**Resolutions Committee**

**Canterbury / West Coast Region New Zealand College of Midwives**

**Annual Report for Annual General Meeting August 6th 2019**

The Resolutions Committee has remained very quiet again this year, which remains a local and national trend over a number of years.

We have received three phone calls, which have all been things that we have discussed on the phone and the women have not wanted to meet.

Calls have been about clarifying care and also about clarifying what happens to consumer feedback. With one woman we outlined the process of where the feedback goes and then about Standards Review and how feedback is presented and discussed there.

The Resolutions Committee is seen by NZCOM as being low level risk management and possibly women who have a serious concern about their care may be going to a higher level such as the Health and Disabilities Commissioner or the Midwifery Council of New Zealand.

It is possible that some of the women who would have considered low level resolution are now using social media as a platform to seek validation and feedback from others and so not pursuing issues. If so I suspect that it could be better if they did seek out the Resolutions Committee, rather than a public forum which can get so impersonal and where they may not a voice to clarify issues.

It is important for all of us, as midwives and NZCOM members, to see that the Resolutions Committee is there to provide a safe place for women to discuss and explore issues that they have with their care. Often our role is to provide clarity and to be a neutral voice to discuss issues about their care that they may not have felt sure, and able to discuss, with their own midwife.

The resolutions committee will remain available for women to contact or meet with in order to discuss their care and any issues raised, and midwives are welcome to give women our contact phone numbers if they feel women would benefit from this.

Margaux Hlavac – consumer member

Rose Barker – midwife member

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