

# Agenda

## Health Consumer Council

Venue: Property Services Meeting Room

Date and Time: Tuesday 14 November at 10:30am – 1:00pm

Item No.	Item	Page
1	Apologies – Wetini Paul	
2	<p><b>Presentation</b></p> <p>2.1 <u>Good to Great Maori Health</u> – Tricia Keelan – 10:30am</p>	
3	<b>Minutes of Meeting</b> - 10 October 2018	3
4	<b>Matters Arising</b>	6
5	<b>Papers for Decision</b> - Nil	
6	<p><b>For Discussion</b></p> <p>6.1 <u>Correspondence for Discussion</u></p> <ul style="list-style-type: none"> <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> <p>6.2 <u>Profiles of our Maori representatives added to website</u></p> <p>6.3 <u>Discussion re our profiles</u></p>	8 9 10
7	<p><b>Teleconference – 12pm</b></p> <p>Discussion about Planned Care by video link (feedback and questions)</p>	
8	<b>Papers for Noting</b> - Nil	

<p><b>9</b></p>	<p><b>General Business</b>  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</p>	
<p><b>10</b></p>	<p><b>Next Meeting</b> - Wednesday 13 February 2018</p>	

## 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 McKeivitt, Lisa Murphy, Florence Trout, Wol Hansen, Averil Boon, Mere Pomana, Wetini Paul and Cherie Martin

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



Item No.	Item	Action
	<p>from staff being cognisant of Māori language and culture.</p> <p>The committee agreed to write a letter to the Board to acknowledge the good work. Averil and John will attend to this.</p> <p><u>Synopsis of Health Articles</u> 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.</p> <p><u>Patient Experience Survey</u> Averil demonstrated the systems capabilities and it was agreed that a full presentation will be made at the next meeting.</p>	John/Averil
9	<b>Next Meeting</b> – 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	Item	Action required	Action Taken
08.08.18	9	Wol to present other options for Karakia at next meeting	
12.09.18	2	<u>System Level Measures Improvement Plan</u> 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	<u>Health Quality &amp; Safety Commission</u> 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	<p><u>Customer Service Training</u> Averil will discuss further with Christine and get back to the committee</p> <p><u>Train the Trainer</u> Averil will provide more details as they come to hand.</p>	<p>Averil</p> <p>Averil</p>
10.10.18	8	<p><u>Email from Adrienne</u> The committee agreed to write a letter to the Board to acknowledge the good work. Averil and John will attend to this.</p>	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?

