



Community Health Council

Key Messages of the Meeting held Thursday 3 August 2017

1. The Council discussed the Southern Primary and Community Care Strategy and Action Plan which has opened up for consultation. Community Health Council (CHC) members stated that this needed to be better communicated across the district as patients, whānau and communities were not entirely aware of what this represented. CHC members will look at ways to better engage and communicate with whānau and communities to contribute to this important piece of work. In the interim the Council strongly encourages people to submit any feedback or suggestions of what could be done to improve the delivery of services in our district through to the email address planningfunding@southerndhb.govt.nz

This project will run from July to October, during which time there will be scheduled engagement activities with patients, clinicians, whānau and communities to ensure their perspectives are reflected in the Strategy and Action Plan. This will include open meetings in September to gain feedback on the key components of the draft Strategy, and a second round of meetings in November to present the final Strategy and Action Plan

2. CHC members heard from Tina Gilbertson (DHB Director of Quality) and Glenda Auton (Consumer Experience & Certification Coordinator) around the different methods of feedback that patients, whānau and communities regarding DHB services. This includes the Southern Future listening sessions that occurred in 2016 with communities and staff, Health Quality and Safety Commission patient surveys which patients are randomly selected to complete, and the complaints and compliments feedback that patients, whānau and community representatives are able to submit directly to the DHB.

There was some discussion around the response rate to the patient survey, which is around 25% and whether having accessibility to computers to submit these surveys was a potential reason why some patients did not choose to submit. The Council would follow progress of this with interest over the coming months.

3. CHC members were given the opportunity to provide feedback on the DHB 'TellUs/Feedback' brochures which are positioned around the DHB for anyone to return. The Council made a number of suggestions around the image used on the cover, the type of language used in the brochure, usage of the term 'feedback' occurring before 'complaint' (which can be off-putting for some people), the potential of developing a Te Reo version, and finally the insertion of a statement that all feedback would be treated confidentially and with respect within the organisation. CHC members discussed the dissemination of these brochures and positioning within in-patient settings with suggestions these should be provided beside all hospital beds where possible.
4. The CHC plans to do some videos around their experiences with the health system and why they wanted to become involved with the CHC. Although not entirely in the format of patient stories it would be practice to get going with this piece of educational work, until a staff member was recruited to manage this work.

Next meeting: Thursday 14 September 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