**Community Health Council**

**Highlights from meeting 5th May 2023**

**Co-Chair Lyneta Russell**

1**. Consumer Engagement Quality Service Markers**

The Consumer Engagement Quality Service Marker (QSM) is an assessment tool to evaluate the consumer engagement occurring within services across Te Whatu Ora Southern and to identify areas for continued growth. The latest submission is the 5th provided by Te Whatu Ora Southern and from 3 services responding to the first submission in March 2021 to every service in the most recent there has been a noted increase in participation. There was also noted to be improvement across the three key areas of Engagement, Responsiveness and Experience. However, awareness of and engagement with the Community Health Council was not rated well, indicating that the CHC needs to consider how we can raise our profile.

2. **Clinical Transformation Group** – update from Consumer Advisor

The Community Health Council has two Consumer Advisors in the Clinical Transformation Group and we are currently exploring what communication between these Advisors and the CHC will look like. Currently one of the Community Advisors has a regular slot on the CHC agenda to update the Council.

3. **Disability Strategy**

A short update from the Chair of the Disability Working Group outlined current issues including the challenges accessing interpreters, which is also an issue that has come to the CHC, and engagement with Manatu Hauora ( the Ministry of Health) re the new Disability Strategy.

4. **Key Community Health Council Member Issues**

Each meeting CHC members outline the key issues in their communities. Of note this month were opportunities for one member to be involved in teaching of med students on disability and related issues and positive feedback from the blind/low vision community on getting phone calls to arrange appointments.



21st May 2023