

Agenda

Health Consumer Council

Date: 10 August 2022, 10:30am to 1:00pm

Venue: Via [Zoom](#) only

| | | | |
|----------------|--|--|--|
| Chair | Lisa Murphy - Tauranga | Minutes | |
| Members | Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Mount Maunganui Rosalie Liddle Crawford – Mount Maunganui | Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Kelly Hohapata - Whakatane | |

| Item No. | Item | Lead | Page |
|----------|---|---------|------|
| 1 | Karakia timatanga/Welcome | Theresa | |
| 2 | Apologies | Chair | 3 |
| | Moved: Seconded: | | |
| 3 | Interests Register | Chair | |
| 4 | Minutes of Meeting 13 July 2022 to be confirmed. | Chair | 4 |
| | Moved: Seconded: | | |
| 5 | Presentation: <u>Aged Related Residential Care Services in BOP Region</u> 10.35am – 11.30am Vanessa Russell, Acting Healty Ageing Portfolio Manager. | | |
| 6 | Health Sector Update 11.30am – 11.45am | Debbie | |
| 7 | Presentation: <u>Parliamentary launch of the Code of Expectations</u> 11.45am - 12.15am HQSC He Hoa Tiaki Partners in Care - Deon York, Director and DJ Adams, Consumer Engagement Advisor, Maori. | | |
| 8 | Matters Arising See attached and advise Maria of any updates. | Chair | 8 |
| 9 | Matters for Discussion/Decision 9.1 Chair’s Report - No July Report. 9.2 New EOI document (initial draft), attached. 9.3 Aged care. | Chair | 10 |
| 10 | Correspondence Inwards: 29.07.22 Email from Karen Browne, Chair of Community Health Council, Southern DHB and WellSouth. Outwards: 03.08.22 Email to Karen Browne. | Chair | 12 |
| 11 | General Business | Chair | |
| 12 | Reports of participation in other groups - Community Feedback | Chair | |

| Item No. | Item | Lead | Page |
|----------|---|---------|------|
| 13 | Meeting moved into Council Only time. | | |
| 14 | Next Meeting Wednesday 14 September 2022 | | |
| 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 | • | • | • | • | | | | | | | |
| Kelly Hohapata | | | • | A | | | | | | | |
| Tessa Mackenzie (Resigned 12.04.22) | • | - | | | | | | | | | |
| Grant Ngatai (Resigned 11.04.22) | A | - | | | | | | | | | |

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

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Minutes Health Consumer Council

Date: 13 July 2022, 10:30am to 1:00pm

Venue: Via [Zoom](#) only

| | |
|------------------|---|
| Attendees | Lisa Murphy, Adrienne Von Tunzelmann, John Powell, Rosalie Liddle Crawford Florence Trout, Theresa Ngamoki, Debbie Brown, Maria Moller |
|------------------|---|

| Item No. | Item | Lead | Action |
|----------|--|---------|--------|
| 1 | Karakia timatanga/Welcome | Theresa | |
| 2 | Presentation: No presentation this month. | | |
| 3 | Health Sector Update What is covered in the closed part of the meetings as if we get an OIA request, we will be asked for these? <i>More operational aspects of the group, so notes not minutes. Safe place as TN finds there is a conflict with her employment and being a member.</i> We are now Hauora a Toi Bay of Plenty, Te Manawa Taki, Te Whatu Ora. Some changes have started but have not been streamlined yet. Consumer Engagement/Voice will start to be discussed at District and Regional levels. The Wellington Hui that the chair attended may have more information. <i>Margie Apa attending next National Chair's Meeting so chair might have more information after this. Should Council show more presence publicly? Would show a strong community voice.</i> All media releases would need to go through Comms. May be able to put a piece about HCC in the Interim District Director's Newsletter, one of the Comms team could help put something together. Media – how does this work? Council is an advisory group. It was an advisory group to the board. Technically the Council ensures good community engagement. <i>A member was contacted by a journalist on the palliative care issue and wasn't sure how to respond.</i> When approached by media, members should decide who is being asked for comment/information, personally or as a member. Members could get a person to sign a consent form. <i>Negative feedback about Bayfair Doctors – difficulty getting appointments.</i> Hospital – elective procedures. DHB is monitoring what is happening in community and in hospital. System is currently very stretched, having to rationalise services, need to catch up with the backlog. <i>Is there info available to regularly show hospital capacity and progress.</i> Will find out if this information can be shared. <i>Radio NZ had regular info about Covid, it was very helpful.</i> Official Information Act responses are publicly available on our website. | Debbie | Debbie |

