

Agenda

Health Consumer Council

Date: 8 June 2022, 10:30am to 1:00pm

Venue: Kawakawa Room, Education Centre, Tauranga Hospital
or Via [Zoom](#)

Chair	Lisa Murphy - Tauranga	Minutes	Maria Moller
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga Florence Trout – Tauranga Theresa Ngamoki – Whakatāne	John Powell – Mount Maunganui Rosalie Liddle Crawford – Mount Maunganui	
In attendance			

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome	Theresa	
2	10.40am Prospective new member, Hayley Chapman to introduce herself.		
3	Health Sector Update	Debbie	
4	Apologies	Chair	3
	Moved: Seconded:		
5	Interests Register	Chair	
6	Minutes of Meeting	Chair	
	9 March 2022 <u>attached</u> to be confirmed. Note: "Council Only Time" minutes need to be distributed to members before minutes can be confirmed.		4
	Moved: Seconded:		
	11 May 2022 <u>attached</u> to be confirmed.		8
	Moved: Seconded:		
7	Matters Arising See attached – to be updated.	Chair	12
8	Matters for Discussion/Decision		
	8.1 Chair's Report – attached.	Chair	15
	8.2 National Consumer Chairs in Wellington on 15 – 16 June	Chair	
	8.3 Grand Round meetings.		
	8.4 Palliative Care.	Theresa	
9	Correspondence	Chair	
	Inwards: 12.05.22 Email from Health NZ Transition Team.		17
	Outwards: 17.05.22 Email to Health NZ Transition Team.		
	19.05.22 Letter to Board.		20
	20.05.22 Email to Gary Tonkin.		21
	03.06.22 Letter to Consumer Group, MHAS.		22

10	General Business 10.1 Reports of participation in other groups – community feedback.	Chair Rosalie	
11	Council Only Time		
12	Health Consumer Council Lunch – seated in accordance with 2 metre distancing requirements 12-1pm.		
13	Next Meeting 13 July 2022		
14	Final Board Meeting Wednesday 22 June 2022 Agendas available here just before each meeting: Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB		
15	Karakia Whakamutunga	Theresa	

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2022/23

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Rosalie Liddle Crawford	A	●									
Theresa Ngamoki	●	●									
Lisa Murphy	●	●									
John Powell	●	●									
Florence Trout	●	●									
Adrienne von Tunzelmann	●	●									
Tessa Mackenzie (Resigned 12.04.22)	●	-									
Grant Ngatai (Resigned 11.04.22)	A	-									

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

Minutes
Health Consumer Council

Date: 11 May 2022, 10:30am to 1:00pm
Venue: Kawakawa Meeting Room, Education Centre or Via [Zoom](#)

Chair	Lisa Murphy - Tauranga	Minutes	Maria Moller
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga Rosalie Liddle Crawford – Mount Maunganui	Theresa Ngamoki – Whakatāne John Powell – Mount Maunganui Florence Trout – Tauranga	
In attendance	Lisa, Adrienne, Rosalie, Theresa, John, Florence		

Item No.	Item	Lead	Action
1	Karakia timatanga/Welcome	Theresa	
2	Apologies NA. Rosalie left at 11.30am.	Chair	
3	Interests Register NA	Chair	
4	<p>Minutes of Meeting 9 March 2022 <u>attached</u> to be confirmed. Note: “Council Only Time” minutes need to be distributed to members before minutes can be confirmed.</p> <p style="text-align: right;">Moved: Seconded:</p> <p>13 April 2022 <u>attached</u> to be confirmed.</p> <p>Closed topics: Hospital visiting restrictions and palliative care Moved: Adrienne Seconded: John</p>	Chair	Lisa
5	<p>Health Sector Update Debbie Brown, Senior Advisor Governance and Quality Papamoa – there is activity happening about this location but nothing formal yet.</p> <p>Privacy Officer – Interim Health New Zealand Privacy person met with BOPDHB and asked DHB to provide information about our official interactions.</p> <p>Transition Unit is trying to find out what is happening with Consumer Councils. Has been providing Gary with information such as remuneration. He will be working on the framework nationwide. Will wait for what comes out nationally.</p> <p>Industrial action by Allied Technical – will mainly impact planned care.</p> <p><u>Palliative Care</u></p> <ul style="list-style-type: none"> BOPDHB is aware of the issues in the EBOP. We are working on end-of-life care. Assisted dying coordinator 0.03 FTE will be appointed to help ensure that services are improved. 	Chair	

