

Minutes for CDHB Consumer Council Meeting

Monday 23 February 2009 1130 – 1330

Hakatere/Rakaia Rooms - Level 3

Princess Margaret Hospital

“Nothing about us, without us”

Invitees	Maureen Arthurs, Margaret Bates, Richard Davison, Seulata Fui-Moagutuuli, Keith Gibb (chair), Jackie Girvan, David Lamb, Gythlian Loveday, Elizabeth Miller, Beth Nobes, Donald Pettitt, Robyn Rainey, Renee Sides, Jill Waldron, Gloria Weeks
Secretariat	Nigel Millar, Felicity Woodham
Visitors	
1. Apologies	Nigel Miller, Liz Miller, Keith Gibb, Beth for lateness
2. Absent	Seulata Fui-Moagutuuli
3. Welcome	
4. Minutes and Actions	
	<ul style="list-style-type: none"> ▪ 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 ▪ Felicity to attend Complaints Managers meeting, 03 February, to discuss role of consumers in the complaint management process – Complaints managers to discuss how to engage with the Consumer Council and report back. Felicity to follow up. ▪ Chair to write to CE, copy to chair of CPHAC/DSAC highlighting the lack of disability perspective on CPHAC/DSAC ▪ May meeting – check progress of disability park at ED ▪ Chair to write and thank Ron Paterson ▪ Chair to write an invite Margaret’s replacement during parental leave
5. Correspondence	Jill Waldron – disability parking issue at ED, Chch Hospital. Gloria reported that the CCC Disability Advisory Group has resolved to solve the issue of a disability carpark close to the entrance of ED. Consumer Council to check on progress (May meeting) Action Kathryn Goodyear – Equip4 attachments for consumer feedback. Feedback welcome, Jill clarified some points for the team.
6. General Business	Feedback – Ron Paterson’s visit. The Council would like to meet regularly with Ron, should the opportunity arise. Ron brought to the H&DC office to life and made it real. There was a real appreciation for the independence of the service, particularly how the advocates work and function within the organisation through an independent director of advocacy. By making the H&DC office real, it put it in context and demonstrated how it influenced the health environment; and empowered individuals to manage their own issues. All agreed that Ron was a respectful, influential, personable, empowering and down to earth individual.

	Ron was encouraged by the role of the Consumer Council. Chair to write and thank Ron. Action
7. Visions: Gythlian	Gythlian has always had an interest in consumer affairs & became interested in the Women's Health role. She 'googled' to read any international experience of consumer councils, was interested to note the variation and that Australia invested in 'training' consumers for such roles. Gythlian experienced the breast cancer journey over 5 years ago, which provided a significant insight to the hospital system. She is a Christchurch person, trained in social work and has had roles in health, welfare, justice, education and not-for-profit agencies. She currently works as a child health liaison facilitator at Pegasus Health with a focus on early intervention and prevention in families with children 0 - 14 years. Gythlian works as a 'casual' on the alcohol and drug helpline and is Secretary of Newell House. Her vision lies in the potential to influence change in a positive way by identifying gaps and solutions in a partnership with the CDHB.
8. Canterbury Initiative - update	Dr David Kerr and Bruce Penny presented the progress that has been made with the Canterbury Initiative (formally the Referrals Project) and introduced the HealthPathways website that is available to all GPs through their patient management system and hospital clinicians through the CDHB Intranet. Currently, respiratory, plastic surgery, gynaecology, child health and orthopaedic pathways are available.
9. Reports End of Life Jill CPHAC/DSAC Richard Quality and Patient Safety Council David	Things are starting to progress with an interim report started. This report is task focused for the group. Jill is on the sub-group looking at the training people might need in the community to understand the concepts of end of life care – what it means for the individual and others who are support people in the community. Did not attend last meeting, noted the main papers focused on social housing. CDHB endorsed the concept development for Kaikoura Health Services. Meeting February 3 cancelled, next meeting April 7.
10. Other Business	Margaret Bates is about to go on parental leave and is returning in August. Chair to invite a person to replace Margaret during her months of leave. Action
11. Next meeting:	Monday 27 April 1130 to 1330 (note: light refreshments will be available at 1115)