

Report from Auckland Resolutions Committee for AGM 2019.

Over this year Chris and I have not been asked to offer any face to face meetings between women and midwives where there has been dissatisfaction over the midwifery care that was given.

Our referrals have come either via the College of Midwives or received directly from women. However, there was also a new source of referral in that we were contacted directly by the Health and Disability Service to work with a woman who had approached them but who's complaint they felt was more appropriately dealt with by us. There was a minor concern for us and the college in that the H&D service felt they should have an ability to check in with the woman as to 'how well we did' which contravenes this as being a confidential process for the woman and the midwife. This was pointed out to them and we liaised closely with the College regarding this but ultimately, I am not sure if they did follow it up directly with the woman or not. We were, of course, wonderful and made sure we were with the awareness we could be spied on.

In addition, there was a further contact from Tessa Curin of the local Health and Disability Advocacy Service seeking information about what we offered and considering how we could work together. I felt this was very positive and as there are undoubtedly low-level complaints that could be dealt with more effectively and promptly by the resolutions committee for the ease of both the woman and the midwife. Jacqui Anderson the COM person with whom we liaise was subsequently intending to contact the HDC national service coordinator for a chat about our process so that all the committees aren't dealing with different types of approaches.

The work that we have done over the year has been on a phone call and email basis. While there is a definite advantage and preference to having a face to face meeting sometimes women are resistant to this so at these times we act as a go-between posing the questions and obtaining and forwarding the answers. We forwarded on an excellent letter of response from a midwife this year which we both felt hit exactly the right note of acknowledging the woman's concerns, offering a sincere apology, and detailing how she had modified her practice to reflect what she had learned. It was accepted by the woman and the matter was resolved.

As indicated last year I will be resigning from my role as the midwife on the committee as I am running away from Auckland and its traffic woes in November. So far no one has stepped forward but there are one or two poking their heads up over the parapet. It is a nominated position and one that has been both challenging and rewarding to hold. Chris Finn, the consumer rep, has decided to remain on for the coming year anyway to help support the incoming midwife into the role and I am also happy to work alongside them until I leave towards the end of the year. I am therefore tending my resignation at this point in time although willing to continue in the role in the interim so that the search for a replacement can begin in earnest.

Carolyn Young & Chris Finn.