Item No.	Item	Lead	Action
	<ul style="list-style-type: none"> • Could we share Theresa's story. Yes. This is just one story of many in the same situation. • It is a national issue. Richard Thurlow spoke of the lack of funding. • Health reform webinar referred to rural health and whether the localities will cater for those in remote areas. • Pain management, home support, psychosocial support. • The current coordinator explains what is available, only works part time. She will be preparing a report detailing the gaps. • It is on the board and CEO radar. • Major decline in hospice trained staff – lost 15 staff. Members of public have contacted the papers about this. • No specialist service in EBOP, no 24-hour service. Struggle to get the access to simple services. Psychological input makes a significant impact on the patient and family. • Would like to write to board and CEO regarding the palliative care crisis. Would like this to be a proactive project. Send the letter to Debbie by Friday and she can get it on the May agenda. Will ensure that it is on the risk register. <p>Some information is starting to come out about the pilot locality sites. <i>How could the Consumer Council be proactively involved in this issue.</i></p> <p>Privacy week this week – theme is “foundation of trust”.</p> <p><i>Planned Care – what is BOP status.</i> Have been outsourcing. Pete and Jeff have been putting together a sustainability plan for our area. <i>Have they got a consumer voice.</i> Debbie will check.</p> <p>Letter from addiction services. They sent a similar letter a few years ago and Averil sent a letter in response. Can Lisa have a copy of that letter. Main consumer group was to be Consumer Council with the other groups feeding into it.</p> <p>Urology backlog – backlog was 200 and is now 600. Prioritizing cancers.</p>		<p>Theresa Debbie</p> <p>Debbie</p> <p>Debbie</p>
6	Matters Arising See <u>attached</u> .	Chair	
7	<p>Matters for Discussion/Decision</p> <p>7.1 Chair's Report – See <u>attached</u>. No comments.</p> <p>7.2 Gary Tonkin, Programme Manager, Interim Health New Zealand</p> <ul style="list-style-type: none"> • Request BOP profile (see attached); • Request for (3) areas of concern. <ul style="list-style-type: none"> ▪ Where will the consumer council sit in the new structure, Nationally, Regions, Localities? Including who will have responsibility for locality issues? To whom do we address our advocacy work when the board is disbanded? ▪ How will consumer voice be engaged and remunerated more accurately and realistically in the new system? Trouble recruiting because of the unpaid hours of input required. Hours per month: Chair – 40 hours, Deputy Chair – 20 hours, Members – 12 hours. ▪ Barriers to being generally diverse. 	Chair	

