

Agenda

Health Consumer Council

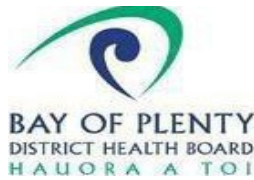
Venue: Kawakawa Room, Education Centre,

889 Cameron Road, Tauranga or [Zoom](#)

Date: 10 February 2021, 10:30am to 1:00pm

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| 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 | Debbie Brown, Senior Advisor Governance & Quality Maria Moller, PA to Senior Advisor Governance & Quality Tim Antric, Kaiwhakahaere Takawaenga a Hāpori People-centred Experience Lead | | |

| Item No. | Item | Lead | Page |
|----------|---|--------|------|
| 1. | Karakia timatanga | Chair | |
| 2. | Welcome | | |
| 3. | Presentation - None | | |
| 4. | Interests Register | Chair | |
| 5. | Minutes of Meeting: December 2020 | Chair | |
| 6. | Matters Arising | Chair | |
| a. | • Health & safety training | Tim | |
| b. | • Clinical Governance Committee | Tim | |
| c. | • Meeting payments | Debbie | |
| d. | • Housing shortage | Chair | |
| e. | • National Trauma Network | Chair | |
| 7. | Matters for Discussion/Decision | | |
| a. | • Chair's Report | Chair | |
| b. | • Reflecting on 2020 | Chair | |
| c. | • Health & Disability System Review (Final Report available here) | Chair | |
| d. | • Transition to Whānau & Consumer-centred Healthcare Council | Tim | |
| e. | • Joining the Dots meeting – engaging consumers in service improvements | Tim | |
| 8. | Correspondence | Chair | |
| 9. | Health Sector Update | Tim | |
| 10. | Reports of participation in other groups | Chair | |
| 11. | General Business | Chair | |
| a. | • Consumers Health Forum Virtual Summit- March 2021 Registration | Tim | |
| b. | Member Experience Audit | Tim | |
| 12. | Next Meeting | Chair | |
| 13. | Karakia Whakamutunga | Chair | |



Health Consumer Council Minutes

Venue: Kawakawa Room, Education Centre, 889 Cameron Road, Tauranga and Virtual Zoom

Date: Wednesday 9 December 2020 Time: 10.30-1.00pm

Attendees: Sue Horne, Debbie Brown, Florence Trout, Lisa Murphy, Tessa Mackenzie, John Powell, Adrienne von Tunzelmann, (via Zoom: Rosalie Crawford, Grant Ngatai)

| Item No | Item | Action |
|---------|--|--------|
| 1 | Karakia | |
| 2 | Presentation: NA. | |
| 3 | Apologies: Tim Antric, Theresa Ngamoki, Terehia Biddle Moved: John Seconded: Lisa | |
| 4 | Interests Register: No | |
| 5 | Minutes of Meeting: 11 November 2020 to be confirmed. Moved: Florence Seconded: Adrienne | |
| 6 | <p>Matters Arising: See attached.</p> <p>Sue attended Tauranga Community Health Liaison Group meeting on November 25th. Pete spoke at this meeting. Media got their information about the RSA Flats from an inaccurate source. A member of the TCHLG will attend one of our meetings next year.</p> <p>Tessa will attend the next Community Housing Group meeting.</p> <p>Current homelessness figures? Around 700. Not sure if figures include all types of homelessness. The City Council spoke about having safe places for car-sleepers but have not made anywhere available due to safety issues. Motels and camping grounds are getting full because of people living there permanently. Keep home shortage on Matters Arising list.</p> <p><u>Meeting Summaries.</u> Sue has looked at Waikato summaries and they are very brief. Summaries to be prepared by Maria and then Chair to check. John received feedback that his groups prefer the summaries brief. Put in links so that people could find out further information. Put Comms email address for further information. Check with Averil whether there is an email address for HCC.</p> | Maria |

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| 7 | <p>Matters for Discussion/Decision:</p> <p>7.1) Chairperson report.</p> <ul style="list-style-type: none"> • Tried to access webinar link with no success. Will ask Tim for help. • Has enjoyed role, thank you to everyone for their help. Adrienne thanked Sue on behalf of members. <p>7.2) Health Quality & Safety Commission Patients and Clinicians: Governing Together. Click on this link to see relevant article from HQSC on “Partners in Care” to read, from June 14, 2017.</p> <ul style="list-style-type: none"> • Should this be shown at Clinical Governance meeting? CG saw it several years ago, but worth looking at it again. <p>7.3) Booklets “Progressing consumer engagement in primary care” available for any members who do not yet have copies.</p> | Sue |
| 8 | <p>Correspondence: National Trauma Network – new opportunity. Have circulated.</p> | Sue |
| 9 | <p>Health Sector Update:</p> <p>9.1) Tim Antric – Foundations for Co-design and Other Engagement (see attached).</p> <ul style="list-style-type: none"> • New challenges in the DHB. 2021 transformational – whole of system. Thank you to the members, DHB seeing value of the Consumer Council. • Heather Simpson report also emphasises consumer/ whānau /community involvement. <p>9.2) Payments – Look into whether member payments should be taxed.</p> <p>9.3) White Island – issue at the moment. Some people uninformed about services available for staff.</p> <p>9.4) Heather Simpson report (Health Sector Review) – Have this as a permanent agenda item. Members to look at report and feedback to DHB about where the consumer council should be involved. Report does not specify how consumer engagement should be enabled. DHB needs to lead the way. HCC suggest to Board</p> <p>9.5) Tim’s Info (Foundations for Co-Design) – Report going to Exec Committee next week and then Board. Member contributions have been included in Tim’s report. Members felt this is a great start.</p> <p>9.6) Grand Round Presentation – Very good. Relevant, unified, forward thinking. Send link to members. Members to give feedback once they have watched.</p> <p>9.7) Tim’s January Meeting – All members are keen to attend.</p> | Maria |

