

# Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

## HEALTH CONSUMER COUNCIL

### Agenda

Date: Thursday 14 February 2024, 10:30am to 1:00pm Venue:  
Kahakaharoa Meeting Room, Te Whare Whakamana (Old  
Planning and Funding Building, 17<sup>th</sup> Ave Business Park)

<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 Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Page
1	<b>Karakia timatanga/Welcome</b>	Adrienne	
2	<b>Apologies</b>	Chair	
	Moved: Seconded:		
3	<b>Interests Register</b>	Chair	
4	<b>Presentation</b> No presentation this month.	Chair	
5	<b>Health Sector Update</b>	Debbie	
6	<b>Minutes of Meeting</b> 7 December 2023 to be confirmed.	Chair	
	Moved: Seconded:		
7	<b>Matters Arising</b> See attached and advise minute taker of any updates.	Chair	
8	<b>Matters for Discussion/Decision</b>	Chair	
	8.1 Chair's Report		
	8.1.1 National Chairs' meeting.		
	8.1.2 Environment Scan and SWOT Analysis.		
	8.1.3 Consumer Council – Role, functions, remuneration and recruitment.		
	8.1.4 Covid – BOP current situation and pathway development.		
	8.2 Health Consumer Council Review of 2023 Year.	Chair	
	8.3 Strategic planning – areas of focus, improvements and possible actions. For discussion and members' input.		
	8.4 <b>Health Service Provision</b>	Chair	
	8.4.1 Tauranga Hospital ICU upgrade and impact on clinical services delivery.		
	8.4.2 Papamoa medical services – update.		

Item No.	Item	Lead	Page
	8.4.3 NZ Smoke free legislation changes – for noting.		
9	<b>Correspondence</b> Inwards and Outwards: None.	Chair	
10	<b>General Business</b>	Chair	
11	<b>Round Table</b> 12:00pm	Chair	
12	<b>Council Only time</b> 12:30pm	Chair	
13	<b>Next Meeting</b> Wednesday 13 March 2024	Chair	
14	<b>Karakia Whakamutunga/Closing</b>		

**HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE**

**2023/24**

<b>Member</b>	<b>April</b>	<b>May</b>	<b>June</b>	<b>July</b>	<b>Aug</b>	<b>Sept</b>	<b>Oct</b>	<b>Nov</b>	<b>Dec</b>	<b>Feb</b>	<b>Mar</b>
Hayley Chapman	•	•	•	•	•	•	•	•	•		
Rosalie Liddle Crawford	•	•	•	•	•	•	•	•	•		
Shelly McLauchlan			•	•	A	•	A	•	•		
Lisa Murphy	•	•	•	•	•	•	•	•	•		
John Powell	•	•	•	•	•	•	•	•	•		
Florence Trout	•	•	•	•	•	•	•		•		
Adrienne von Tunzelmann	•	•	•	•	•	•	•	•	A		
Kelly Hohapata <i>Resigned 18.04.23</i>	-										
Theresa Ngamoki <i>Resigned 09.07.23</i>	•	•	A								

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

# Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

## HEALTH CONSUMER COUNCIL ANNUAL GENERAL MEETING

### Minutes

Date: Thursday 7<sup>th</sup> December-2023, 10:30am to 1:00pm

Venue: Kawakawa Meeting Room, Education Centre

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

Item No.	Item	Lead	Who
1	<b>Karakia timatanga/Welcomes</b>	John	
2	<b>Apologies</b> Adrienne Moved: Florence Seconded: John	Chair	
3	<b>Interests Register</b> Nil	Chair	
4	<b>Presentation</b> No presentation this month. <i>Pritika Nand re-introduced herself, she moves into the role of Person Centred Experience Lead in Feb 2024. She will support the HCC.</i>	Chair	
5	<b>Health Sector Update</b> <ul style="list-style-type: none"><li>• “Consumer delegation” process mentioned as proposed national policy related to consumers allowing others to have access to their information, not yet fully explained.</li><li>• Government’s first 100 days causing some confusion.</li><li>• Concern over what might happen over Christmas period in hospital, staff interested in more security. Education available on-line (American).</li><li>• <i>Stop smoking changes? Appears to be no change to current situation.</i></li><li>• <i>Proposed new hospital build for future needs? No update available.</i></li><li>• <i>Will there be media coverage to the public regarding hospital services over the Christmas period?</i></li><li>• <i>What is the ED service plan for Tauranga holiday period? Sunlive article being developed, will follow up with hospital management.</i></li><li>• <i>Is there an update on the EBOP mental health building update as the public are not aware of the plans.</i></li><li>• <i>Debbie and Maria’s roles will change in 2024.</i></li></ul>	Debbie	