Item No.	Item	Lead	Action
7.3	Rob Campbell, Chair of the interim board of Health New Zealand/Hauora Aotearoa meeting with National Chairs. <ul style="list-style-type: none"> Request questions and areas of concern re: Consumer Engagement. <p>Similar issues to above to Gary Tonkin.</p>		
7.4	Recruitment and succession. <p>Kelly – Rosalie confirms her agreement to Kelly being appointed. Hayley - invite her to next meeting. All agreed.</p> <p>Will hold off any further recruiting for now.</p>		All Adrienne
7.5	Acknowledgement to outgoing Board. What should go into the letter? Members to send input to Adrienne.		
7.6	Consumer Engagement Quality Safety Marker – provide feedback, see <u>attached</u> . <p>Scores are probably similar to the October report. Amendments required: “HCC was started in 2018. Resourcing and support is inadequate.” Different groups will grade this report differently. Who else has input into this report? Ask Asa.</p>		Maria
8	Correspondence		
8.1	Inwards: <ul style="list-style-type: none"> 27.04.22 Email from Gary Tonkin, Programme Manager, Interim Health New Zealand requested information about the BOPHCC, see <u>attached</u> email with Lisa’s response. 		
8.2	Outwards: <ul style="list-style-type: none"> 02.05.22 Email response to Gary Tonkin. 02.05.22 Thank you letter to Tessa Mackenzie. 02.05.22 Thank you letter to Grant Ngatai. 		
9	General Business	Chair	
9.1	Reports of participation in other groups – community feedback. <ul style="list-style-type: none"> Rise Up Tauranga Baking – will discuss at next meeting as Rosalie not present. 		
10	Council Only Time <ul style="list-style-type: none"> Iwi Maori Partnership Board. Working lunch for June meeting – invite past members of 2022, use Prezzy Card. 	Chair	
11	Next Meeting 8 June 2022		
12	Next Board Meeting Wednesday 25 May 2022 <p>Agendas available here just before each meeting: Bay of Plenty District Health Board (BOPDHB) Bay of Plenty District Health Board Hauora a Toi BOPDHB</p>		
13	Karakia Whakamutunga	Theresa	



HEALTH CONSUMER COUNCIL

Meeting – 11 May 2022

Health New Zealand transition groups are periodically approaching the DHB for information on the way we operate our business. Updates on development continue to come in and are shared. No significant changes will occur on 1 July 2022.

Palliative care in the EBOP is a big issue. The DHB is aware of this and are working to improve services. A member shared their experience.

Acknowledgement letter sent to outgoing Board.

Discussion around the Consumer Engagement Quality Safety Marker reporting.

Health Consumer Council Monthly Meeting Matters Arising 2022/23

Meeting Date	Action required	Who	Action Taken	Completed / in progress
13.04.22	Rural Engagement – Interim Health and Maori Health Authority Zoom – slides to be circulated when received.	Lisa		
13.04.22	Consumer Health Forum Aotearoa – Copy of summary to be circulated.	Adrienne		
13.04.22	Update on Papamoa developments.	Debbie	Updated at 11 May meeting.	Complete.
13.04.22	Topics of closed part of March meeting need to be added to March minutes. March minutes will then need to be confirmed at May meeting.	Lisa	Lisa to follow up with Rosalie.	
09.03.22	Two prospective member details to be passed on to another member to make contact.	Tessa/Lisa		
09.03.22	Remuneration for Clinical Governance meeting attendances.	Jonathan		

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.03.22	Healthshare – Systems and IT projects – would like to engage with Council. Will come back with more info.	Debbie	Have not heard anything back, so will close.	Completed.
09.02.22	Send EOI form to suitable people.	All	On hold.	
09.02.22	Create information pack for prospective new members.	Maria	In progress. Refer prospective members to website for profiles, TOR and past meeting info.	
09.02.22	Convert prezzy card into \$20 cards (or cash) for distribution amongst the members.	Lisa	Will cost too much to purchase individual cards. Hold onto it for now.	
13.10.21	When will meetings including Execs resume?	Jonathan		
13.04.22	Letter of thanks to go to outgoing Board.	Lisa	19.05.22 Done.	Complete
13.04.22	All members to unanimously agree to appointment of Kelly as new member. Then send out onboarding info to new member.	Lisa Maria	All members agreed except Rosalie who was absent from the meeting. Lisa to follow up. 11.05.22 Done. 20.05.22 Sent.	Complete
13.04.22	Contact Katikati Disability Group re: recruiting possible members.	Lisa	Put on hold until future of HCC known.	Complete
13.04.22	Thank you letters to be drafted for resigning members, Tessa and Grant.	Maria/Lisa	Drafted and sent to Lisa 26.04.22. 03.05.22 Sent back to Lisa for sending out.	Complete

