salina, council has decided to recruit another.

Action point: Lara to send letter to Zhiyan for signature

Photos cancelled, will be rescheduled to next month.

2. HQSC presentation

Presentation will be attached with minutes.

Summary – what is good consumer engagement. Overview of their website given. Partners in Care website link will be published in next 3 weeks.

Feedback from Darryl, mental health perspective with a person centred approach.

Feedback from Gary, discussion on title use. Changing attitudes is the most important thing.

HQSC presented how data is shared. Antibiotic use given as an example of Atlas data. HQSC advised if there is an area the Consumer Council wants to look at, the Atlas data can back up it up.

3. Reports received for May

Correspondence sent. No comments.

CC request template – input needed for signoff. Not discussed.

4. Reports for Representation

i) South Island Cancer Consumer Group – actioned, working together strategically

ii) CredentiaLLing for Child, Adolescent and Family – actioned

As the date is the same as our October meeting, the Leadership Team decided at the May Leadership Team meeting, we would not be sending anyone. Julie Whitla’s questioning of this decision was noted.

Lara has emailed Carol to advise that we can’t send someone. They have sourced someone.

Action point: Lara to send our set meeting dates to Carol Kingsland

Summary to new members, credentialing service very rewarding to be part of.

iii) Advisory Group for Quality Accounts (formerly Stephen Phillips)

Action point: If anyone is interested please contact Lara

iv) Requests previously made – still outstanding as we couldn’t provide anyone

- Restraint Approval Minimisation Group, Irena de Rooy. Julie Shepherd has spoken with Irena to possibly attend this.

- ERAS, Felicity. Not discussed.

5. Correspondence sent

General business – Tom asked about handwashing. Pauline is on the hand hygiene committee. It is acknowledged that it is difficult for staff to keep up with the handwashing. Hot towels are suggested. Consumer input is acknowledged as important, as a consumer you can speak up to a Dr. Consumers are able to remind medical professionals. Each ward has a complaint box. The boxes are audited and actioned.

Action point: Pauline will pass this onto the hand washing committee

Decision on key points to send to David Meates

1. HQSC have presented to us
2. Hand washing discussed. Members have since seen the hand washing promotion in CEO Update

Next meeting:

Monday 10th June 2019 Leadership Group

Monday 24th June 2019 Consumer Council – team photo and individual