



# Minutes for HSP Consumer Council Meeting

Monday 26 May 2008 1200 – 1330  
 Hakatere/ Rakaia Rooms - Level 3  
 Princess Margaret Hospital

*“Nothing about us, without us”*

<b>Attendees:</b>	Beth Nobes, Jill Waldron, Donald Pettitt (initial chair), Gloria Weeks, Jackie Girvan, Keith Gibb, Robyn Rainey, Charmaine Wilson
<b>Secretariat:</b>	) Nigel Miller (Acting Chair and Chief Medical Officer) apology for lateness, Felicity Woodham (Health Services Planning Manager)
<b>Visitors:</b>	Alexandra Weedons (support person for Robyn Rainey)
<b>1. Apologies:</b>	Amelia Dalley, David Lamb, Elizabeth Miller, Richard Davison
<b>In Nigel’s absence, Donald chaired the meeting</b>	
<b>2. Minutes and Actions from meeting held 31 March</b>	
Minutes accepted as a true record of the meeting. Jackie/Jill	<b>Actions:</b> <ul style="list-style-type: none"> <li>▪ Keith, Jill and Gloria to have their “words” to Felicity by Friday 16 May for circulation with the documentation for the next meeting - <b>received</b></li> <li>▪ 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. – <b>Policy sent with meeting documents</b></li> <li>▪ Felicity to distribute calendar of meetings – <b>send with meeting documents</b></li> <li>▪ Circulate minutes (Board, CPHAC/DSAC, HAC) of these meetings as they become available – <b>most recent ones sent with meeting documents</b></li> <li>▪ Please send any feedback regarding HSP documents to Felicity – <b>none received</b></li> </ul>
<b>3. From minutes</b> <ul style="list-style-type: none"> <li>▪ <b>Outstanding action</b></li> <li>▪ <b>Debate – complaints process</b></li> </ul>	<b>Charmaine, Suelata and Amelia – to supply a recent photograph, digital or hard copy</b> Agreed that the role of the Council was to ensure that the process met consumer’s needs. General consensus that the complaint process was not consistent across the DHB and did not always provide a satisfactory outcome. Council want to review the process and if necessary, make recommendations.
<b>Action:</b> Felicity to organise a framework to enable a review of the complaints process	
<b>4. Position of Chair</b>	<ul style="list-style-type: none"> <li>▪ Brief statements from both Jill and Keith regarding their interest in the chair position</li> <li>▪ Ballot undertaken, proxy votes from Richard and David included</li> <li>▪ Outcome – Keith chair, Jill deputy-chair</li> <li>▪ Keith accepted the chair role and chaired the remainder of the meeting</li> </ul>
<b>5. Discussion – networks</b>	<ul style="list-style-type: none"> <li>▪ General discussion regarding roles of networks and</li> </ul>

	<p>information sharing</p> <ul style="list-style-type: none"> <li>▪ What should be on the website – bio's (including affiliation before and now) and photos, meeting minutes, relevant documents</li> </ul>
<b>Action:</b> Felicity to update the website with the above information	
<b>6. Discussion – End of Life</b>	<ul style="list-style-type: none"> <li>▪ Nigel introduced the End of Life briefing paper – a realistic approach to how I want to be cared for</li> <li>▪ It is about people</li> <li>▪ Most health resource goes into the last 1-2 years of life</li> <li>▪ Group to be established will be an ideas group, looking at access to care, quality of life and individual's perception, building autonomy to make decisions, create partnerships with clinicians and family/whanau, value different cultural needs</li> <li>▪ Looking for an open, transparent debate with the wider community, raise awareness</li> <li>▪ End stage disease indicators: <a href="http://www.communityhospices.org">www.communityhospices.org</a></li> <li>▪ Received from Keith as background information – Advance Directives, NZMA, Policy Paper, 1995</li> <li>▪ Interested people willing to participate – Jill, Keith, Margaret, Beth, Margaret Christophers (contact through Jill), Alexandra Gilbert</li> </ul>
<b>Action:</b> Nigel to note interest from group to select a wide consumer representation to participate	
<b>7. CDHB Quality and Patient Safety Council invitation to nominate</b>	<ul style="list-style-type: none"> <li>▪ Liz Miller and David Lamb both expressed and interest in representing consumers/council on the Q&amp;PSC</li> <li>▪ Felicity received a written expressions from David and is to follow-up with Liz regarding her interest</li> </ul>
<b>Action:</b> Felicity to contact Liz Miller, and feedback to Quality and Risk regarding nominations	
<b>8. Communication</b>	<ul style="list-style-type: none"> <li>▪ Preparations for media release in June are complete – HealthFirst and HealthBeat have consumer council story and photo. Media release due June 9</li> <li>▪ All media queries through Michele Hider, Communications Manager. She will discuss with Chair/Felicity for appropriate response pathway</li> <li>▪ Ongoing public communications through HSP email address <a href="mailto:hsp@cdhg.govt.nz">hsp@cdhg.govt.nz</a></li> </ul>
<b>9. Discussion – role of council</b>	<ul style="list-style-type: none"> <li>▪ Discussion continued regarding role of the Council – what can we do? <ul style="list-style-type: none"> <li>○ Empower people</li> <li>○ Raise awareness</li> <li>○ Focus on specific issues, those that evolve through the council and external requests</li> </ul> </li> </ul>
<b>10. Next meeting</b>	Monday 23 <sup>rd</sup> June 1200 to 1330 ( <u>note:</u> light refreshments will be served at 1145)