

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 14 August
2020 at 9:30am, Boardroom, Board Office, MidCentral District Health
Board, Palmerston North**

CONSUMER COUNCIL MEMBERS PRESENT

- Gail Munro (Chair)
- Stephen Paewai
- Bruce Henderson
- Cam Bardell
- Indral Dulal
- Philippa Brunn
- Richard Karipa
- Dorothee Boudelot
- Hilary Humphrey
- Gaye Fell
- Dr Simon Allan (Ex-officio)

IN ATTENDANCE

- Judith Catherwood, General Manager, Quality and Innovation
- Chiquita Hansen, CE, THINK Hauora
- Mariette Classen, Consumer Experience Manager, Quality Improvement & Assurance
- Jodie Hickey, Committee Administrator

1. APOLOGIES

- Kaylene Kani

2. NOTIFICATION OF LATE ITEMS

None

3. CONFLICT AND/OR REGISTER OF INTEREST

Hilary Humphrey advised she had some new conflicts to be added, these would be emailed to Jodie Hickey, Council Administrator.

4. MATTERS ARISING

Consumer Council members ran through the matters arising and identified items they would like moved onto the work plan and items that can be assigned to specific members. Matters arising to be updated to reflect discussion and list of allocated actions sent out with minutes to members.

It was suggested that the Consumer Council members join the Cluster meetings that the Clinical Council members attend so they can address matters that have been raised at Consumer Council meetings on a regular basis. Gail Munro, Consumer

Council Chair to work with Jodie Hickey, Council Administrator to assign members to each of the seven cluster groups.

It was decided that the Consumer Day and Locality plans to be taken off Matters Arising and added to one of the priority areas on the work plan to keep the two items front of mind.

It was recommended that:

Jodie Hickey, Consumer Council Administrator to update Matters Arising document and sent list of actions out to members and follow up to ensure they were completed.

5. MIDCENTRAL STRATEGY REFRESH WORKSHOP

Gail Munro, Consumer Council Chair advised that the Strategy refresh workshop was to be held on the 8 September 2020 at Caccia Birch House, 130 Te Awe Awe Street, Hokowhitu, from 9.30am to 12.30 midday and asked the Consumer Council members who would like to attend. Pip Brunn, Cam Bardell, Stephen Paewai, Richard Karipa and Gail Munro expressed an interest in attending.

It was recommended that:

Judith Catherwood, General Manager, Quality and Innovation to check if there is a limit to the number of Consumer Council members who could attend.

Jodie Hickey, Consumer Council Administrator to forward members details to Megan Doran to have members included in invite.

6. CONSUMER REPORTS

Reports for noting only.

Hilary Humphrey advised she will be sending a report in that can be sent out to members for noting.

7. MINUTES

It was recommended:

- That the minutes of the previous Consumer Council meeting 10 July 2020 be **approved** as true and correct

8. FRAMEWORK

Mariette Classen, Consumer Engagement Manager presented the draft framework to the Consumer Council members.

Members discussed the framework and decided that there would benefit from being more engagement with Locality groups. It was decided this could be on a regular basis and consumer members of Locality groups should be included in Consumer Day invitations.

It was raised that a consumer, preferably a Consumer Council member, should be attending the Mental Health CAG meetings. Stephen Paewai and Richard Kariapa advised this is an area that interests them and they would be keen to attend. It was

noted that Stephen had developed a regular meeting with the Cluster execs in recent months and they were open to receiving a nomination.

It was also recommended that the consumer network engaged within the Mental Health Unison network be included in the framework. Women's services also had a consumer role. These predated the Council and were often paid roles.

It was raised that the Consumer Council members should have a section in the Consumer member's chart which includes their experiences, interests and background.

It was recommended that:

Mariette Classen, Consumer Experience Manager, to touch base with Angela Rainham, Project Manager, Strategy Planning and Performance to determine how to engage with Locality Groups.

Mariette Classen, Consumer Experience Manager, to further expand on the Te Uru Rauhi Mental Health Cluster structure and the Te Uru Pā Harakeke Healthy Women Children and Youth Cluster structure and include this information in the Consumer Council Framework for reference.

Gail Munro, Pip Brunn, Stephen Paewai to meet with Vanessa Caldwell, Mental Health and Addictions Operations Executive and Scott Ambridge, Mental Health and Addictions Operations Executive to discuss having a Consumer Council member attend their CAG meetings.

Jodie Hickey, Consumer Council Administrator to email Consumer Council members and request Bio so information can be added to Consumer members list.

9. WORKPLAN

Gail Munro, Consumer Council Chair ran through the documents she had collated for the work plan discussion. Council members advised they would prefer to do less and do it well.

It was raised that engagement with Manawhenua Hauora was needed prior to the 8 September Strategy Refresh workshop. Stephen Paewai was tasked with arranging a meeting with himself, Dr Simon Allan, Jane Ayling and Gail Munro to meet Oriana Paewai prior to the strategy refresh workshop.

Consumer Council members ran through items that were important to themselves and determined 4 priority areas that would form the basis of the workplan with other items sitting underneath. The suggested priority areas are:

- Building and strengthening consumer engagement networks
- Social Media , IT and improvements in digital technology to support consumer access to health information
- Connecting with Manawhenua Hauora
- Catering for diversity

More work was to be done on the work plan at the September Consumer Council meeting. Priority areas would be confirmed at this time and key projects identified.

Gaye Fell advised she would like to see a Karakia or appropriate opening at every meeting. Gaye also advised she would like the pronunciation of the Clusters brought to the next meeting. It was suggested that the Maori pronunciation should be used at meetings for the Clusters until members became familiar with it.

It was recommend that:

Gail Munro, Consumer Council Chair to work with Jodie Hickey, Consumer Council Administrator to further develop and format the work plan to be brought back to the next meeting.

Jodie Hickey, Consumer Council Administrator to update Agenda Template to include Karakia/appropriate opening at each meeting.

Jodie Hickey, Consumer Council Administrator, to include Cluster pronunciation as an item at the September 11 2020 Consumer Council Meeting.

10.CLOSING

Gail Munro, Consumer Council Chair thank members for their participation and thanked Stephen Paewai for his support.

Gail Acknowledged John Hannifin for his contributions to Consumer Health.

Stephen closed the meeting with a Karakia.