

MIDCENTRAL DISTRICT HEALTHBOARD

**Minutes of the Consumer Council meeting held on Friday 11 September
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
- Philippa Brunn
- Dorothee Boudelot
- Hilary Humphrey
- Gaye Fell

IN ATTENDANCE

- Judith Catherwood, General Manager, Quality and Innovation
- Chiquita Hansen, CE, THINK Hauora
- Mariette Classen, Consumer Experience Manager, Quality Improvement & Assurance
- Dr Chris Walsh, Director of Partners in care
- Deon York, Programme Manager for partners
- Jodie Hickey, Committee Administrator

1. KARAKIA

Hilary Humphrey opened the meeting with a Karakia.

2. ADMINISTRATIVE ITEMS

There were no items raised.

2.1 APOLOGIES

- Indral Dulal, Dr Simon Allan (Ex-officio), Richard Karipa and Kaylene Kani

2.2 NOTIFICATION OF LATE ITEMS

It was agreed that feedback from the Strategy Refresh workshop would be added to the agenda

2.3 CONFLICT AND/OR REGISTER OF INTEREST

There were no new interests to the register.

2.4 CONSENT AGENDA EXPLANATION

Gail Munro, Consumer Council Chair explained the consent agenda, this was to be used at all meetings going forward when items only required noting/approval. It was advised that if there was an item in the consent agenda they would like discussion on they were to advise the Chair before the meeting or at the beginning of the meeting.

3. CLUSTER PRONOUCIATION

Stephen Paewai, Consumer Council member explained how the Maori language has evolved. Stephen explained how to correctly pronounce the Cluster names for Te Uru Arotau and Te Uru Mātai Matengau. It was decided that this would be a standing item on the Agenda and the other cluster names would be rehearsed at each future meeting.

It was recommended that:

Jodie Hickey, Consumer Council administrator to send documents that explain how each Cluster was named.

Cluster Pronunciation to be added to the Agenda as a standing item.

4. CONSUMER ENGAGEMENT QUALITY SAFETY MARKER

Gail Munro, Consumer Council Chair introduced Dr Chris Walsh, Director of Partners in care and Deon York, Programme Manager for partners in Care who ran through their backgrounds.

Consumer Council members and attendees introduced themselves.

Deon provided the history of the HQSC and the QSM. HQSC was established 10 years ago, it was established to improve the quality and safety of the whole health and disability system. For the next 4 years the commission is focusing on embedding and enacting Te Tiriti o Waitangi, supporting Mana Motuhake, achieving health equity and strengthening systems for quality services.

Dr Chris Walsh ran through the people involved in the Health Quality and Safety Commission. There are approx. 29 consumers across all commission programs, there is a policy requirement to have consumers sitting on all programs. Dr Walsh ran through the consumers involved.

DHBs are expected to participate in the Quality and Safety marker for consumer engagement. Mariette Classen, Consumer Experience is currently setting up the Governance/Oversight group and some Consumer Council members are expected to be members of the group. The group would begin with an overall view before selecting specific areas to consider how consumer engagement has occurred.

Gail advised that she would like to see a map with all the parts of the organisation that has consumer representatives involved.

Gail Munro advised she was interested in the feedback loop and how to access questions and ideas sent through to the HQSC. Deon advised that the HQSC website had a dashboard that means feedback could be captured and allows issues/barriers to be picked up and identify if there were areas that require support.

Consumer Council members were advised if they have any questions to email consumers@hqsc.govt.nz

It is recommended that:

Jodie Hickey, Consumer Council administrator would work with Mariette Classen, Consumer Engagement Manager to set up initial meeting for Governance Group and invite interested members.

Jodie Hickey, Consumer Council administrator would work with Mariette Classen, Consumer Engagement Manager to design a one page map to show all the consumer parts/over view of the organisation and how it utilises consumers.

Jodie Hickey, Consumer Council administrator would send out HQSC dashboard link.

5. CONSUMER COUNCIL NETWORK FRAMEWORK

Mariette Classen, Consumer Engagement Manager provided documents for the two roles that the Consumer Council members had requested information on.

It was mentioned that the Healthy Woman, Children and Youth role did not have a lot of focus on Children. It was confirmed this role was primarily about women's services.

A concern of the council was that if the Consumer representatives on the Clusters were paid employees of the DHB it may limit the ability for the Consumer to be objective and independent. Council members also wanted guidance as to how they engage with the paid consumer roles.

It was recommended that:

Consumer council members develop a plan to engage with the consumer network.

6. WORKPLAN

Gail Munro, Consumer Council chair led a discussion on the draft work plan.

It was suggested that the heading 'Social Media, IT and Improvements in digital technology to support access to health information' be changed to 'Greater use of technology to empower consumers' with a focus on encouraging Consumers to use existing platforms i.e.: Telehealth, MyIndici and Manage my health,

It was decided that there would be a maximum of 3 items under each heading with the emphases on do less and do it well.

It was recommended that:

Gail Munro, Consumer Council Chair to take members suggestions and update the current draft for sign off at the next Consumer Council meeting.

7. CLUSTER REPRESENTATIVES

Consumer Council members advised they would like to workshop this at the next meeting.

It was recommended that:

Jodie Hickey and Gail Munro would work together to come up with a list of expectations around the roles that the Consumer Council would play when meeting up with their chosen clusters.

Jodie Hickey to include the ToRs for the CAGs in the next Agenda.

8. CONSUMER TRAINING DAY/NETWORKING EVENT

It was recommended that:

Gail Munro, Consumer Council chair and Judith Catherwood, General Manager Quality and Innovation would bring options to the next Consumer Council meeting.

9. LATE ITEMS

Pip Brunn and Stephen Paewai provided feedback on the recent Strategy Refresh workshop that they had attended on September 8 2020.

10. CONSENT AGENDA

It was recommended:

- That the minutes of the previous Consumer Council Meeting August 5 2020 be **approved** as true and correct
- That reports and Actions that were included in the consent agenda were noted below to be received for information:
 - Pain update
 - Consumer Council minutes 14 August 2020
 - Consumer Council Actions
 - Consumer Council member reports

11. Meeting Closed by Gaye Fell and Stephen Paewai.