

Key Messages September 2021

- The Consumer Experience Manager updated CHC member on the SDHB Feedback process and asked some key questions of members – findings included prompt and on-going acknowledgement and communication being very important to consumers.
- An update from the Covid Vaccination team informed CHC that the numbers being vaccinated have doubled to ~50,000 per week, with many GP practices and pharmacies now involved as vaccinating centres.
- Dr Sheila Barnett, new Chair of CLG, discussed progress on new Dunedin Hospital build and the involvement of consumers on FiT groups. She advised on the room configuration.
- Chair of Disability Working Group explained the progress of the group to date – some staff training by way of “Disability Game”, and the audit of vaccination centres audits which provided valuable feedback to the managers.
- CEO of SDHB and CE of WellSouth attended and provided an insight into the agility needed to continue to provide health services during Covid restrictions as well as providing support to the Covid response team.

To contact CHC – email chc@southerndhb.govt.nz

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