

# Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

## Agenda

Health Consumer Council

Date: Wednesday 14 June 2023, 10:30am to 1:00pm

Venue: Kawakawa Meeting Room, Education Centre

Or via Zoom

<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Hayley Chapman - Tauranga	

Item No.	Item	Lead	Page
1	<b>Karakia timatanga/Welcome</b>	Theresa	
2	<b>Apologies</b>	Chair	3
	Moved: Seconded:		
3	<b>Interests Register</b>	Chair	
4	<b>Presentation</b> No presentation this month.	Chair	
5	<b>Introduction of HCC Member Candidate</b> Denise Tahure – if available.	Theresa	
6	<b>Health Sector Update</b> 10.45am (15 minutes)	Debbie	
7	<b>Minutes of Meeting</b> 10 May 2023 to be confirmed.	Chair	4
	Moved: Seconded:		
8	<b>Matters Arising</b> See attached, advise of updates.	Chair	8
9	<b>Matters for Discussion/Decision</b>	Chair	
	9.1 Chair's Report		
	9.1.1 HQSC Our Voices: The Journey to Healthy Futures Conference. <a href="https://www.hqsc.govt.nz/events/our-voices-the-journey-to-healthy-futures/">https://www.hqsc.govt.nz/events/our-voices-the-journey-to-healthy-futures/</a>		
	9.1.2 HQSC Code of Expectations implementation draft.		
	9.1.3 Consumer Engagement Quality Safety Marker.		
	9.1.4 Draft National Consumer Reimbursement Policy.		
	9.1.5 Recruitment of 2 consumers into the Plain Language Act working group.		
	9.2 Yearly Review workshop follow up (notes attached).	Adrienne Hayley	12
	9.3 <b>Health Service Provision</b>		
	9.3.1 BOP GP Health Care Services and waiting times – for noting and feedback.		
	9.3.2 Path Lab Services – Status of available services - Otumoetai still closed.		
	9.2.4 Home-based care in WBOP – research proposal.	Adrienne	
	9.2.5 Palliative Care – BOP Service update.	Theresa	

10	<b>Correspondence</b> Outwards: 12.06.23 Email to Matetu Mihinui, MHAS. Inwards: <del>FOI REQUEST</del>	Chair	
11	<b>General Business</b> 11.1 Recruitment and succession progress – role description and website update.	Chair	
12	<b>Round Table</b> 12:00pm	Chair	
13	<b>Council Only time</b> 12:30pm	Chair	
14	<b>Next Meeting</b> Wednesday 12 July 2023	Chair	
15	<b>Karakia Whakamutunga</b>	Theresa	

**HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE**

**2023/24**

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Hayley Chapman	●	●									
Rosalie Liddle Crawford	●	●									
Theresa Ngamoki	●	●									
Shelly McLauchlan											
Lisa Murphy	●	●									
John Powell	●	●									
Florence Trout	●	●									
Adrienne von Tunzelmann	●	●									
Kelly Hohapata <i>Resigned 18.04.23</i>	-										

- Attended.
- A Apology received.
- Absent, no apology received.

# Te Whatu Ora

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## Minutes

Health Consumer Council

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<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Hayley Chapman - Tauranga	

Item No.	Item	Lead	Action
1	<b>Karakia timatanga/Welcome</b>	Theresa	
2	<b>Apologies</b> Denise Tahure Moved: John Seconded: Florence	Chair	
3	<b>Interests Register</b> Moved: Florence Seconded: Adrienne	Chair	
4	<b>Presentation</b> 10:40am Andrea McGee, Integrated Operations Centre Manager, Hauora a Toi Bay of Plenty  <i>How will transition affect services? We have been told, don't panic. Front line will not be impacted. Te Whatu Ora has a strong recruitment plan.</i>  <i>How do you deal with private sector providers? Recruitment issues also. Speaks to Planning and Funding leads to address issues.</i>  <i>Andrea was advised of a community group working on shortages in homebased aged care. The group was developing a research proposal. Andrea said the issue has been raised at the regional level. She would like to hear more and would be happy to talk to the group. Sarah Mitchell is also passionate about this. Hospital was not a good place for aged care – people needed to be able to shift back home. She would be very happy to talk with the working group.</i>  There are lots of initiatives for the winter plan.	Chair	
5	<b>Introduction of HCC Member Candidate</b> 11:00am <u>Shelly McLauchlan</u> Works as a peer support worker for Te Pou Oranga o Whakatohea in Opotiki. Was encouraged to join by her peers. Thanked Theresa for her support and the members for letting her attend. She looks forward to attending further meetings. <i>Where did your peers hear about the HCC? Will ask.</i>	Theresa	Shelley
6	<b>Health Sector Update</b> Close Pathlab issue.	Debbie	

