

HEALTH CONSUMER COUNCIL Meeting – October 2020

Keys Topics:

- DHB future planning - would like more member involvement;
- Council to share meeting summaries with community groups;
- Consumer Engagement Quality and Safety Marker and current projects;
- Consumer feedback on hospital referrals.

DHB Executive sponsor spoke about the DHB's planning for the future and wanting more involvement by the Council members. CEO would like to attend a meeting.

A summary of meetings is proposed to share with community groups and ask for feedback. This summary could also be put on DHB website

A health sector report was provided by the Kaewhakahaere Takawaenga a Hāpori (Person Centred Experience Lead) informing the Council of his areas of focus. Update given on the Consumer Engagement Quality & Safety Marker.

Consumer feedback was shared with members on what consumers think of the referrals to Whakatane Hospital.