6	<p><b>Minutes of Meeting</b> 8 November 2023 to be confirmed.</p> <p style="text-align: right;">Moved: John Seconded: Hayley</p>	Chair	
7	<p><b>Matters Arising</b> See attached and advise Maria of any updates. <i>Chair to update.</i></p>	Chair	
8	<p><b>Matters for Discussion/Decision</b></p> <p>8.1 Chair's Report</p> <p>8.1.1 Consumer Engagement QSM – Members received the correspondence from Asa Hobson – Acting Executive Director, Health Quality &amp; Safety Services. Will get the requested members feedback after report completed - under 'Matters for Discussion/Decision.' 8.3.</p> <p>8.1.2 Path Lab Services - Otumoetai service resumed 4<sup>th</sup> December 2023, no assurance given that it won't happen again. This was raised at CGC and the feedback was, that the question can be asked but they are not part of Te Whatu Ora so not under obligation to provide information. Lab service at Huia Marae provided.</p> <p>New 24 hr health service at Papamoa is a private service, not locally funded, and could impact on poorer people. <i>What will happen to avoid increasing ED demand?</i></p> <p>8.1.3 Covid 19 Vaccinations - Acute care post vaccine for those at-risk people including those that suffer vaccine reactions with non-specific cause. Members of the community needing Covid vaccinations that have crash units and specialists while receiving or post vaccine. The previous clinics are no longer in operation and none of the outside providers know about the clinics. This has changed as there are now different recommendations on who gets boosters and different vaccines available. GP is the appropriate first call and they can refer through to the appropriate person. There are concerns that GP should be referring into hospital if required but they seem to be referring to pharmacies. It was confirmed that GP is still appropriate to make that call. The question was asked by a CGC lead if this is something that CGC needs to go back to GP Liaison information so that GPs are aware of this pathway. Asa to come back to Chair regarding the need for correspondence to go to GP's regarding pathway for referral into hospital should the patient need acute care post vaccine.</p> <p>8.1.4 National Chairs' Meeting - There were no guest speakers at this meeting, Hector Matthews did not attend. Russ Aiton has agreed to stay on as Chair up to the next 6 months or so to support the National group with discussions with National teams.</p> <p>8.1.5 Consumer Council – As Hector wasn't at the National Chair's meeting this month, no update available, recruitment remains on hold.</p> <p>8.2 Hauora a Toi Bay of Plenty Health Consumer Council Review 2023. Thank you to those that provided feedback. It is a lengthy process to</p>	Chair	Debbie

	<p>pull this document together. Maria is collating the feedback, for final review by Chair and then distribution.</p> <p><b>8.3 Health Service Provision</b></p> <p>8.3.1 HCC Strategic Planning – Areas of focus: Improvements and possible actions - discussed. If so, it will need more active input from all members.</p> <p>Members will give more thought to further information to be updated in this document and it be maintained in a similar way as the Matters Arising is. Discuss at February meeting.</p> <p>Good point in meeting to note quote regarding commitments and all members making an equal contribution so most of the work doesn't fall on the same few members:</p> <p>“Excellence is never an accident. It is always the result of high intention, sincere effort, and intelligent execution; it represents the wise choice of many alternatives - choice, not chance, determines your destiny.” — Aristotle</p> <p>8.3.2 Path Lab Services – refer to 8.1.2 above <a href="https://www.pathlab.co.nz/locations">https://www.pathlab.co.nz/locations</a></p>		All
9	<p><b>Correspondence</b> Inwards and Outwards: <i>Emails to from Asa Hobson.</i></p>	Chair	
10	<p><b>General Business</b></p> <p>10.1 BOPHCC web page <a href="#">Bay of Plenty Health Consumer Council (BOPHCC)   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a></p> <p>10.2 Christmas Staff Lunch – Old CEO Carpark, Thursday 7 December 2023 11:00am to 2:00pm.</p>	Chair	
11	<p><b>Round Table</b> 12:00pm</p> <ul style="list-style-type: none"> <li>• Tauranga fluoridation issue has a legal aspect to consider before implementing.</li> <li>• Reassurance that no conflict of interest between HCC role and employment at Sunlive.</li> <li>• Member to commence post grad study in 2024.</li> </ul>	Chair	
12	<p><b>Council Only time</b></p> <ul style="list-style-type: none"> <li>• HCC member role.</li> </ul>	Chair	
13	<p><b>Next Meeting</b> Wednesday 14 February 2023</p>	Chair	
14	<p><b>Karakia Whakamutunga/Closing</b></p>	Chair	

## Health Consumer Council Monthly Meeting Matters Arising 2023/24

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
12	10.05.23	New member profile to go up on website.  Updated profiles to be sent to Maria.	Maria  All	20.11.23 Shelly's profile and photo uploaded, Hayley's and Adrienne's update.  Members to review their profiles over the break and forward updated profiles to Maria, so profiles are updated for the start of 2024.	Complete
16	14.06.23	Invite deputy chair of Community Health Liaison Group to next meeting.	Adrienne	11.10.23 Leave until Feb 2024 meeting.	
17	14.06.23	Consumer Engagement Quality Safety Marker – due back in September. HCC to be consulted before it is submitted. Raised at CGC meeting.	Maria/Debbie	Contacted Asa who advised that she believes there is a new format, it has not been submitted for a while. Pritika will look into this once she starts her new role in Dec.  Chair to provide Council feedback to Pritika.	
24	11.10.23	Hospital visit for November meeting. What is it you would like to see? Email Debbie.	All	Members sent in areas they would like to visit. Will aim for March meeting.	
20	12.07.23	Pathlab issues. Raised at CGC meeting.	Lisa	13.09.23 Update - In 2nd week of training. Will follow up at next CGC meeting. Kate suggested CGC escalate to Tim Slow. 20.11.23 Email sent to Dianne	Close

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
				McQueen requesting an update. Otumoetai re-opened 4 December 2023.	
22	12.07.23	Hauora a Toi Bay of Plenty website – feedback on content and ease of use.	All	Revisit once website updated Nationally.	Close
23	13.09.23	Website – Advanced Care Plan – hard to find. Asa will follow up and report to next CGC.	Lisa	20.11.23 Type “Advance Care Plan” into search bar and option comes up. Unfortunately search engine is not intuitive. Revisit once website updated Nationally.	Close
25	11.10.23	HCC Strategic Planning – Areas of Focus. Table prepared, fill in right hand column.	All		Complete
26	08.11.23	Lab testing at Huria Marae. Will scan and send brochure received in mail to everyone. Can anyone attend? Further information.	Hayley	Information emailed to members.	Complete
27	08.11.23	New Papamoa 24-hour healthcare centre. When is it opening?	Rosalie	January 2024	Complete