



Minutes for HSP Consumer Council Meeting

Monday 28 April 2008 1200 – 1330

Hakaterere/ Rakaia Rooms - Level 3

Princess Margaret Hospital

“Nothing about us, without us”

Attendees:	Beth Nobes, Jill Waldron, David Lamb, Donald Pettitt, Elizabeth Miller, Gloria Weeks, Jackie Girvan, Keith Gibb, Robyn Rainey, Richard Davison, Amelia Dalley
Secretariat:	Nigel Miller (Acting Chair and Chief Medical Officer), Felicity Woodham (Health Services Planning Manager), Alison Young, Fiona Bryce, Communications Team
Visitors:	Alexandra Weedons (support person for Robyn Rainey)
1. Apologies:	Seulata Fui-Moagutuuli, Charmaine Wilson
2. Minutes and Actions from meeting held 31 March	
Minutes accepted as a true record of the meeting. Jackie/Jill	Secretariat to work with the group in establishing a set format for material for distribution. Explore options for plain language translation. In progress
	Election of chair to be on the next meeting agenda – Agenda item
	Felicity asked the group to provide feedback of subjects they would like covered as part of the orientation/induction Main feed back was a request for copies of recent minutes for the Board and Advisory committee meetings – circulated Board, Hospital Advisory Committee (HAC) and Community and Public Health Advisory Committee (CPHAC) and Disability Support Advisory Committee (DSAC) most recent two meeting minutes. Felicity to co-ordinate with CPHAC & DSAC regarding a meeting Richard Davison is now a member of this Committee. In his many roles, he is also willing to act as a conduit between this committee and the Council.
3. Position of Chair	Key roles of the chair: <ul style="list-style-type: none"> ▪ Run meetings ▪ Guide council ▪ Co-ordinate the thinking of 15 disparate council members ▪ Understand the complexity of the health system, with support from the Chief Medical Officer, Executive Director of Maori and Pacific Health, General Manager Planning and Funding Three members have indicated their availability for the role of Chair: Keith Gibb, Jill Waldron, Gloria Weeks They are to prepare a few words for the next meeting. A formal election process to be undertaken to nominate, second and vote for positions of chair and deputy chair.
Action: Keith, Jill and Gloria to have their “words” to Felicity by Friday 16 May for circulation with the documentation for the next meeting.	

4. Communication – update by Fiona Bryce	
	<ul style="list-style-type: none"> ▪ The Communication Team are preparing for a media release in June to coordinate with the next HealthFirst (community health newsletter) and HealthBeat (health sector newsletter). ▪ All media inquiries go through Michele Hider, Communications Manager. ▪ It was agreed that the Consumer Council chair would be the media representative ▪ “Nothing about us without us” – is an international motto, adopted by many groups. Internally we have acknowledged People First ▪ Discussion between the difference in the role of the consumer council, providing feedback regarding an opportunity to do things better, and the complaint process
Action: Felicity to provide information on the CDHB complaints process and contact mechanisms to support council members when they are approached by members of the public.	
5. Matters arising from Board and committee meeting minutes	
	<p>Discussion regarding how the council would like to communicate with the Board and Advisory Committees:</p> <ul style="list-style-type: none"> ▪ Meeting are public, council members are welcome to sit in ▪ Felicity will provide a calendar of meetings for next 12 months ▪ Minutes to be circulated as they become available, any feedback to Felicity ▪ Suggested that there are two formal reports to the Board annually
Action:	
<ul style="list-style-type: none"> ▪ Felicity to distribute calendar of meetings ▪ Circulate minutes of these meetings as they become available 	
6. Review draft HSP documents	
	<ul style="list-style-type: none"> ▪ Jill – Both documents lack mention of disability health plan and the need for ongoing planning regarding physical environment and disability support. Accountability on the community of service provision was not good enough <ul style="list-style-type: none"> ○ NM acknowledged that this was indeed a tension, as the DHB acted as an ‘agent’ for the Ministry of Health on matters relating to disabilities ▪ Dick – Overall the continuity of care is critical, need to listen to ideas from the whole community, including managing buildings. We do not want to risk doing more of the same ▪ All health plans must meet needs (including communication and facilities) of those with disabilities ▪ Need greater engagement of support services in the community, particularly at weekends ▪ Seem to lack flexibility, adaptability and common sense ▪ Need to continue to work on how we acknowledge and manage men’s health ▪ Information sharing – acknowledge privacy aspects <ul style="list-style-type: none"> ○ that can at times override the key point of communication

	<ul style="list-style-type: none"> ○ individual's prejudices can get in the way, creating barriers ○ first rule is to focus on the patient first and do no harm ▪ In general, it was felt that HSP documentation was on track and covered most points.
Action: Please send any feedback to Felicity	
6. Other related business	
<p>Policy Review</p> <p>Invitation</p> <p>NZ Autism Spectrum Disorder Guidelines – NZ Guidelines Group request</p>	<ul style="list-style-type: none"> ▪ Management of Consumer and Family/Whanau Feedback <ul style="list-style-type: none"> ○ All – respond to Felicity with feedback by May 9 ▪ Invitation for a Consumer Council representative on the Quality and Patient Safety Council. Consider nominations and discuss next meeting <ul style="list-style-type: none"> ○ Agenda item for next meeting ▪ Members of the Council are welcome to pass the invitation from the New Zealand Guidelines Group onto anyone that feel is appropriate and would be interested. Each interested individual is to respond according to the documentation
<p>Meeting closed at 1320 for a group photograph. We still require photos for Charmaine, Suelata and Amelia. If you have pass port photos, or suitable digital images, please send them to me, or bring them to the next meeting.</p>	
7. Next meeting	Monday 26 th May 1200 to 1330 (<u>note</u> : light refreshments will be served at 1145)