

## Key Messages March 2021

- The Community Health Council (CHC) has met with a community member about retention of patient records after a patient has died. It appears there is a gap in information that is provided to family and whānau and this will be looked into this further about providing transparent clear information to bereaved whānau
- The CHC will contact Building and Property Services about the broken chair hoist at the Physio pool. It has been broken for some time which means a cohort of consumers are unable to use the pool.
- CEO Andrew Swanson-Dobbs, WellSouth, updated CHC members on the progress with opening a primary care practice in Invercargill to assist the non-registered patients and ease the AH issues. CHC was also updated on the Covid-19 vaccination planning, and the water lead contamination in parts of Eastern Otago.
- Gail Thomson, Executive Director of Quality and Clinical Governance announced the launch of the Disability Strategy which will be at DSAC on 7 April 2021.
- William Robertson was introduced to CHC members as the newly established role of Consumer Experience Manager.
- Members of the Patient Flow Taskforce Team, Jane Wilson and Kaye Cheetham, presented the work to date of what is happening within the DHB, the exploration of cause and working towards solutions to ease the current situation.

Further information about the CHC can be found on

<https://www.southernhealth.nz/about-us/about-southern-health/community-health-council>