

## **Community Health Council (CHC) Key Messages of the Meeting held Thursday 30 October 2018**

1. The number of people expressing an interest to be community, whānau and patient advisors to the Southern health system is growing. Currently, 45 people are registered as advisors on the CHC database and 28 are actively working on projects.  
Work will continue with staff to think about how to engage patients and whānau in decision-making on projects they are working on.
2. The CHC discussed the topic of social isolation and how this can have a significant impact on health. Particularly as the population in the Southern district is ageing and family members often need to move away. This has impacts on particular groups of our population i.e older people and people with disabilities living in our communities. The CHC wants to return to this issue, for all of us to think about how people can be supported within our communities.
3. CHC members continue to hear concerns within their communities about delays with accessing services at the DHB. Council members are aware of specific projects that are going on within the DHB to address delays but frustration is mounting for those people whose quality of life is significantly affected by delays. Some people have to stop work due to the condition they are in. Members stated that this is a whole of system issue and will continue to raise this while it continues to be an issue within the health system.
4. The Council is working on developing some advice for the DHB around how the feedback/complaint process can be improved and how feedback can be embraced by the organisation to be positive and used in a learning quality improvement culture.
5. The CHC heard from Kyle Ford - Chief Information Officer, WellSouth about extending data-sharing between the DHB and WellSouth. There was some discussion around what type of data could be shared, and how people can specify not having their data shared.
6. A number of CHC members will be standing down at the end of December 2018 to allow a rotating membership on the Council. This includes the establishment Chair Professor Sarah Derrett, Mrs Lesley Gray and Mr Martin Burke.

**Next meeting: Thursday 1 November 2018**

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](mailto:chc@southerndhb.govt.nz)