| Item No. | Item | Lead | Action |
|----------|--|-------|---------------------------------------|
| | <p>How has Senior Advisor Governance and Quality & PA roles changed? They remain the same with a bit of extra work due to two staff leaving.</p> <p><i>Digital Data Governance Group – Did not hear anything back from Richard regarding being part of the group, did get an invitation to a meeting but wasn't sure what it was about. Richard Li has now left, Jaco is now the person to contact.</i></p> <p><i>Mental Health – did we get any feedback from the response? No.</i></p> <p>Kevin Snee is the Interim Regional Director. Pete is the Interim District Director.</p> <p><i>Is Pete now only responsible for hospital services? No. Pete is responsible for the whole district. Some corporate functions may report nationally rather than by district.</i></p> | | |
| 4 | <p>Apologies Kelly Hohapata</p> <p>Moved: John Seconded: Adrienne</p> | Chair | |
| 5 | <p>Interests Register None</p> | Chair | |
| 6 | <p>Minutes of Meeting 8 June 2022 to be confirmed. Closed Meeting topics need added to minutes.</p> <p>Moved: Florence Seconded: Adrienne</p> | Chair | |
| 7 | <p>Matters Arising See attached and advise Maria of any updates.</p> <p>Is Sarah Davey the correct person for Aged Care? Aged care sits with Mike Agnew's team, will find out who it is. Aged Care Commissioner was in Tauranga. One of the members spoke to her. Was assured that she is aware of the current issues and working on it, but her role is now 3rd tier role.</p> <p>Closed meeting topics need to be sent through for minutes.</p> <p>13.04.22 Consumer Health Forum Aotearoa – Close.</p> | Chair | <p>Maria</p> <p>Lisa</p> <p>Maria</p> |
| 8 | <p>Matters for Discussion/Decision</p> <p>8.1 Chair's Report – attached.</p> <p>8.2 Wellington Hui – see attached notes. Chair went through the event explaining what took place. HQSC partners in care team met with National Chairs. Good opportunity to meet all the Chairs in-person and share goals.</p> <p><i>Do any of DHB chairs stand out as a leader? Not really.</i></p> <p><i>Is the chair in Wanganui the only one paid by contract? Some remunerated for every meeting they attend. They are pushing for consistency and recognition. Spoke to Gary about remuneration. He is aware of what we get paid. Difference between what chair and members get is about \$40.</i></p> <p><i>Did you get a sense that NZ could follow the Australian model? Have been meeting with HQSS and arranged forums to meet with</i></p> | Chair | |

| Item No. | Item | Lead | Action |
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| | <p>HNZ executives. Lakes is the only area that doesn't have a council, one of their Execs came to Wellington to learn about setting one up.</p> <p><i>A laptop should be provided to the chair, should have better support and resources.</i> Computer access – enquiry made to education person about obtaining access to word type programme she could use, she was told, no. Security risk for members to have DHB info on their computers.</p> <p>8.3 Mental Health and Addiction Services correspondence. See above in Health Sector update.</p> <p>8.4 Aged Care Services. See above in Matters Arising.</p> <p>8.5 August meeting location to be decided. Agreed to be via zoom.</p> | | Debbie |
| 9 | <p>Correspondence</p> <p>9.1 Outwards: Nil.</p> <p>9.2 Inwards: Nil.</p> | Chair | |
| 10 | <p>General Business</p> <p>10.1 Palliative Care – will revisit next month.</p> <p>10.2 <u>HCC Processes and Planning</u> - Streamlining and Delegation</p> <p><u>Delegation</u></p> <ul style="list-style-type: none"> • Would like a backup for Rosalie for note taking for committee only time. A member asked to be backup for the note taking and matters arising prompt. Will consider this and get back to Chair. • Karakia – would like to ask Kelly to be backup. • Matters arising – someone needs to prompt other members to complete. <p><u>Streamlining</u></p> <p>Where members have featured a topic, could they send a paragraph to Chair so that it can be included in emails or reports.</p> <p>10.2 Media Enquiries – see above in Health Sector update.</p> <p>10.3 Recruitment Process:</p> <ul style="list-style-type: none"> • Standardised system • Communication Templates <p>General consensus was that the Council are putting recruitment on hold for now. Will need to discuss this. Are we going to keep recruiting? New members must be made aware that there could be changes. Asked all the chairs what they were doing. Some had amended TOR regarding tenure and others had noted in minutes that they are extending position of chair and deputy chair into the new year due to the extensive knowledge they have. What will BOP HCC do regarding this?</p> | Chair | |

