

Memorandum

To:	CG Committee Members
From:	Geoff Ormandy, Consumer Council Chair
Subject:	Consumer Council Report
Date:	14 th February 2024

Background

The Consumer Council held its first meeting for 2024 on Monday 12th February. All Council members participated in the meeting which was held online.

Current Situation

- **Consumer Feedback on the OPAT Education Package.**
Bethan Hughes and Di Johnston shared with the meeting information about self-administration of IV Therapy in a community setting. Members believed the innovation has considerable merit as it enhances consumers' management of their own medications.
- **Mental Health and Addictions - Closing the Loop Report**
The presentation which was made to the Clinical Governance Committee was shared with the Council. Members stated this was an excellent development which will benefit consumers. It was suggested that the practice of "closing the loop" be applied to other services.
It was agreed that the Mental Health and Addictions consumer advisor be invited to attend Council meetings to share information.
- **Acute Care/Flow**
The Director of Clinical Services asked the Council to provide feedback about advice that might be given to patients prior to, during and following their admission to hospital. Members were encouraged to "not hold back" on their feedback.
- **Update re Localities**
Following a meeting with the Regional Senior Localities Manager it was agreed to invite them to the next Council Meeting to have an update about the strategy and actions for localities planning.
- **Consumer Cafes**
This innovation which was initiated by the Improvement Facilitator for Consumer Engagement in 2023 was successful. The intention this year is to hold community-based cafes as well as those that are held in hospitals and look to collaborate these with the PHO and Localities team.
- **Nelson Marlborough Quality Safety Marker Ratings**
Nelson Marlborough met with the Te Tāhū Hauora representatives in December who wished to reduce rating for the September 2023 submission. After much discussion, it was agreed that no adjustment was necessary.
- **Embedding the Ladder of Consumer Engagement Within the Credentialing Process**
This is a positive step towards facilitating an objective assessment rating.
- **National Chairs of Consumer Council NZ Working Party**
The Chair reported that as there is increasing number of mixed messages and uncertainty about the future of Consumer Councils a Working Party has been established to "consider the future role of the National Chairs' Group during a period when the health sector is rapidly evolving".

- **Community Feedback**

- A member reported on a very positive experience whereby they supported a 93-year-old acute and long-term patient.
- Another advised that they had received very positive feedback about local Hospital & Specialist Services.
- In Marlborough, our member informed the meeting that they were working with Marlborough District Council to assist with the appointment of a new member who can work on behalf of the LGBTQ+ community.
- A member queried the wait time for orthopaedic patients. Dr Wood acknowledged that there is a long wait list and that several interventions are being considered to help reduce the length of wait time.

Concluding Comment

The Chair noted that the current health sector reforms are impacting on the activities of Consumer Councils in respect of membership, their involvements, relationships with other groups including Iwi and Māori Partnership Boards and PHO's and their funding.

His observation is that the Te Whatu Ora Nelson Marlborough Consumer Council is very well supported (and respected) by local Hospital and Specialist Services and as a result is more involved and active than many other Councils.

Geoff Ormandy
Consumer Council Chair

Recommendation

THAT THE CLINICAL GOVERNANCE COMMITTEE RECEIVES THE CHAIR'S REPORT