

CONSUMER COUNCIL

6 November 2019

Venue: Kawakawa Room, Lower Ground Floor, Waitakere Hospital

Time: 2:00pm – 4:00pm

<p><u>Consumer Council Members</u> David Lui (Council Chair) DJ Adams Neli Alo Boyd Broughton (Te Rūnanga o Ngāti Whātua) Lorelle George Insik Kim Angela King (Healthlink North) Jeremiah Ramos Kaeti Rigarlsford Ravi Reddy Lorraine Symons (Te Whānau o Waipareira) Vivien Verheijen</p>	<p><u>Ex-officio - Waitematā DHB staff members</u> Dr Dale Bramley – Chief Executive Officer David Price – Director of Patient Experience</p> <p><u>Other Waitematā DHB staff members</u> Jeanette Bell – Project Manager, i3 Peter Groom – e-Vitals Clinic Lead Jacky Bush – Quality and Risk Manager Leanne Kirton – Project Manager, Planning & Funding</p>
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APOLOGIES -

AGENDA

Disclosure of Interests (see page 5 for guidance)

- Does any member have an interest they have not previously disclosed?
- Does any member have an interest that might give rise to a conflict of interest with a matter on the agenda?

1. AGENDA ORDER AND TIMING	
2. CONFIRMATION OF MINUTES	
2:00pm	Confirmation of the Minutes of Meeting 14 August 2019 Actions Arising from Previous Meeting
3. DISCUSSION	
2:05pm	3.1 Shared Goals of Care (Jeanette Bell and Peter Groom)
2:35pm	3.2 Quality and Risk Report (Jacky Bush)
3:05pm	3.3 Health Literacy Programme Update (Leanne Kirton)
4. INFORMATION ITEMS	
<i>For noting</i> 3:35pm	4.1 Patient Experience Report (David Price) 4.2 Update on Consumer Engagement QSM Framework (DJ Adams)
5. ANY OTHER BUSINESS	
3:45pm	5.1 Consumer Council Membership Vacancy (David Lui)
3:50pm	5.2 West Auckland Hospice (Ravi Reddy)
3:55pm	5.3 Strategic Session in 2020 (David Lui)