

# Agenda Health Consumer Council

# Venue: Property Services Meeting Room Date and Time: Tuesday 14 November at 10:30am – 1:00pm

ltem No.	Item			
1	Apologies – Wetini Paul			
2	Presentation         2.1       Good to Great Maori Health – Tricia Keelan – 10:30am			
3	Minutes of Meeting - 10 October 2018 3			
4	Matters Arising 6			
5	Papers for Decision - Nil			
6	For Discussion			
	<ul> <li>6.1 <u>Correspondence for Discussion</u></li> <li>Letter from MH&amp;AS Consumer Consultant Group dated 18 October 2018</li> <li>Email from Ministry of Health dated 18 October 2018</li> </ul>	8 9 10		
	6.2 <u>Profiles of our Maori representatives added to website</u>			
	6.3 <u>Discussion re our profiles</u>			
7	<b>Teleconference – 12pm</b> Discussion about Planned Care by video link (feedback and questions)			
8	Papers for Noting - Nil			
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9	General Business Connex website approved awaiting implementation Preparation of our "Communication" plan Preparation of a "Priorities" plan Sharing our individual priorities If time permits continuation of "Patient survey" data by Averil	
10	Next Meeting - Wednesday 13 February 2018	

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### **Minutes of Health Consumer Council**

#### Venue: CEO Meeting Room Date: 10 October 2018

Attendees: John Powell (Chair), Susan Horne, Rosalie Liddle Crawford, Tessa Mackenzie, Susan Matthews, Maz McKevitt, Lisa Murphy, Florence Trout, Wol Hansen, Averil Boon, Mere Pomana, Wetini Paul and Cherie Martin

ltem No.	Item	Action
1	Meeting opened with a Karakia Apologies Apologies were received from Julia Genet, Theresa Ngamoki and Adrienne von Tunzelmann	
2	Presentation         2.1       Health Quality & Safety Commission Catherine Gerard – 10:30am         The presentation is to be circulated to the committee.         HQSC A Window on the Quality of New Zealand's Health Care: https://www.hqsc.govt.nz/our-programmes/health-quality- evaluation/publications-and-resources/publication/3364/         Hard copies of the Data / statistics reports will be provided to members	Cherie
3	Minutes of Meeting Resolved that the committee receive the minutes of the meeting held on 10 October 2018 and confirm as a true and correct record. Moved: Rosalie Liddle Crawford Seconded: Tessa Mackenzie	
4	Matters Arising Draft terms of reference were agreed to and will be circulated to the Committee	Averil
5	Papers for Decision - Nil	

Bay of Plenty District Health Board Executive Committee (Confidential) Minutes These papers remain confidential to the Bay of Plenty District Health Board

ltem No.	Item	Action
6	Papers/Items for Discussion	
	6.1 <u>Consumer Engagement Framework</u> The Committee felt this was a good and comprehensive document.	Averil
	Averil will check if there have been any updates to the documents referenced in the Consumer Engagement Framework since it was put together and make any amendments.	
	The Committee are to look over the Framework document and provide feedback via email to John and Averil by next Wednesday 17 October 2018.	
	Once the Consumer Engagement Framework has been finalised it was agreed the words "Endorsed by Health Consumer Council" will be put on the document with the date.	
7	Papers for Noting - Nil	
8	General Business	
	Customer Service Training Averil received a request from Christine Busby at the education centre. They are looking at providing customer service training for administration staff of the BOPDHB and would appreciate and value involvement from a member or two from the Health Consumer Council. Florence Trout, Lisa Murphy and Wetini Paul registered their interest. Averil will discuss further with Christine and get back to the committee	Averil
	Train the Trainer This is a HSQC run formal training program, training people to train Consumer Representatives. They have suggested attendance by one provider (Averil) and one, maybe two from the Health Consumer Coucil. The training will be held in Auckland in May next year. Averil will provide more details as they come to hand.	Averil
	https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and- events/news/3439/ Email from Adrienne	
	Adrienne was unable to attend this meeting but noted that she would like to acknowledge our DHB for the work being done, as part of improving Māori engagement, to support all staff in the correct pronunciation of te reo Māori – especially Māori names. RNZ's Morning Report this morning carried an item quoting a Māori language expert saying one simple way health workers can better engage with Māori is to stop the 'butchering' of Māori patients' names. The BOP DHB got special mention for providing training for staff in correct pronunciation, recognising the better health outcomes that result	Averil
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ltem No.	Item	Action
	from staff being cognisant of Māori language and culture.	
	The committee agreed to write a letter to the Board to acknowledge the good work. Averil and John will attend to this.	John/Averil
	Synopsis of Health Articles Diana Marriott sends out national media releases from time to time. John asked if the members of Health Consumer Committee could be added and Averil will look into this. John will send out to the group the last email he received on this and if members are interested in receiving these emails let John know.	
	Patient Experience Survey Averil demonstrated the systems capabilities and it was agreed that a full presentation will be made at the next meeting.	5
9	Next Meeting – Wednesday 14 November 2018.	