Item No.	Item	Lead	Action
	<p>Advertisement for new members can be put on the Facebook page once we have message finalised.</p> <p>Cyclone Gabrielle – shared screen. District HSS Report – Weekly. This is the reporting board on OnePlace.</p> <p>There are initiatives to target groups that fall through the cracks, to improve healthcare services.</p> <p>Data collected from a variety of sources. With the transition all this data will be available across the motu.</p> <p><i>How are we tracking with colonoscopies? We have improved the wait times. Member gave an example of two people, one was sent to Tauranga who could not make get there, whereas the other person could have if offered that option. Patients should contact schedulers immediately to advise of issues. Could advise GP of this when referral comes through. Debbie will look at information provided to patients so that there is a message about options.</i></p> <p>Can advertise through HQSC for new members.</p> <p>Covid vaccinations are required for frontline staff. HCC deemed category C, non-clinical, office based, so not required, although recommended.</p> <p><i>Flu vaccine not the best one. ARC patients have been given better one. There is also a paid one also which apparently lasts longer but is stronger. There are three types available <a href="#">Flu (influenza) vaccine   NZ immunisations   Te Whatu Ora – Health NZ (immunise.health.nz)</a></i></p> <p>Consultation is still ongoing. Two lots have closed, some extended. Feedback has overwhelmed them. They may look at a more staged approach. Staff are hugely affected.</p> <p><i>Can you comment on the comments by Ayesha Verrall a week or so ago. Haven't heard anything.</i></p> <p>Locality planning? Will send a link. Need clarification around terminology.</p>		<p>Debbie</p> <p>Adrienne</p>
7	<p><b>Minutes of Meeting</b> 12 April 2023 to be confirmed.</p> <p>Moved: Florence Seconded: John</p>	Chair	
8	<p><b>Matters Arising</b> See attached, advise of updates.</p>	Chair	
9	<p><b>Matters for Discussion/Decision</b></p> <p>9.1 Chair's Report</p> <p>9.1.1 National Chairs' met on 2 May.</p> <p>9.1.2 ACC Prevention of Maternal Birthing Injuries Initiative – Sarah Marshall presented.</p> <p>She is very open to, and interested in, ways in which ACC can engage consumers in the community with the Code of Expectation lens. A question Sarah asked was what priority do we give this in our own locality?</p>	Chair	

Item No.	Item	Lead	Action
	<p>Sarah recognises the value of the national chairs group and will talk to other ACC project managers/leads about coming along and doing presentations.</p> <p>If you would like her or any of the ACC team to come talk/present to your consumer councils or consumer/community groups about Prevention of maternal birthing injuries only. Members agreed this would be advantageous. <i>Is there data on inequities and the impacts?</i></p> <p>9.1.3 Hector Matthews, Director Consumer Engagement and Whanau Voice Te Whatu Ora was also at meeting and was did not have an update about Health Consumer Councils.</p> <p>9.1.4 With our review completed we again focus our attention, having more requests for presentations, asking more questions, and requesting information. For each, the following must be considered:</p> <ul style="list-style-type: none"> <li>• Is it of interest to note?</li> <li>• Be more informed.</li> <li>• Does it increase knowledge to advise?</li> <li>• Or because you want to influence their decision making.</li> </ul> <p>9.2 <b>Health Service Provision</b></p> <p>9.2.1 <u>BOP GP Health Care Services</u> and waiting times – for noting and feedback. <i>Deferred to June meeting.</i></p> <p>9.2.2 <u>Recruitment and succession</u> progress.</p> <ul style="list-style-type: none"> <li>• Role description – review and upload to website;</li> <li>• HCC profile page on website – updates required.</li> </ul> <p>9.2.3 <u>Path Lab Services</u> – Noting Dianne McQueen’s response re: collection sites reopening. Mount and Otumoetai still not open – keep as a standing item.</p> <p>9.2.4 <u>Home-based care in WBOP</u> – research proposal – keep as a standing item.</p> <p>9.2.5 <u>Palliative Care</u> – BOP Service update - keep as standing item. CGC has had this as a topic. Should be married with Assisted Dying statistics.</p>	<p>Lisa</p> <p>Adrienne</p>	
10	<p><b>Correspondence</b></p> <p>Outwards: Nil</p> <p>Inwards: 12.04.23 Response from Dianne McQueen, CEO, Pathlab re: Reopening of collection sites.</p> <p>19.04.23 Email from Kelly Hohapata – resignation.</p>	Chair	
11	<p><b>General Business</b></p> <ul style="list-style-type: none"> <li>• Past attendance sheet needs to be added to agenda to show previous year.</li> <li>• Osteoporosis - ACC currently considering a proposal from [Adrienne’s Group] group about fracture prone people. ACC sends an automatic message to patient with ongoing fractures.</li> <li>• Child immunisation Stats – would be interesting to see how it stands in the Bay.</li> </ul>	Chair	

