



Register of Matters brought to the attention of Consumer Council (CC) members (after 07/12/15 meeting)

	Signalled to CC meeting	Issue	Reported to	Comment / Action / Outcome	Closed
1.	25/2/14	Transalpine service costs to WC patients; Christchurch end not always aware of services here for ongoing care; need to have whatever tests can be done here provided here	Programme Director & Acting Operations Manager	<p>Always a challenge when messaging between 2 DHBs; Building effective communication is important; Specific issues to be raised through to Quality & Patient Safety Manager (observations) <i>19/8/14: On-going. Process to be established.</i></p> <p><i>14/9/15: Mark provided the meeting with an update and advised work is continuing on the Transalpine Services.</i></p> <p>Action: <i>Mark to follow up with Planning & Services regarding NTA posters.</i></p>	
6.	9/4/14	National Travel Assistance (NTA) – still needs public awareness at point of any transfer of services	General Manager Grey/Westland	<p>Better Transport options across the system are required. Dedicated transport pamphlet available (customised for WCDHB). Work in progress. <i>19/8/14: Still on-going. Suggestion made to put an article in the Messenger. Members made recommendation to organisation to discuss suggestion with Communications person.</i> <i>11/11/14: Request made for a memo to go to Outpatients staff to advise patients of NTA service.</i> <i>2/2/15: Communications trying to include information on NTA where possible. A piece of work is about to begin on patient transfers. NTA brochures to be included with Outpatient appointment letters via Central Booking Unit and Social Work. Status report to</i></p>	



				be provided at 13/04/15 meeting. 13/4/15: No obligation to provide food for transferring patients. Common sense prevails.	
24.	02/02/15	Concern about ongoing comments that nothing has improved with regard to providing sufficient refreshments to Rest Home residents.	Chair	Nancy Stewart (CDHB) to attend 13/04/15 meeting to provide clarity around what is being provided to residents. Suggestion box forms to be distributed at Rest Homes. New boxes (5) to be ordered for Buller. 14/9/15: Concern raised regarding O'Connor Home residents unhappy regarding food and refreshments provided. Mark advised there are some changes occurring that are still to be made public. 12/10/15: Confirm concern raised by Neil has been passed on to Nancy Stewart, CDHB.	
27.	10/08/15	Concern about multi use of Grey Hospital Chapel.		14/9/15: A letter was sent to the Programme Director from the Chair expressing concern over use of the Chapel after the rebuild. A letter of response was received from the General Manager Grey/Westland which the Chair read out at the meeting.	
28.	07/12/15 NEW	Post Natal Care Services		Concern about post natal care services for rural women in particular and lack of related information about options on the website.	
29.	07/12/15 NEW	Buller – Older Persons Care and O'Conor Home		Concern regarding issues about Older Persons Care and O'Conor Home. Monitoring process to ensure adequate staffing, facilities and equipment.	