

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 10 July 2020  
at 9:30am, Boardroom, Board Office, MidCentral District Health Board,  
Palmerston North**

**CONSUMER COUNCIL MEMBERS PRESENT**

- Stephen Paewai (Acting Chair)
- Kaylene Kani
- Bruce Henderson
- Cam Bardell
- Philippa Brunn
- 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
- Kathryn Cook, CEO, MidCentral DHB
- Jodie Hickey, Committee Administrator

**1. APOLOGIES**

- Richard Karipa, Indra Dulal and Tracee Te Huia

**2. NOTIFICATION OF LATE ITEMS**

None raised

**3. CONFLICT AND/OR REGISTER OF INTEREST**

None

**4. KATHRYN COOK, CHIEF EXECUTIVE, MDHB**

Stephen Paewai, Consumer Council acting chair, welcomed Kathryn Cook, Chief Executive, MDHB to the meeting and Consumer Council members introduced themselves.

Kath, acknowledge and thanked Stephen for stepping up to the Acting Chair role after the passing of John Hannifin in September 2019.

It was announced that Gail Munro had been appointed as the new Consumer Chair. Kath gave a quick overview of the interview/appointment process and ran through Gail's past roles and achievements.

Kath then addressed the topics raised by Consumer Council Members during the Consumer Council meeting on 28 February 2020.

It was noted that the Staff engagement survey had recently closed and results would be analysed and sent to Council members.

An update was given on the new Chief Medical officer – Dr Kelvin Billingham, who is now in New Zealand and currently doing his quarantine in Christchurch.

There is currently a strong focus on increasing the number of Maori in the workforce.

Recruitment for radiology staff is still challenging. Staff numbers in MidCentral DHB are currently sitting at around 2800 with the majority of them been nurses.

Kath reiterated the importance of Consumer Council involvement in intersectoral processes. It is important for the Council to map out and ensure correct person/consumer is aligned to the correct group/topic and that this information is collected and fed to the correct areas.

There is still work to be done on DHB boundaries and some confusion remains in the committee as to which DHB certain districts fall under.

It was noted that Kath would welcome the Consumer Council's support to champion and advocate for the community.

Stephen thanked Kath for attending.

*It was recommended that:*

Jodie Hickey, Consumer Council Administrator to send out Staff engagement survey results once analysed.

## **5. DEVELOPMENT FOR CONSUMER COUNCIL MEMBERS AND CONSUMER PANEL REPRESENTATIVES**

Mariette Classen, Consumer Experience Manager, discussed a presentation regarding the purpose of the Consumer Council and the importance of using the knowledge of the Consumers Council members to upskill/empower the Consumer Panel was highlighted.

It was questioned as to how Consumer Council members could contact Consumer Panel members. Members were informed that this would be done via Jodie Hickey, Consumer Council Administrator.

Mariette suggested a meet and greet day with panel members that included consumer council member training developed by the HQSC, be scheduled. This was supported by Consumer Council members. It was also suggested a framework be developed to support the structure of the Consumer Council and Consumer panel and ensure there was unity between the two groups and the required support/training was given.

An induction process was needed for new Consumer Council members, this would ensure that each member had the support/contacts required to feel supported and

ensure that information was been communicated between the Consumer Council and Panel members.

A suggestion was that each Consumer Council meeting would have a 10-15 minute slot at the beginning where a consumer story would be shown to the Council.

*It was recommended that:*

Mariette Classen, Consumer Experience Manager, to create a draft framework to be taken to the August 14 Consumer council meeting.

Jodie Hickey, Consumer Council Administrator to create an induction process to be brought to the August 14 Consumer council meeting.

Mariette Classen, Consumer Experience Manager and Jodie Hickey, Consumer Council Administrator to work together to start planning Consumer panel/Consumer Council day and incorporate HQSC Consumer Council member training.

## **6. WORKPLAN**

Consumer council members split into groups to workshop priority areas that they would like to see on the 2020/2021 work plan

Ideas would be collated and put into template.

*It was recommended that:*

Consumer council members send through two or three questions that would be used to develop a framework to be given to individuals wanting to present to the Consumer Council.

## **7. LATE ITEMS**

Bruce Henderson, Consumer Council member advised he will be catching up with Erica Fairbank, Kidney Health New Zealand on the 6 August 2020 and will update the Consumer Council on how this meeting went at the August Consumer Council meeting

## **8. MINUTES OF PREVIOUS MEETING**

It was recommended:

- That the minutes of the previous Consumer Council Meeting 12 June 2020 be **approved** as true and correct

## **9. CONSUMER REPORTS**

### **10.Uru Aratou/SPIRE**

Pip gave an overview of her report and expressed her concern for the preventative referral process when accessing secondary services. GPs have to refer currently to orthopaedics before patients can access orthotics services. Healthy Aging and Rehabilitation is currently working on a pathway directly from the GP teams to Orthotics.

Pip also advised that work was required around funding for those with chronic health conditions and disabilities who are under 65 and require support at home or in the community. Currently the funding is via devolved funding within the DHB, this differs

to those with disabilities alone where funding is via the MOH. Judith advised that this is a national issue which needs to be addressed locally.

It was recommended:

Jodie Hickey, Consumer Council Administrator invite Healthy Ageing and Rehabilitation Cluster to discuss the pathway from GP to Orthotics that is currently been worked on.

Jodie Hickey, Consumer Council Administrator contact Pauline Holland to attend and discuss the funding issues for those under 65 years old with Chronic health conditions and disabilities.

### **11. Persistent Pain**

P.A.N.E Phase one was delayed from March to June due to Covid 19. Recruiting the specialist team required, still remained the most urgent issue. They have managed to secure an anaesthesiologist to work on the team.

### **12. Private Phone number**

Issue with providers over agreeing to switch the function to display one of the three choices available has meant that the caller ID project has been put on hold temporarily while it is escalated through the correct channels.

Council members advised that when issues are resolved their preference would be to display a 0800 number.

*It was recommended:*

Hilary Humphrey to write letter on behalf of the Consumer Council to the minister to encourage them to help push the phone number change across the line.

### **13.Meeting Closed by Stephen Paewai, Acting Chair, Consumer Council.**