**Community Health Council**

**Highlights from meeting 7th December 2023**

**Chair Lyneta Russell**

**1. Presentation on Patient Discharge Summary by Sarah Scarfe**

Sarah provided two copies of a Patient Discharge Summary that will go to GP’s and to the patient. The Community Health Council welcomed the opportunity to comment on the summary. Areas of particular interest to the Council were accessibility of the form noting that it is not currently possible for the form to be sent electronically, which is the preferred method for the blind community. It was also suggested that the most important information should be at the top of the form. The Council stressed how important it is to avoid the use of acronyms on the form.

**2**. **Quality Service Markers**

Kathryn Harkin, Consumer Liaison, provided the results from the most recent Quality Service Marker survey as a presentation. The Council had already been provided with the opportunity to review the details provided in individual surveys returned but this presentation provided those results in summary format. The results demonstrated that there had been some improvement since the Autumn 2023 survey but there was still much room for improvement across all markers.

**3. Clinical Transformation Group**

Jack Ruddenklau provided an update on progress with establishing a user group to support the work that he and Marie Wales are doing within the Clinical Transformation Group. He also talked about some of the options for co-design within this work and the opportunities to review the way administrative services are provided within the Outpatients building.

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

Each meeting CHC members outline the key issues in their communities. This meeting had a low attendance of members and so there was little information shared. June updated the group, in writing, of the recent Response and Recognition Group and the Endoscopy Oversight Group. Lyneta provided an update from the recent National Chairs Meeting. Rebecca Brushwood joined the meeting to share main points from the recent Te Whatu Ora Clinical Council meeting. Of note was the effort going into “how do we identify risk before it causes harm- the governance behind risk. She also informed the group that the Shared Goals of Care work was now complete and a positive outcome resulting from consumer engagement in the Share Goals of Care Group was that the paperwork was to go home with the patient. She also advised the group that a large project on transportation of patients, especially from rural areas, is underway.

5. **Update from Disability Working Group**

John Marrable updated the Council on several issues of interest to the Council. Notably, inclusive playground work in Dunedin city, parking in Wanaka, concerns about the health shuttle service between Oamaru and Dunedin.

6. **Updates from Te Whatu Ora and WellSouth**

Hywel Lloyd and Andrew Swanson-Dodds provided updates from Te Whatu Ora and WellSouth respectively. Hywel updated the Council on progress with the new South Island Patient Management System and some of the issues that were being worked through, and highlighted some of the risk service areas in the hospital services and what was being done to reduce the risk. Andrew reflected on the election and the impact on primary health and talked about the current GP challenges in Oamaru primary practice and hospital services.

10th December 2023