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| 10 | <p>Reports of participation in other groups:</p> <p>10.1) Report from Clinical Director, Health Quality and Safety Service. Video link to be provided for members to watch.</p> <p>10.2) <u>Clinical Governance</u>. Feedback on recent CG workshop. Controlled documents coming through regularly now rather than two days before so that comments can be submitted earlier than endorsement phase. Large workload, not sustainable. Tim looking into this. Lisa and Florence would like to continue attending these meetings.</p> <p>10.3) <u>DHB Board Meeting</u> No attendance. Anyone can attend the public part of the meeting.</p> <p>10.4) <u>Tauranga Community Health Liaison Group</u> Great mix of people. Well run. Pete spoke really well. Concerns about parking. Concerns are investigated, not always resolved. Concerns are sometimes taken by another group and delved into. Sue has agreed to attend this group next year as a rep from HCC.</p> <p>10.5) <u>Prostate Cancer Update</u> John asked Jessica for an update. Put up on Connex? Documentation to finalise project is still a work in progress. Coordinators are based at Middlemore. Once signed off, will be to share with members. Kills more men than breast cancer kills woman. Prostate issues common in most men.</p> <p>10.6) <u>Homeless Group</u>. Grant working with this group and associated issues. Can provide feedback to HCC if required. Homelessness suffer a whole range of issues not just homelessness. Trying to build a relationship with these people and working out how they can be supported. Work in progress. Have come from many different areas around NZ.</p> <p>10.7) <u>Strengthening Families Forum</u> Tessa attended.</p> <p>10.8) <u>Katikati Community</u> – great funding available for several of groups. Ideal space for piloting a scheme. Very community focussed.</p> <p>10.9) Other groups members have connections with.</p> | Maria |
| 11 | <p>General Business:</p> <p>Xmas Lunch Thursday 17 December 2020.</p> <p>11.1) <u>Papamoa Link</u> - Update on feedback regarding referrals to Whakatāne Hospital. No update.</p> <p>11.2) <u>Membership</u> – Health and safety training details. No update.</p> <p>11.3) <u>Election of Chairperson / Deputy Chairperson for 2021.</u> All members agree to elect two deputy chairs.</p> <p style="text-align: right;">Moved: Sue Seconded: John</p> <p>Chair and Deputy positions were elected unopposed. Deputy Chairs – Grant and Adrienne Chair – Lisa Advise CEO</p> | Sue |
| 12 | <p>Karakia: Grant</p> <p>Close Meeting: 12.50pm</p> <p>Next Meeting: Wednesday 10 February 2021</p> <p>Venue : BOPDHB Education Centre Kawakawa Room,889 Cameron Rd, Tauranga and via Zoom</p> | |



HEALTH CONSUMER COUNCIL Meeting – December 2020

Keys Topics:

- Tauranga Homelessness Situation;
- Health Quality & Safety Commission;
- Health Sector Review;
- Community group attendances;
- Election of new Chair and Deputy Chairs.

Current homelessness figure in Bay of Plenty is around 700, but this may not include all types of homelessness. Tauranga City Council had proposed allocating a safe place for car-sleepers but have not come up with a suitable location yet. Will keep this issue on radar.

Health Quality & Safety Commission | Patients and Clinicians: Governing Together. Click on this link to see relevant article from HQSC on “Partners in Care” to read, from June 14, 2017.

Health Sector Review (Heather Simpson Report) supports consumer engagement in DHB but does not specify how this should be implemented. Members to offer ideas to DHB.

Pete Chandler attended the Tauranga Community Health Liaison Group as did some council members. Members to regularly attend this meeting.

Prostate Cancer group project being finalised. Prostate cancer kills more men than breast cancer kills women. Prostate issues common in most men. Informative video <https://www.youtube.com/watch?v=naZWb5WYaO4>

A member is working with the Homelessness Group. Trying to build a relationship so that support can be offered. They suffer from a range of varying issues.

Katikati Community Group – funding has been made available to several groups. Ideal space for piloting a scheme.

Election of new Chair and two Deputy Chairs.

Reflections on 2020.

- Pressure on people in COVID - men, unable to work to provide for families
- Positive aspect - encouraged people to work for the common good.