Meeting Date	Action required	Who	Action Taken	Completed / in progress
13.04.22	Lisa requested acknowledgement of the HCC paper from management.	Debbie	Pete acknowledged receipt at 8 September 2021 meeting.	Complete
09.03.22	DDGG – was a member elected for this group.	Maria	Emailed Richard Li. 08.04.22 Sent a reminder. Awaiting response. Rosalie chosen, Richard to contact her.	Complete.
09.02.22	Ask Kelly to complete a new EOI.	Theresa	May not be necessary now as Kelly joined the March meeting.	Close, as now not required.
13.04.22	Tessa's exit letter to go to Exec Meeting.	Debbie	Taken to Exec Committee 26.04.22.	Complete
09.03.22	Response from EY regarding feedback provided by members.	Maria	Emailed Alex from EY. Sent his response out to members 4.4.22.	Complete
08.12.21	Send Housing and Disability Project information to Monique at Zest.	Adrienne	Sent.	Complete
08.12.21	Document sharing options for members? Connex not suitable.	Maria	Connex is the only document sharing system available.	Complete
10.11.21	Large queue outside hospital front entrance. What plans are in place if it rains? Upper and lower carparks?	Debbie	Circumstances have moved on from this.	Complete
09.02.22	Invite Jonathan Wallace to next HCC meeting.	Maria	Done	Complete

Health Consumer Council – Chair’s Report May 2022

Key Topics:

- Consumer Engagement with DHB
- DHB Update
- Whānau & Consumer-centred Healthcare Council
- Membership recruitment and succession
- National Chairs of Consumer Council meetings.

HCC Chair requested CEO to provide clarification on how the Health Reform changes including Localities will impact the council, and as co-design will be the main driver, if that will include consumer input early on.

Members who attend the last two Grand Round meetings found the presentations on Risk Management and National Bowel Screening Programme particularly informative.

The Consumer Engagement proposal that had been sent to the Board for endorsement has yet to have generated a written response. This still requires following up if the response will now come from Bay of Plenty interim executive team during this transitional phase.

A letter of recognition has been sent to the outgoing Board (see attached correspondence).

A member of the HCC sent a request to the outgoing Board with the endorsement of the HCC, to elevate the Palliative Care crisis as a priority concern to the incoming entity and membership, addressing the long standing, unmet needs and worsening situations of a whole population where access to a local specialist palliative care service is not provided in a way that meets those needs impacting right now on our community, both Māori and non-Māori.

A brief acknowledgement from the CE and thanks was sent to the Council member. The letter to the Board in relation to palliative care in the Eastern Bay has been discussed in the public part of the meeting. As a result, the CE will advise the Council members of these developments as a priority.

A Whānau & Consumer-centred Healthcare Council meeting schedule is still to be revisited.

Written notification of an existing member's resignation has been received. Membership recruitment and succession continue with two EOI. One candidate has been approved by members to continue to move forward to the next step in the recruitment process. The members have yet to meet the second candidate.

Chair attended monthly HQSC Zoom meeting. HQSC provided an update on the Consumer Code of Expectations for consumer/whānau engagement feedback and Health reforms.

National Chairs of Consumer Councils are still developing Terms of Reference.

Health Reform documents were discussed including the National Operating Model, work being done by the MHA, and localities (see links below). Many National Chairs again discussed reduced membership. Recruitment has been put on hold until there is more certainty of what form consumer engagement will take, and whether there will be a move from Consumer Councils to a broader consumer voice.

Arrangements are underway for the face-to-face Hui of National Consumer Chairs in Wellington on 15th and 16th June to be facilitated and supported by the HQSC. The BOP Chair is on the team to convene and establish the framework ie: numbers of attendees, the

agenda and the programme, and speakers including HQSC staff, iMHA and iNHZ members, and NCC. The itinerary has yet to be confirmed.

Clinical Governance Committee meeting was attended by both HCC representatives. All Agenda papers and Control Documents were reviewed and representatives provided feedback.