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| 11 | Reports of participation in other groups - Community Feedback 11.1 Clinical Governance Committee (Closed meeting) No summary available yet. Ideas were put forward on a couple of Controlled Documents. 11.2 DDGG – missed meeting as invite must have gone into spam. 11.3 Tauranga Community Health Liaison Group – Pete was unable to attend, so Julie spoke. Still don't have zoom up and running. Haven't met for over a year. | Chair Lisa Florence Rosalie John | |
| 12 | Meeting moved into Council only time – Recruitment processes and current EOI. | | |
| 12 | Next Meeting Wednesday 10 August 2022 - Zoom | | |
| 13 | Karakia Whakamutunga | Theresa | |

Health Consumer Council Monthly Meeting Matters Arising 2022/23

| Meeting Date | Action required | Who | Action Taken | Completed / in progress |
|--------------|--|-----------------|---|-------------------------|
| 13.07.22 | Training Courses and Health & Safety Training | John | | |
| 13.07.22 | Security risk with members having DHB information on personal devices. | Debbie | | |
| 13.07.22 | Hospital capacity and progress data for sharing with members. | Debbie | | |
| 08.06.22 | Aged Residential Care – Staffing issue. | Vanessa Russell | | |
| 09.03.22 | Remuneration for Clinical Governance meeting attendances. | Jonathan | 10.06.22 Maria has emailed Jonathan. | |
| 09.02.22 | Create information pack for prospective new members. | Maria | Refer prospective members to website for profiles, TOR and past meeting info. | Close |
| 13.10.21 | When will meetings including Execs resume? | Jonathan | 10.06.22 Maria has emailed Jonathan. Wait to see what transition brings. | Close |
| 09.02.22 | Send EOI form to suitable people. | All | On hold due to transition. Close for now. | Close |
| 13.04.22 | Consumer Health Forum Aotearoa – Copy of summary to be | Adrienne | 13.07.22 Did not receive, therefore close. | Close |

| Meeting Date | Action required | Who | Action Taken | Completed / in progress |
|--------------|--|------|---|-------------------------|
| 13.07.22 | Training Courses and Health & Safety Training circulated. | John | | |
| 13.04.22 | Rural Engagement – Interim Health and Maori Health Authority Zoom – slides to be circulated when received. | Lisa | Videos and screenshots did not come through, so close. | Close. |
| 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. 08.06.22 Cannot find information, therefore close. See minutes of 08.06.22 meeting. | Close. |

BAY OF PLENTY HEALTH CONSUMER COUNCIL

EXPRESSION OF INTEREST

Personal Details

Name:

Postal Address:

Email:

Phone Number:

Organisation Details (if nominated by an organisation)

Organisation Name:

Nominator Name:

Nominator Role:

Nominator Email:

Nominator Phone Number:

Profile

Why are you interested on being on the Consumer Council?

What consumer experience would you bring to the Consumer Council?

Personal Statement – Tell us a little about yourself

Background:

Community Involvement:

Particular Health Interests:

Work Experience:

Other Information:

Declaration

Note: All successful candidates will be required to undergo a New Zealand Police clearance. This clearance is subject to the Criminal Records (Clean Slate) Act 2004. For more information on the exception contained in Section 19(3)(3) of the Criminal Records (Clean Slate) Act 2004, please visit <http://www.legislation.govt.nz>

Have you ever been convicted of a criminal offence? Yes/No

Volunteer Consumer

Please indicate if you are happy for your name to remain on our list of volunteer consumers to be contacted to participate in future Consumer Councils, other consumer groups or activities such as consumer workshops or patient experience interviews.

Yes/No

You will be asked to sign you application if interviewed.

I declare that to the best of my knowledge the answers provided in this expression of interest and any other information provided to Bay of Plenty Consumer Council in support of my nomination is correct and I understand that if any false or deliberate misleading information is given, or any material suppressed, I will not be accepted.

From: Lisa Murphy
Sent: Wednesday, 3 August 2022 10:13 pm
To: Karen Browne
Cc: Consumer Council <consumer.council@wcdhb.health.nz>; Adrienne von Tunzelmann; Maria Moller Maria.Moller@bopdhb.govt.nz Re: Letter to those in
Subject: power re crisis in ARC
Importance: High

Good evening Karen

Thank you for getting back to me about the status of the letter and it being a final draft. As Chair of the Bay of Plenty Health Consumer Council I represent all members and as such serve as a conduit in forwarding this request for consideration.

