**Community Health Council**

**Highlights from meeting 3rd October 2024**

**Chair Lyneta Russell**

**1. Rainbow Platform- Akira Le Fevre**

Akira is the National Lead for Rainbow Community Engagement and Whānau Voice Health NZ. Akira shared with the Council recent census results on the no of people who identify as Rainbow- a first for the census. Akira talked about the mistrust that the Rainbow Community hold, generally, of the health system and that there is work to do to build relationships with this community. His message was that while it is OK to not be an expert on Rainbow Communities asking questions is important and is welcome. Akira’s role is to engage with communities and organisations that support the Rainbow Community and one of his key tasks to achieve this is the development of a Rainbow platform – Thought Exchange- that will help them to get the much needed data. This will be launched soon.

**2. Consumer Engagement Quality Service Markers (QSM’s)- Kathryn Harkin**

Southern recently completed the QSM’s, for the first time this being a regional (Te Waipounanu) response rather than being individual areas reporting. Some key areas of improvement noted were Māori engagement and engaging with populations most at risk of poorer health outcomes. Also noted was improvement in the number of services actively engaging with consumers, which was positively received by the Community Health Council. However, it was clear that there are challenges in many areas brought about by resourcing and organisational change which impacted on QSM improvements. Key priorities for 2025 will be to ensure that every service has something in place and starting small with services that are currently not engaging.

**3. Roundtable**

All members had the opportunity to provide feedback from their areas. Of note this month were June reporting that Shared Goals of Care is going particularly well in Southland, Toni reported on some great work happening around eliminating restraint in the general hospital areas with some areas achieving zero restraint, but achieving minimal restraint in the Mental Health Directorate has been more challenging. Kathryn Wright raised concerns about a community health support provider not passing on information provided in phone messages to the provider. This area for concern was shared by another Council member. Kelly passed on that the Hokonui locality now has funding which has gone to support an oral health free service.

4. **Outcomes Framework- Lyneta Russell**

Following on from beginning work in a previous meeting Lyneta provided a template for recording the issues raised, the actions undertaken and the outcomes achieved from the Community Health Council’s work. This will allow the outcomes of the Council to be easily identified and will enable a greater focus on the outcomes achieved rather than limiting to the actions undertaken and will provide greater transparency as to the work of the Community Health Council.

**5. Update from WellSouth- Andrew Swanson-Dobbs**

It was great to have Andrew join us again after the absence of a few months. He informed the group that a Rural Health Report recently released reports on the sustainability of rural services, and that recommendations from the Review that can be implemented are now underway. He also updated us on improvement in the rates of immunisations for Pasifika 2-year-olds, but unfortunately no improvements were noted for Māori for the general population. General practices are funded for immunisations, but WellSouth isn’t. He also provided an update on the GP service in Waitaki where a third GP has been hired and a Nurse Practitioner will also become available. These should help relieve some of the local primary health pressure. There was also a discussion on the ability of patients to access information on the Health Connect South portal. Andrew confirmed this was an option for patients to request, and they could also request changes to patient notes in Health Connect South if they felt that necessary.

**7. Next Meeting** Will be on 7th November 2024

 22nd October 2024