

Memorandum

To:	CG Committee Members
From:	Angelea Stanton, Consumer Council Chair
Subject:	Consumer Council Report
Date:	11 th December 2023

Background

This month's meeting was held today in Nelson.

Current Situation

This year has seen much growth with consumer engagement in Nelson and Wairau Hospitals through a variety of initiatives and events.

End of terms are coming for some members, and we must be mindful of the need to recruit more members in 2024. There is a change to leadership too with me stepping down as Chair at the end of 2023.

Next year we should conduct wider community collaboration to hear what matters most to consumers when seeking hospital services.

Community Updates:

Following a recent incident, we want to remind staff that Pasifika Nursing Services are available and are eager to connect with consumers in the hospital setting. The intranet has contact details for this service.

The top three issues students are seeking health support for are: mental health, disordered eating, vaping. Schools are looking for more support to help students.

Consumer Council were involved in the Credentialling of the Ear, Nose and Throat Service and it was pleasing to note in the review that clinicians, and healthcare staff are making real developments around consumer feedback and equity. The problem lies with getting consumers to the 'front door' to access these services.

There is concern with the subsidies for X-rays when consumers go to their GP or urgent care centre seeing treatment for an accident the cost for this can be over \$100. This is a worry for those who are struggling to pay to see a GP without any additional costs incurred. This will be a deterrent for many in the community and could result in increased presentations to ED where consumers do not have the money to pay additional charges when seeking treatment.

This wraps up this year and we look forward to 2024 being another productive opportunity one for consumer engagement.

Angelea Stanton
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT