

Agenda

Health Consumer Council

Venue: Kawakawa Room, Education Centre,
889 Cameron Road, Tauranga or [Zoom](#)

Date: 11 August 2021, 10:30am to 1:00pm

Chair	Lisa Murphy	Minutes	Maria Moller
Members	Grant Ngatai, Deputy Chair Adrienne von Tunzelmann, Deputy Chair Sue Horne – Tauranga John Powell – Mount Maunganui	Florence Trout – Tauranga Rosalie Liddle Crawford – Mount Maunganui Tessa Mackenzie – Katikati Theresa Ngamoki – Whakatāne	
In attendance			

Item No.	Item	Lead	Page
1.	Karakia timatanga/Welcome		
2.	Presentation: None.		
3.	Apologies: Sue Horne Moved: Seconded:	Chair	3
4.	Interests Register:	Chair	
5.	Minutes of Meeting: 14 July 2021 to be confirmed. Moved: Seconded:	Chair	4
6.	Matters Arising: See attached – to be updated.	Chair	7
7.	Matters for Discussion/Decision		
a.	Chair's Report – attached.	Chair	11
b.	Community Engagement – Letter and proposal.		
c.	Health and Disability Sector Reform Update from Transition Unit		
d.	Covid Pamphlet		
e.			
8.	Correspondence: Press release – Queen's Honours Awards Recognition.	Chair	12
9.	Health Sector Update:		
10.	Reports of participation in other groups:	Chair	
11.	General Business: Member resignation. Update member contact list.	Chair	
12.	Next Meeting: 8 September 2021		
13.	Next Board Meeting: Wednesday 25 August 2021 Agendas available here just before each meeting: Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB		
14.	Karakia Whakamutunga		

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2021/22

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Terehia Biddle (Resigned 26/7/21)	-	-	●	-								
Rosalie Liddle Crawford	●	●	●	●								
Sue Horne	●	●	●	●								
Theresa Ngamoki	A	A	●	A								
Grant Ngatai	●	A	●	●								
Tessa Mackenzie	●	●	A	●								
Lisa Murphy	●	●	●	●								
John Powell	●	●	●	●								
Florence Trout	●	●	●	●								
Adrienne von Tunzelmann	●	●	●	●								

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

Minutes

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Date: 14 July 2021, 10:30am to 1:00pm

Chair	Lisa Murphy	Minutes	Maria Moller
Members	Grant Ngatai, Deputy Chair Adrienne von Tunzelmann, Deputy Chair Sue Horne – Tauranga John Powell – Mount Maunganui	Florence Trout – Tauranga Rosalie Liddle Crawford – Mount Maunganui Terehia Biddle – Whakatāne Tessa Mackenzie – Katikati Theresa Ngamoki – Whakatāne	
In attendance	Lisa, Adrienne, Grant, Rosalie, John, Florence, Sue, Tessa, Debbie, Maria		

Item No.	Item	Lead	Action
1.	Karakia timatanga/Welcome	Grant	
2.	Presentation: None.		
3.	Apologies: Theresa Ngamoki. Terehia Biddle – Absent. Moved: Rosalie Seconded: Grant	Chair	
4.	Interests Register: None.	Chair	
5.	Minutes of Meeting: 9 June 2021 confirmed. Moved:Rosalie Seconded:Grant	Chair	
6.	Matters Arising: See attached – to be updated.	Chair	
7.	Matters for Discussion/Decision		
a.	Chair's Report – attached.	Chair	
b.	Workshop Conclusion– Community Engagement Vision Workshop - 'Creating a system of consumer voice' <ul style="list-style-type: none"> Do we want to focus on “local”, as in the “consumer/community voice within the local health system”, or the wider context of consumer engagement in health (or, both). Do we mean our proposal for an independent consumer leadership group to be a replacement for the current HCC (transforming its status and giving it greater autonomy through control over its own budget and resources); or in addition to HCC? <p><u>Members discussed:</u> Clarification – Is this a model for DHB interaction. Send a copy of paper to Chris and Dion of HQSC.</p> <p>Some editing required for clarity. Members discussed changes to improve. What are our recommendations?</p> <p>Florence to re-word covering letter and send through to Adrienne and Lisa.</p>	All FT AV & LM	

Item No.	Item	Lead	Action
c.	PRESS RELEASE Queen's Honours awards recognition update. See 9. DHB Update below.	Chair	
d.	<p>New mental health facility at Whakatāne Hospital. See the following link: https://www.newsroom.co.nz/dispute-over-four-beds-threatens-new-mental-health-unit-build?utm_source=Friends+of+the+Newsroom&utm_campaign=d4b7f750eb-Daily+Briefing+29.06.2021&utm_medium=email&utm_term=0_71de5c4b35-d4b7f750eb-97879663 Dispute over four beds threatens new mental health unit build?</p> <p>Debbie clarified that the money for the rebuild of Mental Health facility in Whakatane and a refurbishment for Mental Health in Tauranga to bring buildings up to standard.</p> <p>Is this an issue that the members want to know more about? Perhaps mental health in the community might be more beneficial.</p>	Adrienne	None
e.	Consumer Engagement QSM Report.	Chair	
8.	Correspondence:	Chair	
9.	<p>DHB Update:</p> <ul style="list-style-type: none"> • CEO Newsletter – Contains a lot of information about transition and what is happening around the DHB. Email out to members. • Board attendance – members welcome to attend open part of meeting. Board meeting dates and times to be added to bottom of HCC minutes/agendas. Board agendas are available on the BOPDHB website just before each meeting Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB • Letter and proposal from outcome of workshops to be finalised and sent to Board Chair for August. Would like to meet with her. • Press release – statement congratulating recipients to go to Comms for release. Debbie advised that CEO has already sent letters of congratulations out. It may now be a bit late to be sending this out. • HQSC markers presentation offered by HQSC. Members to decide when they would like presentation. • Upcoming CGC and all other meeting may be cancelled due to the upcoming Nurses strikes. DHB is under immense pressure at the moment. • Grand Round happens on a Tuesday at 12.30pm. Next one is with the Exec Team. Members welcome to come. MM to send out invitation. • NZ Health Transition Unit is canvassing all areas of health, not just DHBs. 	Debbie	<p>MM</p> <p>MM</p> <p>AV</p> <p>Lisa</p> <p>MM</p>

10.	Reports of participation in other groups:	Chair	
11.	General Business		
a.			
12.	Next Meeting: 11 August 2021		
13.	Next Board Meeting: Wednesday 28 July 2021 Agendas available here just before each meeting: Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB		
14.	Karakia Whakamutunga Meeting closed at 12:57pm.		

UNCONFIRMED

Health Consumer Council Monthly Meeting Matters Arising 2021

Meeting Date	Action required	Who	Action Taken	Completed / in progress
14.07.21	HQSC offered workshop to members to show a couple of new tools/reports including Quality Alert, Quality Dashboard and COVID Effect App.	Lisa/All		
14.07.21	Invitation to Grand Round – held on Tuesdays. Send out invitation to members.	Maria	Will email info out for next Grand Round. Not occurring on a regular basis at present due to strikes and hospital alert level.	
14.07.21	Wordsmith covering letter to Board Chair. Finalise proposal. Send out.	Florence Lisa Adrienne	Done and passed to Lisa.	
09.06.21	Chair to ask CE, Ops GM and Debbie Brown to meet with HCC future. Examples: Papamoa health needs excluded HCC involvement after the HCC raised the issue with management initially; EBOP EVERY discussions about future health care does not	Lisa		

Meeting Date	Action required	Who	Action Taken	Completed / in progress
	appear to include consumer voice.			
14.10.20	Update groups you attend on Connex.	All	<i>Members to check Connex, working area "HCC Community Connections" and add details.</i>	<i>Ongoing</i>
09.09.20	Housing Shortage - Accessible Housing took over from Housing New Zealand. How is that going?	AV		<i>Ongoing.</i>
09.09.20	TOR: a) Recruiting Maori consumer members. Contact Marama for guidance. b) Source flowchart to be annexed.	TA TA		
14.07.21	Send a copy of CEO Newsletter out to members.	Maria	Will email a copy the next time it is published.	Completed.
14.07.21	Add upcoming board meeting dates to bottom of minutes and agendas.	Maria	Will add these as they arise. Board agendas are on the BOPDHB website just before the meetings Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB.	Completed.

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.12.20	Health & Disability System Review – members to read and feedback to DHB about where the consumer council should be involved.	All	Not sure if completed but closed.	Completed.
09.12.20	National Trauma Network correspondence – circulate to members.	Sue	Not sure if this was completed but closed.	Completed.
09.12.20	Webinar link for sharing with members.	Sue/Tim	Unable to be completed.	Completed.
09.06.21	Tim to draft the invitation letter attaching discussion paper, to reflect our proposed future consumer voice. Chair to review, circulate and send by early July. Suggested meeting to align with the August HCC meeting.	Tim	Provided to members.	Complete
09.06.21	Send letter/press release of congratulations to Janet Peters for her Queen's Birthday Honour.	Adrienne, Rosalie, Lisa	Sent out to various news publications throughout NZ.	Completed
14.07.21	Send out last three CEO Newsletters to members.	Maria	Emailed 15.07.21	Completed
09.12.20	Meeting Summaries – find out if HCC has it's own email address and who monitors it?	Maria	Emailed address, no response. IT advised that Pritika, Averil and Tim have access to this email address. Not sure if anyone is monitoring it. The email address is	Completed

Meeting Date	Action required	Who	Action Taken	Completed / in progress
			Consumer.Council@bopdhb.govt.nz . Relevant emails seem to be forwarded to the Chair. Will enquire again if this is happening. Maria now managing this email address, she is forwarding on relevant emails to Lisa.	
14.10.20	Arrange for a member of the Tauranga Community Liaison Group to attend December meeting.	JP	JP & SH to extend invitation	Completed.
14.10.20	Perspectives sought on Consumer Engagement Quality and Safety marker and Whānau – centred co-design draft paper. Tim to send out zoom meeting invite and slides to discuss further with members.	All	On-going - led by Tim.	Completed. Paper circulated to Council.

Health Consumer Council - Chairs Report July 2021

Key Topics:

- Consumer Engagement Workshop Conclusion
- Press Release Queen's Honours awards recognition
- Whanau & Consumer-centred Healthcare Council
- DHB Update
- Mental Health Facility Upgrades
- Member Resignation
- Reporting of meetings attended

The two workshops regarding improving consumer engagement in the healthcare system, has been formulated into a proposal and letter to the DHB Board Chair. This is in the process of being finalised.

HCC sent out a press release to various news publications throughout NZ to recognise recipients of awards in the 2021 New Year's and Queen's Birthday Honours who have made significant contributions to health in the Bay of Plenty (copy attached)).

Scheduling of meetings of the Whanau & Consumer-centred Healthcare Council will be revisited in September.

The Senior Advisor Governance and Quality gave an update of what was happening at the DHB.

HCC members were interested in a recent news article on the indecision around plans for a new mental health facility at Whakatāne Hospital and sought an update on the plans for Tauranga. Among other questions regarding provision at both sites longer term transition places as well as critical beds. Senior Advisor Governance and Quality advised the funds allocated for mental health facilities in Tauranga and Whakatane are for the upgrade of the facilities.

Links to DHB Board meeting agendas and minutes, will now be included in the monthly HCC Agendas. CEO Newsletter will be emailed to members.

A recent resignation of one of our members brings the current HCC membership to 9. A request has been sent to update the DHB site profile page.

Chairperson attended the National HCC Chairs meeting, and Chairs meeting with the HQSC. These focussed on Consumer Engagement Quality and Safety Marker and Health NZ Transition Unit. Also attended CGC meeting.

Lisa Murphy

Chairperson
Health Consumer Council
Bay of Plenty District Health Board

Media Release

FOR IMMEDIATE USE



Media Release from the Bay of Plenty Health Consumer Council

Honours awards shine spotlight on Bay of Plenty health

16 July 2021

Bay of Plenty Health Consumer Council chair Lisa Murphy says that the honours awards this year have shone the spotlight on health services in the Bay of Plenty.

“We want to congratulate and thank Janet Peters, Yvonne Boyes, Chloe Wright and Dr Jann Medicott on being recognised this year for their services to health here in the Bay of Plenty,” says Lisa.

“Janet was recognized at Queen’s Birthday Weekend as a member of the New Zealand Order of Merit for her services to mental health. Yvonne was awarded the Queen’s Service Medal in the New Year Honours List for her contribution to health, particularly her service in nursing and cancer care.

“Chloe, who has been made an Officer of the NZ Order of Merit is recognized for her services to philanthropy, education and health. And Dr Jann Medicott received a MNZM in the New Year’s Honours List for services to philanthropy, the arts and radiology.”

Janet Peters is a registered psychologist who has worked in the areas of mental health and addiction services for more than 30 years.

“Janet’s contribution to our community and the nation is hugely significant in helping to reduce stigma around mental illness,” says Lisa. “She has helped to influence change so that the taboo of openly discussing issues around mental health has been removed.

“Janet’s passion and love for communicating information around mental health and addictions means that the public has become more informed, which is essential for reaching everyone who has struggles with their mental wellbeing.”

Lisa says Yvonne Boyes award is especially significant in this last year of COVID-19.

“The pandemic has highlighted the role of nursing and how essential this sector is in our community.”

The award highlights the extent of Yvonne’s contribution over the last 20 years, including overseeing the completion of the Project Hope Cancer Treatment Centre building in 2008, which facilitated treatment in Whakatane without needing to travel for treatment to Hamilton or Tauranga.

“Yvonne’s work in enabling Eastern Bay locals to access cancer treatment and care in their own part of the Bay of Plenty is immeasurable for helping families support their family member during what for many is a stressful time,” says Lisa.

The BOP Health Consumer Council say Chloe Wright and the Wright Family Foundation have made a huge financial contribution to community initiatives.

“Chloe has a longstanding passion for the wellbeing of mothers and children and founded Mothers Matter and the Bethlehem Birthing Centre,” says Lisa.

Jann worked as a radiologist from the late 1970s until retiring in 2011 and has also contributed in many other ways within the Bay of Plenty.

“As well as establishing Medex, Jann has also sponsored an annual creative arts award and the Jann Medicott Acorn Prize for Fiction,” says Lisa.

“Thank you to Yvonne, Janet, Chloe and Jann for their many committed years of service in mental health, nursing, cancer treatment, radiology and postnatal health. Your work has enabled so many in our community to access and use health services, and to be better informed about what is available.

“You’ve brought positive change and for this we as a health consumer council are very grateful,” says Lisa.

For further information please contact:

Bay of Plenty Health Consumer Council chair Lisa Murphy