

## Key Messages June 2021

- A CHC member has provided a paper for the Council “Covid response to Māori Community” for consideration.
- CHC members contributed to a document to be taken to the Transition Unit in support of the Consumer/Community voice being heard through the new Health reforms. CHC Chair, Karen Browne has been working with Consumer Councils chairs from around New Zealand to provide feedback.
- The Council received a presentation on the patient feedback trends for Southern DHB, which are under considerable strain at present with a high volume of complaints being received. CHC members expressed concern and asked what was being done in the relevant services where complaints are receiving the highest volumes? The Chair will raise these concerns at Clinical Council.
- Emma McDonough, Programme Manager for the covid response team, provided an update of where Southern is at with the roll-out of the vaccination programme. It was proposed that a survey be undertaken by CHC members about their experiences with the process of booking and receiving their vaccination to learn where improvements could be made in the system. It was also confirmed that a CHC member will sit on the Covid Vaccine Clinical Governance Committee.
- Council members have been asked to provide feedback on the revised ‘Not for Cardiopulmonary Resuscitation Policy’. At the same time the Policy Advisor, Sam Murray has asked CHC members to consider other policies at the DHB that would need engagement with community, whānau and patients. The Council will review the complete list of policies and identify those that engagement is needed.
- Project Manager for the Southland After Hours, Helen Telford, provided an update on progress to date.
- Council members were also provided with an update on Locality Networks – a part of the Health Reforms – which is in the planning phase and consumers will be actively involved in this.

To contact CHC – email [chc@southerndhb.govt.nz](mailto:chc@southerndhb.govt.nz)

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