Item No.	Item	Lead	Action
	<p>Childhood Dental Clinics - will get an update from Marty. Sunlive are helping by putting out community messages. Can spotlight GP shortages, immunisations. Taking part in a group called Covid is Over. WHO has downgraded level. Working on a documentary on the Rena. How the community responded, will be in Cinemas in September. Would like any Eastern Bay health messaging.</p> <p>Could follow up with immunisation data. New My Health product. Could another member offer to go to Community Health Liaison Meeting held at 4.30pm, last Wednesday of each month. Please advise.</p>		<p>Rosalie</p> <p>All</p>
12	<p><b>Round Table</b> 12:00pm Rosalie – were you going to invite your sister to submit an EOI. Suggested she look at the page.</p> <p>Kawerau Issue - It is a long standing issue, a number of near misses where people are unable to get into services. Put on next meeting. <i>What can Council do about supporting that community?</i> Ask for more information.</p> <p>Now on joint board – Adrienne. Large healthcare provider. Group is looking at workforce gap. Will raise it at the next board meeting, next month.</p> <p>Notes from last month’s review.</p> <p>New profiles to go up once upgrade hitches are ironed out. Members to send updates so they can be updated together.</p>	Chair	<p>Debbie</p> <p>Adrienne</p> <p>Maria</p>
13	<b>Council Only time</b> 12:30pm	Chair	
14	<b>Next Meeting</b> Wednesday 14 June 2023	Chair	
15	<b>Karakia Whakamutunga</b>	Theresa	

## Health Consumer Council Monthly Meeting Matters Arising 2022/23

Meeting Date	Action required	Who	Action Taken	Completed / in progress
12.04.23	Cyclone Gabrielle – How is this affecting delivery of healthcare?	Debbie		
10.05.23	Options for appointments – look into what is currently being sent to patients.	Debbie		
10.05.23	Locality planning – link.	Adrienne		
10.05.23	Invite Sarah Marshall of ACC to a meeting.	Lisa		
10.05.23	Childhood Dental Clinics – update from Marty.	Rosalie		
10.05.23	New member to go to Community Health Liaison Meeting each month.	All		
10.05.23	Kawerau Issue	Debbie		
10.05.23	New member profiles to go up on website.	Maria	Shelly's is the only one to go up. Will add once received.	
10.08.22	Contact Hayley to see if she is still interested in becoming a member.	Maria	Emailed Hayley. She is still interested. Sent her updated EOI for completion.	Close



Meeting Date	Action required	Who	Action Taken	Completed / in progress
10.08.22	Representative from PHO to attend a meeting.	Debbie	Lindsey Webber, CEO, WBOPPHO has been invited to the Nov meeting.	Close
13.07.22	Training Courses and Health & Safety Training	Maria	Will keep sending through courses for members to attend.	Close
14.09.22	Who is Riki's counterpart?	Lisa		Close
13.07.22	Hospital capacity and progress data for sharing with members.	Debbie	Trying to source some info to share. Provided in emailed Health Sector Update report 13.12.22.	Complete
09.11.22	TOR – Needs to be rolled over. Currently states “Under Review”	Debbie	This is fine until further information is determined from transition.	Close
09.11.22	Annual review – send out document with headings.	Maria	12.12.22 Sent out in email to all members.	Close
09.11.22	Send out link to national positions.	Maria	<a href="#">Who we are – Te Whatu Ora - Health New Zealand</a>	Complete
14.09.22	Articles regarding medical imaging. Find out what this is about. John sent you an email with the link to this article.	Debbie	Mike Agnew, Planning and Funding was emailed regarding this question, but a response was not received.	Close
10.08.22	<ol style="list-style-type: none"> <li>How is this information retained?</li> <li>Ask Comms if they can copy Northland's EOI and put the fillable pdf on our website.</li> </ol>	Maria	<ol style="list-style-type: none"> <li>EOI form now added to webpage.</li> <li>Once completed, the online form is sent to the Health Consumer Council email address.</li> <li>Consider information on Northland's page <a href="#">Northland Health Consumer Council   Northland DHB</a></li> </ol>	Complete

