

**Minutes for CDHB Consumer Council Meeting**

Monday 08 December 2008 1130 – 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 (chair), , David Lamb, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Donald Pettitt, Robyn Rainey, Jill Waldron, Gloria Weeks
<b>Secretariat</b>	Nigel Millar, Felicity Woodham
<b>Visitors</b>	Alexandra Gilbert (support person for Robyn Rainey)
<b>1. Apologies</b>	Nigel Miller, Richard Davison, Jackie Girvan, Jill Waldron, Maureen Arthurs. Beth and Donald for lateness
<b>2. Absent</b>	Seulata Fui-Moagutuuli
<b>3. Welcome</b>	Maureen Arthurs
<b>4. Minutes and Actions from meeting held 28 October 2008</b>	
	<ul style="list-style-type: none"> <li>▪ Nomination process to be established for an Asian person, using the Asian Network through Partnership Health – further discussion and agreement that this role includes bringing a refugee and migrant perspective to the Consumer Council. Will be progressed with this determination.</li> <li>▪ Richard to ascertain disability representation on CPHAC/DSAC – at the next meeting – held over</li> <li>▪ Letter to Gordon Davies on his retirement from the Consumer Council – completed. To be circulated with minutes</li> </ul>
<b>5. Correspondence</b>	Await response form the Clinical Board, regarding complaints process – Jan Nicholson was approached by the Clinical Board to ensure consumer participation in the complaints process. Felicity to attend the next Complaints Manager’s meeting and report back to the Council.
<b>6. General Business</b>	To note – that the CDHB Website will be updated with a more direct route to the Consumer Council. Discussed January 26 2009 meeting – to be a business meeting, look at aims and objectives for 2009 and succession planning.
<b>7. Visions: Gloria</b>	Gloria believes that we need to reflect on where we are at and where we have come from. Gloria is a past-president of Disable Person’s Association, where she gained a wide experience, particularly in respect to being aware of different needs of individuals. Gloria is also a member of the Association of Blind Citizens, the Blind Foundation CCC Advisory Group and Total Mobility Group. She has gained an insight into how others have managed in the health system. She hopes that through our advocacy, people with disabilities will be treated the same as others. Need to continue to increase awareness to ensure fair and equal treatment, and that to ensure that all consumers receive good service from the health system.

<p><b>Donald</b></p>	<p>Donald feels as if he represents all consumers, including men. He would like to see us take the mass of the health system and find better ways of meeting need. He believes that we should be informing the Board and health practitioners on matters concerning consumers through education. Also that our role is to advocate for consumers and push for change when necessary.</p> <p>Men's health is a largely undefined, novel term that has evolved from myths where 'men don't take care of ourselves'. He would like to see change for men through the health system, making the system respond to their need. There is not a lot of international research on men's health and Donald wishes to bring change through a positive way forward.</p>
<p><b>8. National Consumer Group – Doreen McCoard</b></p>	<p>Doreen is a member of the Consumer Collaboration of Aotearoa Planning Group, and represents disabilities. She has had many personal experiences with people with disabilities and feelings confident and adequate to advocate on behalf of disable people and their families. Doreen is currently President of Disable Person's Association.</p> <p>The Consumer Collaboration of Aotearoa have drafted their constitution and are awaiting legal feedback prior to sending it out for wider consideration/ Progress has been slow for many reasons, but remain on track. To date, there are over a 100 partners in the Collaboration, with the CDHB Consumer Council being one of them.</p> <p>The Collaboration would like to understand where we see them fitting and what we expect form them. When we have had an opportunity to view the constitution, we will respond to the Collaboration.</p> <p>The AGM will be held in Auckland on 26 Mary 2009.</p>
<p><b>9. Falls Prevention – Irena DeRooy, and Claire Keast, Quality Facilitators</b></p>	<p>Irena and Claire presented an overview of the Falls Prevention Programme. While it is hospital focussed, there is an interest in what is happening in resident care and the community. The overall aim is the have the Falls Prevention Programme fully integrated into Aged Care as a policy. The model is a starting point and will go out widely for feedback. The documents were handed out, and all feedback and comments to be co-ordinated through Felicity. Power Point presentation attached.</p>
<p><b>10. Reports</b>  <b>Quality and Patient Safety Council</b>      David   <b>End of Life</b>      Keith</p>	<p>Council valued the input from the Consumer Council and were keen to establish a forthright, 2-way communication process.</p> <p>Presentations at the meeting included the draft Maternity Strategy, and an update report from the Clinical Board.</p> <p>In slight disarray, with the need to determine the definition of 'end of life'. Is it the last few days, or some months. The working group is deliberating on this issue. Issue regarding the 'loss of income' for some who sit on committees such as this, and whether compensation was available. Letter and meeting minutes to be circulated.</p>
<p><b>11. Other Business</b></p>	<p>Those that attended the Quality and Innovation Awards found it very worthwhile and an amazing experience to be part of.</p>
<p><b>10. Next meeting:</b>      <b>Monday 26 January 1130 to 1330</b> (note: light refreshments will be available at 1115)</p>	