The meeting closed at 12:46pm with **a** Karakia.

The minutes will be confirmed as a true and correct record at the next meeting.



## Health Consumer Council

# Matters Arising – November 2018

Meeting Date	ltem	Action required	Action Taken
08.08.18	9	Wol to present other options for Karakia at next meeting	
12.09.18	2	System Level Measures Improvement Plan Averil will present results and outcomes of the Patient Experience Survey at next meeting.	
12.09.18	4	<u>Is there an alternative to the word patient</u> Averil will circulate the updated version for approval/comment by the committee, asking the Board to consider the word "Tangata Whaiora" and noting Regional Maori Health have yet to have input.	Averil, Adrienne and John
12.09.18	5	<u>Draft Terms of Reference</u> Averil will circulate the updated version for approval/comment prior to this being submitted to the CEO for final sign off.	Averil
10.10.18	2	Health Quality & Safety Commission Cherie to circulate presentation	Cherie Complete
10.10.18	6.1	<u>Consumer Engagement Framework</u> Averil will check if there have been any updates to the documents referenced in the Consumer Engagement Framework since it was put together and make any amendments.	Averil

		The Committee are to look over the Framework document and provide feedback via email to John and Averil by next Wednesday 17 October 2018.	
10.10.18	8	<u>Customer Service Training</u> Averil will discuss further with Christine and get back to the committee <u>Train the Trainer</u> Averil will provide more details as they come to hand.	Averil Averil
10.10.18	8	Email from Adrienne The committee agreed to write a letter to the Board to acknowledge the good work. Averil and John will attend to this.	Averil



### **CORRESPONDENCE FOR DISCUSSION**

#### SUBMITTED TO:

Health Consumer Council:	14 November 2018
Prepared by:	Cherie Martin, Legal Executive
Endorsed by:	John Powell, Chairperson

#### **RECOMMENDED RESOLUTION:**

That the committee note the inward and outward correspondence:

- Letter from MH&AS Consumer Consultant Group dated 18 October 2018.
- Email from Ministry of Health dated 18 October 2018.



### Mental Health & Addiction Services Consumer Consultant Group

**Response to BOPDHB Consumer Council membership** 

18<sup>th</sup> October 2018

To Whom It May Concern,

The Mental Health and Addiction Services Consumer Consultant Group were happy to hear of the establishment of the BOPDHB Consumer Council. Our group believes that the voice and perspective of consumers in health service development, planning, implementation and evaluation is essential to ensuring the best quality service is provided to all.

However, our group would like to raise our concerns about the membership of the Consumer Council and its lack of ability to be representative of the diverse population that makes up BOPDHB.

From our understanding members of the Consumer Council are predominately New Zealand European, females with a high proportion of members being ex-medical practitioners. There seems to be no representation for Māori and consumers with mental health &/or addiction lived experience.

Therefore, we do not believe the BOPDHB Consumer Council is able to be representative of consumers of health services in Bay of Plenty. We would like to know what the plan is to ensure the Consumer Council is able to represent the diverse population of BOPDHB?



