



## Minutes for HSP Consumer Council Meeting

Monday 28 July 2008 1200 – 1330

Hakaterere/ Rakaia Rooms - Level 3

Princess Margaret Hospital

*“Nothing about us, without us”*

<b>Attendees</b>	Margaret Bates, Richard Davison, Seulata Fui-Moagutuuli, Keith Gibb, Jackie Girvan, David Lamb, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Donald Pettitt, Robyn Rainey, Jill Waldron, Gloria Weeks, Charmaine Wilson
<b>Secretariat</b>	Nigel Miller (Chief Medical Officer), Felicity Woodham (Health Services Planning Manager)
<b>Visitors</b>	Alexandra Gilbert (support person for Robyn Rainey)
<b>1. Apologies</b>	Nigel Millar
<b>2. Absent</b>	
<b>3. Welcome</b>	Extended to Margaret Bates, Mental Health Alcohol and Drug representative
<b>4. Minutes and Actions from meeting held 23 June</b>	
	<p>Actions:</p> <ul style="list-style-type: none"> <li>▪ Felicity to update the website – <b>complete</b></li> <li>▪ Establish a liaison with Doreen McCord regarding feedback from the national consumer group, to include the terms of reference</li> <li>▪ Quality Improvement for formal communication link with the national consumer group – <b>complete</b>.</li> <li>▪ Personal vision and aspirations for the consumer council, August: Beth &amp; David, Sept: Robyn &amp; Liz. 5 mins each</li> <li>▪ End of Life: Keith reported that he, Jill and Margaret Christophers are the consumer representatives on the End of Life working group. First meeting September</li> </ul>
<b>5. CPHAC &amp; DSAC</b>	<p>Richard reported back that a key concern for this advisory committee was ensuring proper engagement with Maori, in particular with the Kaikoura health services facility development. Engagement should include Manawhenua and Ngai Tahu</p> <p>Richard also questioned the gap of Asian representation on the Council, and whether this was a gap that should be considered and actioned? For discussion at the next meeting.</p>
<b>6. Health Services Planning</b>	<ul style="list-style-type: none"> <li>▪ Jill talked to her notes regarding HSP documents. To be circulated with minutes and further discussion next meeting</li> </ul>
<b>7. Overview of the complaints process</b>	<p>Jan Nicholson, George Downward, Joy Sixtus and Julia Fomison presented and discussed the current complaints process and the CDHB’s direction regarding patient safety.</p> <p>Role of advocacy was also discussed - ? organise to come to a CC meeting.</p> <p>Feedback from Council members included that forms should be readable and accessible; and the use of words should be reviewed in respect to whether it is about sharing an experience or filing a complaint.</p>

	Council members to consider where to from here with their knowledge of the system and how it should work and the experiences that they and others have had. For discussion at next meeting
<b>8. Next meeting</b> 1145)	Monday 25 August 1200 to 1400 ( <u>note</u> : light refreshments will be served at 1145)