

# Agenda

## Health Consumer Council

Venue: Tawa Room

Date and Time: Wednesday 10 July at 10:30am – 1:00pm

**Attendees:** John Powell (Chair), Susan Horne, Julia Genet, Wol Hansen, Hazel Hape, Rosalie Liddle Crawford, Tessa Mackenzie, Sue Matthews, Maz McKeivitt, Lisa Murphy, Theresa Ngamoki, Mere Pomana, Florence Trout, Adrienne von Tunzelmann, Asa Hobson, Jerome Ng

Item No.	Item	Action
1	<p><b>Opening Meeting:</b> Karakia.</p> <p><b>Apologies :</b> Averil- Averil replaced for today's meeting by Asa Hobson &amp; Jerome Ng (Jerome for first part of meeting only)</p>	
2	<p><b>Presentation:</b></p> <ul style="list-style-type: none"> <li>Jerome Ng, Clinical Director, BOPDHB Quality &amp; Safety</li> <li>Sherida Davy and MH &amp; AS Consumer Consultant Group – (11.00-11.20)</li> </ul>	
3	<p><b>Minutes of Meetings March:</b> <u>12.06.2019</u>  <a href="https://www.connex.health.nz/group/bopdhbcc/Meetings/HCC%20Minutes%20-12.06.2019%20(unconfirmed%20).docx?Web=1">https://www.connex.health.nz/group/bopdhbcc/Meetings/HCC%20Minutes%20-12.06.2019%20(unconfirmed%20).docx?Web=1</a></p>	
4	<p><b>Matters Arising :</b></p> <ul style="list-style-type: none"> <li>Consumer Council Projects Tasks and Reports page on Connex and further discussion re scope of workplans</li> </ul>	
5	<p><b>Papers for Decision</b> TBA</p>	
6	<p><b>For Discussion</b>  <u>Final article approved for July Health matters – future publication date requirements</u>  <u>Papamoa after hours services and related matters</u></p>	<p>Averil/Asa</p> <p>John John</p>
7	<p><b>Patient Experience :</b>            Further discussions are needed on what members would like covered in this section? For Example: PX Survey summary, trends for general feedback/compliments/complaints or is this section where members bring to meeting or ask for information about the HCC priorities1-7 instead of being solely Patient Experience alone.</p>	Averil /Asa
7	<p><b>Papers for Noting:</b>  <u>Planned Care Strategic Refresh (now available)</u></p>	John

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8	<b>General Business</b> <ul style="list-style-type: none"> <li>• Quality Account selections</li> <li>• Team update and succession planning</li> <li>• Whakatane meeting plans</li> </ul> Karakia. <b>Close Meeting:</b>	Sue John, Sue and Adrienne <b>Theresa</b>
9	<b>Next Meeting:</b> Wednesday 14.08.2019	