To summarise the feedback:

Our members can fully relate to the issues raised in the letter and support the Southern Consumer Council's commitment to bring them to the attention of decision-makers. However, we do not feel we can endorse the letter without first getting better informed about the situation in our area and be able to contribute substantively. I'll come back to the Chairs' forum with what we are able to ascertain, although not with the urgency you are seeking.

The following points have been made by our HCC members, prompted by your letter:

1. The acute and growing shortage of residential aged care beds is regularly headlined in the media, with more and more facilities closing or cutting back their services, often accompanied by distressing stories.
2. There is no doubt that pay inequities are a major cause. This point is strongly echoed in the lead feature in this month's North and South, titled "where will you live when you're old". It quotes Simon Wallace, CE of the Aged Care Association who says even with the ability of the profitable retirement villages to cross-subsidise, those companies able to pay their nurses more still can't compete with public sector hospitals. He goes on to say without more government funding operators may need to find ways to charge more for services or reduce the services they are legally required to provide.
3. The North and South feature highlights that the problems also go deeper, eg with the (predominantly private) providers moving into "premium" rooms catering for those who can afford the cost and falling numbers of "standard" rooms. A manager at one of the leading private providers in Tauranga told an HCC member they are able to attract and retain nursing staff by paying them more in line with hospital nurses and providing good working conditions – seemingly reflected in their residential charges, and as a large retirement village operator with scope to cross-subsidise.
4. One of our members is involved with Age Concern Tauranga which is getting more calls from family members desperately trying to find rest home care for frail elderly parents. Given the shortage of beds, there is not a lot that can be done to help.
5. Something that seems sadly to be occurring all the more often is people needing residential care being offered only beds in other centres, away from their familiar environments and from family and whānau. We are hearing, too, that there's an issue with elderly people occupying hospital beds unable to be discharged because of the

lack of care options. We will try to ascertain whether these things are happening in our BOP area.

We're aware the Aged Care Commissioner is very focused on the problem. You'll no doubt have her on your list.

Thank you for the opportunity to share the document your Consumer Council is working on. It has prompted us to look further into what may be happening with aged care here. It is on the agenda for our next HCC meeting. I have copied Russ in on this email, along with Adrienne von Tunzelmann BOPHCC Deputy, and Maria Moller BOPHCC Secretariate to include in our meeting papers. I am happy for you to share this response with other HCC Chairs included in the request if you wish.

Ngā mihi

Lisa Murphy
BOP Health Consumer Council Chair

From: Karen Browne
Sent: Friday, 29 July 2022 5:00 pm
To: HCC Chairs
Subject: Letter to those in power re crisis in ARC

Hello everyone

I hope you can recall my conversation with you about consumers being asked to support those working in Care of the Older Person's Health – Aged Residential Care facilities around the motu.

I have drafted this letter and run it past the Nursing Director and Service Manager here in Southern. They reiterate their thanks that I have volunteered to do this, and hope your councils' support is also there, as we are hopeful that the consumer voice will be a fresh approach to getting those that can activate change might take more notice. Remember, our voices are very powerful, and may in fact be taken more notice of than the same pleas they have heard for so long by the Nurses Union and the facilities.

Can you, with some urgency, check if the majority of your members would be willing to have their council named as a signatory to this and let me know asap? Alternatively, if you cannot obtain this, are you yourself willing to be a signatory (your name and title as chair)?

I plan to send this to the Prime Minister's Office, DG of Health (and regret I did not get this done while Ashleigh was still there), MoH, Minister of Health – Andrew Little, Opposition spokesperson for Health, Aged Care Assn, National Party Leaders Office (Shane Reti) Immigration Ministry, Minister for MBEI, MSD – Ayesha Verrall – anyone else you can think of? I will be sending it to my local MPs as well.

Thanks for this and sorry it is landing on a Friday evening! I would like to get this sent off by mid next week.

Have a good weekend.....mine is shaping up to be a painful one – a broken tooth that is being held together by a super big filling – filling has lifted and is just sitting there and it is throbbing away – I suspect before much longer it will develop into something much worse! 😞 It is being extracted on Tuesday.....

Ngā mihi
Karen Browne, Chair
Community Health Council, Southern DHB and WellSouth