



# Minutes for HSP Consumer Council Meeting

Monday 23 June 2008 1200 – 1330  
 Hakatere/ Rakaia Rooms - Level 3  
 Princess Margaret Hospital

*“Nothing about us, without us”*

<b>Attendees</b>	Keith Gibb, Jackie Girvan, David Lamb, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Donald Pettitt, Robyn Rainey, Jill Waldron, Gloria Weeks
<b>Secretariat</b>	Nigel Miller (Acting Chair and Chief Medical Officer) apology for lateness, Felicity Woodham (Health Services Planning Manager)
<b>Visitors</b>	Alexandra Gilbert (support person for Robyn Rainey)
<b>1. Apologies</b>	Richard Davison, Suelata Fui-Moagutuuli
<b>2. Absent</b>	Amelia Dalley, Charmaine Wilson
<b>3. Minutes and Actions from meeting held 26 May</b>	
Minutes accepted as a true record of the meeting. Jill/David	Actions: <ul style="list-style-type: none"> <li>▪ Felicity to organise a framework to enable a review of the complaints process – <b>complete</b>, July meeting</li> <li>▪ Felicity to update the website – <b>outstanding</b></li> <li>▪ End of Life - Nigel to note interest from group when selecting consumer representation to participate - <b>complete</b></li> <li>▪ Felicity to contact Liz Miller, and feedback to Quality and Risk regarding nominations for Quality and Patient Safety Council - <b>complete</b></li> </ul>
<b>4. Outstanding action</b>	<b>Charmaine, Suelata and Amelia – to supply a recent photograph, digital or hard copy</b>
<b>5. Welcome</b>	Extended to Gythlian Loveday, Women’s Health representative
<b>6. Feedback</b>	<ul style="list-style-type: none"> <li>▪ CDHB Quality and Patient Safety Council – consumer council nomination accepted, David to be notified formally</li> <li>▪ Media release week of June 9 – responses positive, particularly in community newspapers</li> <li>▪ Alcohol and Drug representative – nominations close Monday 30 June</li> </ul>
<b>7. Health Services Planning</b>	<ul style="list-style-type: none"> <li>▪ Carolyn Gullery presentation – PPT attached to minutes</li> </ul>
<b>8. Referrals Project</b>	<ul style="list-style-type: none"> <li>▪ Dr David Kerr and Bruce Penny discussed the Referrals Project, the concept and progress to date. Requested to be able to provide regular progress updates to the council</li> <li>▪ Reminder to visit the website:             <ul style="list-style-type: none"> <li>Site: <a href="http://referrals.streamliners.co.nz">http://referrals.streamliners.co.nz</a></li> <li>User name referrals</li> <li>Password proj3ct</li> </ul> </li> </ul>
<b>9. End of Life</b>	<ul style="list-style-type: none"> <li>▪ Nigel updated the Council on progress to date. The working group is to be brought together within the next month</li> </ul>
<b>10. Other Business</b>	<ul style="list-style-type: none"> <li>▪ Robyn asked:</li> </ul>

	<p>Do we network with other consumer councils in NZ?</p> <p>Nigel response – the CDHB council is the first in NZ. There was a national hui in November 07, the outcomes of which are unknown. We will approach the Quality Improvement group to get an update. Doreen McCord (Chch) is a member of the group – to approach Doreen for an update as well.</p> <ul style="list-style-type: none"> <li>▪ David asked:</li> </ul> <p>Would like to hear from each council member what the particular issues/opportunities are for them. Would like to develop a more cohesive group and feel more adequate on role with the outcome to better represent people and be more effective.</p> <p>All in agreement – to organise meeting agenda’s accordingly</p> <ul style="list-style-type: none"> <li>▪ Gloria:</li> </ul> <p>Reported back on the 6 June MoH hui for People Working in the Community with People with Long Term Conditions. Beth also attended. A key issue was the access to information regarding services.</p> <p>Response – Canterbury DHB is now part of Webhealth. This can be accessed through <a href="http://www.webhealth.co.nz/canterbury">www.webhealth.co.nz/canterbury</a></p>
	<p><b>Action:</b> Discuss approaching Doreen McCord regarding feedback from the national consumer group. (Flis)</p> <p>Contact national Quality Improvement Committee for formal communication link with the national consumer group. (Flis on behalf of Chair)</p> <p>Organise the meeting agenda’s for each member to present their thoughts and ideas for discussion. (Flis)</p>
<p><b>11. Next meeting</b></p>	<p>Monday 28<sup>th</sup> July 1200 to 1330 (<u>note</u>: light refreshments will be served at 1145)</p>