



Community Health Council

Key Messages of the Meeting held Thursday 1 June 2017

1. A thought provoking presentation from Richard Rongen and Nancy Todd (DHB staff) on the historical implications of the Treaty of Waitangi on the Māori people of New Zealand was heard by the Community Health Council. It was agreed that the Council would continue this topic at their next meeting and continual linkages with the Māori Health Directorate at the DHB and PHO were needed. The Council would hear further information from Nancy Todd at the July meeting.
2. A discussion document, prepared by Sarah Derrett and Bronnie Grant, on behalf of the CHC as to how the complaints process could operate across the system (DHB and PHO). Some initial thoughts in the proposal included:
 - Is “Complaints and Compliments” the best name for this process? Should we instead be using the term “feedback: - constructive, positive, negative?”
 - Would like to propose a greater attention on patient/whānau feedback
 - Propose a more ‘ordinary’ approach to gaining feedback which would complement the values of the Southern healthy region
 - Suggestion to bring together one policy process for the DHB & PHO Complaints policy
 - The Council agreed it is important to ensure more visibility/accessibility and user-friendly processes for providing feedback and complaining

Bronnie discussed an example from Gore Hospital of how they have become proactive about seeking patient feedback and making changes as a consequence. Bronnie and Sarah will continue working on the document.
3. The CHC was introduced to the System Wide Outcomes Framework project and members will provide feedback on this framework via Ilka Fedor.
4. Work continues on the Patient Story videos and finalising the policy documentation, consent forms and questions to be asked during the filming of these videos. The CHC will review this documentation at their next meeting and provide feedback to Mel Green. Council members want to be closely involved in this process.
5. Ian Macara updated CHC members on the Primary & Community Care Strategy and Action Plan Request for Proposals (RfP). Bronnie Grant will be representing the CHC on the review panel assessing the proposals.

Next meeting: Thursday 6 July 2017

If you are interested in finding out more about the Community Health Council please visit the Southern DHB website <http://www.southerndhb.govt.nz/pages/community-health-council/> or email chc@southerndhb.govt.nz