COVID - impact on our health system, waiting lists, communication, NZ's position
- highlighted weaknesses in health service
also show the positives. Impact of COVID continues to play out - long tail!

Whakaari - huge impact on EBOP - resources/services/affected everywhere
and impacted heavily on already stretched resources. Needed to relate with WBOP - interconnectedness.

Attention to Consumer Engagement is uppermost - a key part of our context.

Health Equity coming to the fore - driven by the Simpson Report.

Maori Health Authority - a focus.

Keen to "get our teeth" into something.

Missed opportunities for transformative health initiatives - as opposed to mainstream medicine.

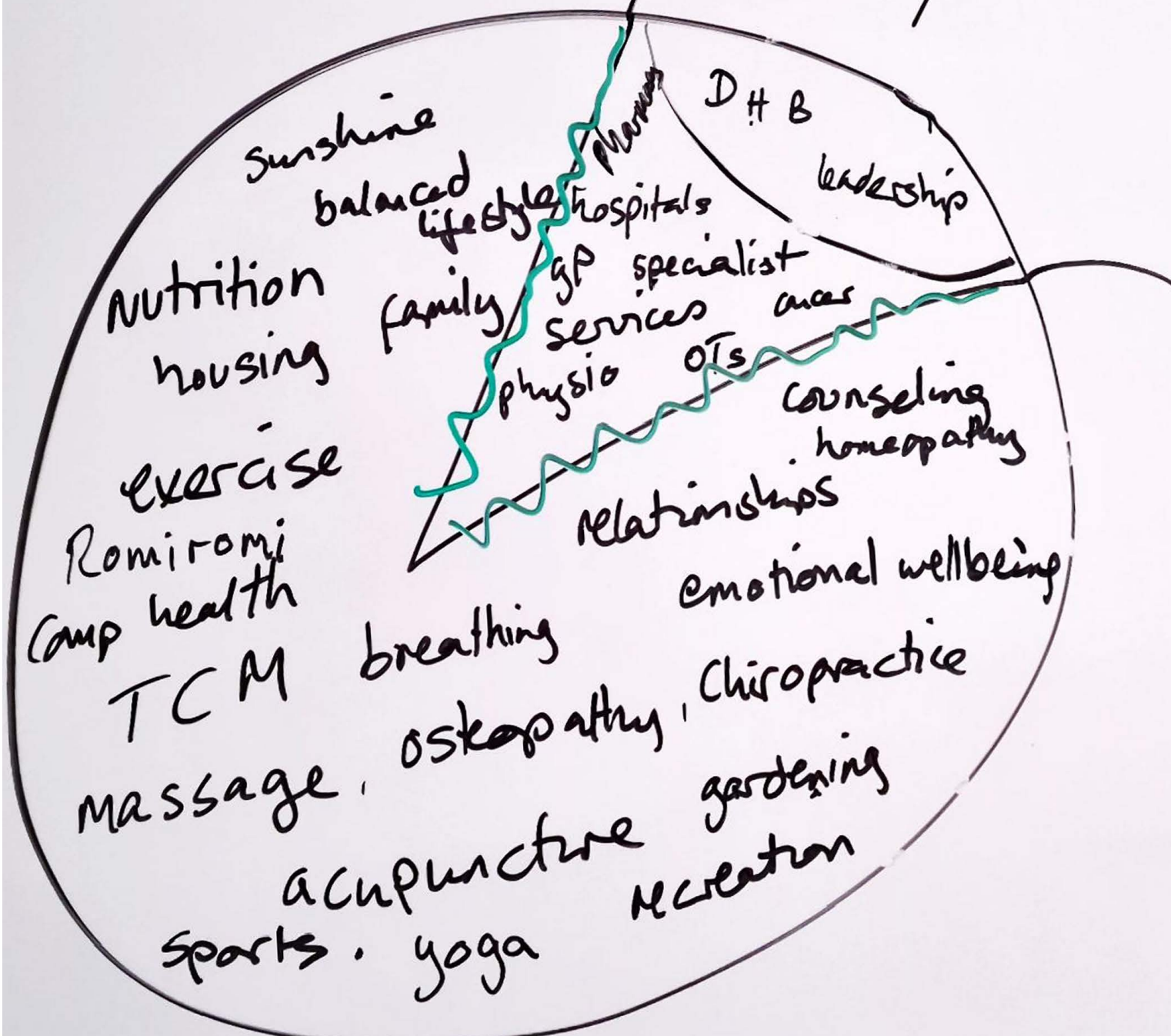
Impact of fear with regards to Mental Health.

Resilience initiatives in Katikati (Covid). Showed flaws in services in COVID. (Meats on wheels).

Maori led the way in Community led initiatives during COVID. Got stuck in and did the mahi:

Challenging times in COVID to build/maintain relationships with people. (social distancing).

Health



Sunshine
balanced lifestyle

Nutrition
housing
exercise

Romiromi
Camp health
TCM

massage

acupuncture
sports · yoga

family
physio
GP
services
hospitals
specialist
OTs
anest

relationships

breathing

osteopathy

Chiropractic

garden

recreation

D# B

leadership

counseling
homeopathy

emotional wellbeing