Lisa Murphy
BOPHCC Chairperson

From: Lisa Murphy
Sent: Tuesday, 17 May 2022 3:20 pm
To: enquiries transition
Subject: Re: Enquiry from Lisa Murphy, Consumer Council

Good afternoon Sarah

Thank you for your detailed response. I spoke with Gary Tonkin, Programme Manager, Interim Health New Zealand on the 10th of May. He had no further information at that time. The National Chairs of Consumer Councils meet again via Zoom on 7th June. The HQSC are facilitating a face-to-face Hui of National Consumer Chairs in Wellington on 15th and 16th of June. They are working to include possible Ministerial (office) attendance to meet with National Chairs, meeting with agencies invited to present, and a strategy meeting of the National Group to engage with MHA/HNZ. I am happy to share any relevant updates on this if you haven't heard back before then.

Kind regards

Lisa Murphy
BOPHCC Chair

From: enquiries transition
Sent: Thursday, 12 May 2022 12:15 pm
To: Lisa Murphy
Cc: Sarah Davey <Sarah.Davey@bopdhb.govt.nz>;
Subject: Enquiry from Lisa Murphy, Consumer Council

Kia ora Lisa,

Thanks for your question at Grand Round last week in relation to Localities and the Consumer Council in the context of the health reforms. Your question was:

Could you please give clarification on how these changes including Localities will impact on the Health Consumer Council. We have been in the process of the first stages of recruitment. And by Co Design, does that include Consumer input early on?

Thanks for your patience in coming back to you. We wanted to check with the relevant people and ensure we have the most up to date information. There is no further information provided in the information we have received about the new high level operating structure that directly answers how the changes, including localities will impact the Health Consumer Councils. What is clear though is the strengthened expectations in the new health system for consumer consultation and consumer-led innovation. For example:

The Pae Ora (Healthy Futures) Bill provides for the following strategic accountability and monitoring documents:

- **Government Policy Statement (GPS)** on Health – overall direction, priorities, objectives – every 3 years;
- **National Health Strategies** – NZ Health Strategy (5-10 year direction); plus Hauora Māori, Pacific Health and Disability Health strategies
- **NZ Health Plan** – operational direction for health system, jointly prepared by HNZ and MHA;
- **Locality Plans** – assess health needs and local level
- **NZ Health Charter** – common values, principles and behaviours for organisations and workers
- **Code of Consumer Participation** – support consumer participation in health system

There are also provisions in the draft Bill for Localities as the new organising framework for primary and community care and there are requirements for consultation with consumers, social sector agencies, Māori Health Authority, Iwi Māori Partnership Boards and any other relevant group.

Here's a couple of relevant extracts from the information we received recently on the new high level operating structure:

'District integration through locality networks - Integration will be facilitated with and through district partners (in the interim, the current DHB Areas). Key relationships and partners include: **Consumer-led** Innovation and Improvement support execution of national improvement and innovation priorities e.g. population health programmes, system flow initiatives such as acute demand, ambulatory care access, and support and enable whole-of-system engagement at the local level of consumer.'

'The National Director for Service Improvement and Innovation will strengthen national **Consumer Networks** to ensure that improvement is led by the voice of consumers. This role and their teams will establish national collaboratives, projects and initiatives across both hospital/specialist and primary/community networks of care.'

Lisa we are happy to raise your question with HNZ and the MHA if this does not provide sufficient information. We understand you also sit on the National Chairs for Consumer Councils. If you glean any further information through that forum it would be great if you would share it with us also.

Nga mihi,

Sarah Davey (*LLB, Improvement Advisor*)

Manager, Innovation + Improvement & Health Reform Transition Lead for Bay of Plenty
District Health Board

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BAY OF PLENTY HEALTH CONSUMER COUNCIL

Dr Bev Edlin
Chair
Hauora a Toi Bay of Plenty District Health Board

cc Pete Chandler, Chief Executive

19 May 2022

Tēnā koe Dr Edlin

On behalf of the Bay of Plenty Health Consumer Council, I would like to acknowledge the Board for the decision to put in place the Bay of Plenty Health Consumer in 2018, recognising the critical role of the consumer voice in achieving effective and equitable health care.

