



## HEALTH CONSUMER COUNCIL

Meeting – 9 June 2021

### Workshop 2 Summary

Recap of May Workshop 1.

The intricacies of “consumer” as “user of health services” were openly discussed, and the difficulties of language used in relation to health services generally, especially for Maori who often find themselves in “catch up mode” for better access and therefore outcomes.

“Community” as a plural term appears to be used more than “consumer” within the health sector changes today. This raised issues related to who should be on the BOPDHB Consumer Council? The purpose of the current HCC going forward appears to need a conjoint relationship with DHB decision makers.

Currently this HCC is seldom approached by DHB management for input into any project/decision/plan.

What works well should be as transparent as gaps, or quality improvement activities. Where does “value” come into health care services?

**Reminder:** The HCC TOR document remains valid when connecting to future DHB management.

**Suggestion:** Chair to ask CE, Ops GM and Debbie Brown to meet with HCC future. Examples: Papamoa health needs excluded HCC involvement after the HCC raised the issue with management initially; EBOP EVERY discussions about future health care does not appear to include consumer voice.

Readiness to contribute to future plans should be included NOW.

**Agreed Action:** Tim to draft the invitation letter attaching discussion paper, to reflect our proposed future consumer voice. Chair to review, circulate and send by early July. Suggested meeting to align with the August HCC meeting.