Meeting Date	Action required	Who	Action Taken	Completed / in progress
12.10.22	Circulate notes from Community Health Liaison Group – will seek permission from Chair. e.g. there was a good report from Dorothy Stewart on aged care.	John	Has been given permission to share notes. Will share notes after every meeting.  Adrienne will share the report.	Complete
09.11.22	Hospital & Specialist Operating Model – Send feedback to Maria for combining.	All	Received feedback from Florence only.	Close
09.11.22	8.1.1 Sunlive Article <a href="#">SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First</a> Did hospital publish a response?	Debbie		Close
09.03.22	Remuneration for Clinical Governance meeting attendances and other meetings.	Lisa to liaise with Jonathan Wallace	10.06.22 Maria emailed Jonathan to ask about remuneration for member attendances to the Clinical Governance meetings. 13.12.22 Maria sent email provided by Lisa to Jonathan for his information. 08.05.23 Attendance and payment arrangements agreed.	Complete
14.09.22 12.10.22	Laboratory Closures – Closures need to be publicised more.  Write a letter to General Manager, Planning and	Debbie  Lisa	Matter raised with Mike. Have agreed to take a more proactive approach to communicating closures as per following article.	Close 01.05.23 Dianne McQueen's response passed onto HCC members. 08.06.23 Otumoetai the only collection site still to open.

Meeting Date	Action required	Who	Action Taken	Completed / in progress
	Funding re: impact and more advertising.		<a href="https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/">https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/</a>	
12.04.23	Are Covid vaccinations still mandatory?	Debbie	Not for non-clinical staff, so therefore not required for members.	Close
10.05.23	Notes from last month's review.	Adrienne Hayley	To be discussed at June meeting.	Close
08.03.23	Recruitment 1. Position description to be added to website once finalised. 2. Where can we advertise – OnePlace?	Lisa/All  Debbie	Lisa supplied Northland's position description, Debbie/Maria amended, sent to Rosalie for review. Loaded onto website.  Facebook page, HSQC.	Complete  Complete
12.04.23	Mental Health and Addiction Services Transformation – Email speaker.	Lisa	12.06.23 Email sent and received.	Complete

**HEALTH CONSUMER COUNCIL  
Annual Review Workshop  
11 April 2023**

**Context:**

- Health system reforms, 1-2 year settling period
- End of June onwards/ more will be confirmed & set in stone

**Strengthening/improving how we work:**

- Elevating Health concerns (eg palliative care in EBOP)
- Making our projects meaningful
- Amplified voices in the community, how we ensure we are doing that
- Consumer engagement & whanau voice, to be clear and real
- Assess and measure what this means
- Looking forward, consider how we can hold our place
- Pushing issues through Clinical Governance Committee, Critical Care group, National Chairs Forum
- Making attendance at Grand Rounds a priority – keeps us up to date and informed

**Membership/recruitment:**

- More diversity
- How to make this equitable, different demographics
- EOI Forms
- Plain speaking, job description
- Part of a transition document
- Putting in disclaimer about change in the future
- Marketing through networks, one place
- Recruitment should be managerial not HCC
- More info from candidates: how you came to us

**Weaknesses:**

- Do we need to be doing more?
- Not overreaching ourselves, limited time
- HCC is only one group, could be doubling up eg renal consumer group etc (though these have different functions from HCC)
- No contact list of special interest groups. How do we contact, communicate and link in with these groups? Need a short list of other groups, keep on horizon.
- Haven't found a way to maximise use of networks
- Identifying workstreams/priorities
- HCC needs more clarity, where we fit into the overall scheme of things

**Barriers:**

- District pilot plan/locality areas not set; areas being identified at national level
- Consultation documents, public health documents, could change boundaries
- Regional placements not set
- Where are the reporting lines? directed to Regional
- Issues defined at a national level; we have a different local voice
- Local voices getting lost
- Opportunities offered to be a consumer representative (joining consumer groups) are predetermined, don't necessarily relate to areas of interest any one of us can usefully contribute to
- HCC not having budget, travel (TOR mention travel)
- Not all staff aware of HCC, HCC not being invited for input

**Future roles:**

- Use review as a foundation, where we go to from here (using findings to get better health groups ??)
- Keep identity as a council
- Umbrella group for health organisations in BOP
- Strategic connecting health groups to people (people don't know where to go to find help)
- Mapping possible connections that fit within TOR
- Making these connections relevant for ourselves
- Taking up opportunities for consumer representation, but thinking about time commitments; members being informed on ways to engage – triggers opportunities
- Workstreams: insist on being real
- Getting on with making it real
- Emphasis on the mahi
- Be proactive rather than responsive
- Links – check in with Maria
- Menti Meter – Lisa to learn about this and get back to council; utilise in council responses

**Future meetings:**

- What other health services/issues we might want to pick up on?
- Health issues in the community, raised at Grand Rounds, can we do something about it?
- Personal experiences, where we might put in effort
  - o Pathlab, palliative care, dental care
  - o Sleep disorders that affect all
- HCC members undertaking commitments between meetings; doing homework to bring back to next meeting

Hayley Chapman  
for HCC  
21 May 2023