With the support the DHB has given to the Council over the past four years, the Council has established itself as a 'go to' source of consumer input across a range of initiatives, projects and services, along with the DHB's Te Amorangi Kāhui Kaumatua, Tauranga Community Health Liaison Group and the mental health consumer group. We have ongoing representation on the Clinical Governance Committee, and have participated in a variety of DHB activities, providing a consumer perspective. The opportunity to form connections with many of the DHB's senior leaders has undoubtedly influenced the confidence gained by the Council in finding essential relationships within the broader health care system.

The establishment of the Health Consumer Council was an important step towards improving health outcomes for our communities. We expect the forthcoming changes to the health system and its focus on consumer engagement to impact on our role as a Consumer Council. We believe the support we have had from the DHB Board, executive and administrative staff has helped ensure we are well-positioned for this. Thank you.

We wish you and members of the Board the very best.

Ngā mihi maioha
With appreciation

Lisa Murphy
Chair, on behalf of the members of the Council

← RE: Information Request from Gary Tonkin

 Gary Tonkin <Gary.Tonkin@health.govt.nz>
To: You

← ⏪ ⏩ ⋮
Fri 20/05/2022 3:45

Great, thanks Lisa.

From: Lisa Murphy [REDACTED]
Sent: Friday, 20 May 2022 2:54 pm
To: Gary Tonkin <Gary.Tonkin@health.govt.nz>
Cc: Consumer Council <consumer.council@wcdhb.health.nz>
Subject: Re: Information Request from Gary Tonkin
Importance: High

Good afternoon Gary

Please find below 3 areas of concern from our Council members:

- Where will the consumer council sit in the new structure Nationally, Regions and Localities? Including, who will have responsibility for locality issues? To whom do we address our advocacy work when the board is disbanded?
- How will consumer voice be engaged and remunerated more accurately and realistically in the new system? Trouble recruiting because of the unpaid hours of input required. Hours contributed up to the following per month: Chair – 40 hours, Deputy Chair – 20 hours, Members – 12 hours.
- Barriers to being generally diverse.

Kind regards

Lisa Murphy
BOP Health Consumer Council Chair



BAY OF PLENTY HEALTH CONSUMER COUNCIL

3 June 2022

Sherida Davy
Consumer Participation Coordinator
Bay of Plenty District Health Board
Mental Health & Addictions Service

Good afternoon Sherida

Thank you for your letter dated 27 April 2022 sent to Quality and Patient Safety, outlining your group's concerns over the membership of the BOP Health Consumer Council.

A significant amount of time and effort is invested in selecting the Health Consumer Council membership from community-recruited applicants, identifying requisite skills, experience, and the capacity to comprehend the range of issues that may have an impact on the health system as a whole and in future health care planning.

In accordance with the Council's Terms of Reference and as stated on the Bay of Plenty Health Consumer Council's profile page, while members are advocates in their own right, they also possess a vast array of skills and experiences. They are not experts or representatives of any particular group or organisation; rather, they contribute their personal and whānau experiences as Bay of Plenty health service users. Members are dedicated to advocating on behalf of the entire community.

As you might expect, the published member profiles of the Health Consumer Council must be succinct. They are authored by the member with the consent of the DHB Communications staff. Profile statements do not provide a thorough account of the members' health and other life events. Neither the Health Consumer Council nor the DHB requires individuals disclose their health conditions, consumer experiences, professional or cultural affiliations publicly. In addition to being insensitive and professionally inappropriate, doing so may discourage other members of the public from submitting expressions of interest. However, we are confident that the collective skill set of the members is inclusive and diverse.

With the added pressures of new health reforms making it difficult to maintain membership representation across all health sectors, you are more than welcome to invite expressions of interest from our members to serve as consumer representatives on Mental Health & Addictions Services governance committees, should the opportunity arise; candidates will then demonstrate their suitability for the role. Please include the required experience, time commitment and remuneration for consideration.

We appreciate your organisation's interest in the Bay of Plenty Health Consumer Council.

Ngā mihi nui

Lisa Murphy
Bay of Plenty Health Consumer Council Chair