

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Agenda

Health Consumer Council

Date: Wednesday 10 May 2023, 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 John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Hayley Chapman - Tauranga	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome	Theresa	
2	Apologies	Chair	3
	Moved: Seconded:		
3	Interests Register	Chair	
4	Presentation 10:40am Andrea McGee, Integrated Operations Centre Manager, Hauora a Toi Bay of Plenty	Chair	
5	Introduction of HCC Member Candidate 11:00am Shelly McLauchlan	Theresa	
6	Health Sector Update	Debbie	
7	Minutes of Meeting 12 April 2023	Chair	4
	Moved: Seconded:		
8	Matters Arising See attached, advise of updates.	Chair	8
9	Matters for Discussion/Decision 9.1 Chair's Report 9.1.1 ACC Prevention of Maternal Birthing Injuries Initiative – Powerpoint to be shown. 9.2 Health Service Provision 9.2.1 BOP GP Health Care Services and waiting times – for noting and feedback. 9.2.2 Recruitment and succession progress. <ul style="list-style-type: none">• Role description – review and upload to website;• HCC profile page on website – updates required. 9.2.3 Path Lab Services – Noting Dianne McQueen's response re: collection sites reopening. 9.2.4 Home-based care in WBOP – research proposal. 9.2.5 Palliative Care – BOP Service update.	Chair Adrienne	13

10	Correspondence Outwards: Nil Inwards: 12.04.23 Response from Dianne McQueen, CEO, Pathlab re: Reopening of collection sites. 19.04.23 Email from Kelly Hohapata.	Chair	
11	General Business	Chair	
12	Round Table 12:00pm	Chair	
13	Council Only time 12:30pm	Chair	
14	Next Meeting Wednesday 14 June 2023	Chair	
15	Karakia Whakamutunga	Theresa	

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HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2023/24

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

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

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Minutes

Health Consumer Council

Date: Wednesday 12 April 2023, 10:30am to 1:00pm

Venue: Kawakawa Meeting Room, Education Centre

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

Item No.	Item	Lead	Action
1	Karakia timatanga/Welcome	Theresa	
2	Presentation: No presentations.		
3	Apologies Kelly Moved: Hayley Seconded: Theresa	Chair	
4	Interests Register Theresa - Co Chair IMPB Te Moana a Toi	Chair	
5	Health Sector Update Pathlab collections sites are starting to re-open. Will forward response from Dianne McQueen. Members voicing concerns helped. <i>Member knows of people who have had to pay their GP to take their sample for testing.</i> This is a choice. Write to Pathlab direct and ask for reimbursement. Ward 4C is open again as a Covid Ward. People need to be vigilant. Push on measles and whooping cough vaccinations. Hospitals have been at capacity but not over-burdened. Work being done for winter risks. First wave of the health reform transition for staff occurred two weeks ago. Comprised - Commissioning, Finance, Service Improvement and Innovation ("SI&I"), Public Health. Consumer Council may come under SI&I. Will look into this and raise in the feedback tool. Second wave happens tomorrow. Some people are impacted (disestablished) and some are affected (change of reporting lines). Comprises - Office of the CE, Data and Digital, Procurement and Supply Chain, Pacific Health. Staff are finding this quite difficult. <i>Are there 1600 roles to be disestablished?</i> New roles are being created. Commissioning will change dramatically - impacting all those staff. SI&I is more about changes to reporting lines. Sarah Davey is working on a SI&I seconded role regionally.	Debbie	Debbie

Item No.	Item	Lead	Action
	<p>No information on how the CC will look. <i>EOI has come from Opotiki, will this be within our boundary?</i></p> <p>Adrienne - Grand Round – IOC was good, real time data to manage patient flow. Good to hear that improvements are still happening in this time of uncertainty. Other Districts have enquired about this new system. Members could see if Kate would like us to let the community know.</p>		
6	<p>Minutes of Meeting 8 March 2023</p> <p>Moved: Florence Seconded: Adrienne</p>	Chair	
7	<p>Matters Arising See attached, advise Maria of updates.</p>	Chair	
8	<p>Matters for Discussion/Decision</p> <p>8.1 Chair's Report</p> <ul style="list-style-type: none"> • National Chairs' have heard that the organisational structure will be set by 1 July. Consumer representation should also be clearer then. Localities and boundaries are still unknown. <i>How do the members keep up with matter experts to speak to about issues?</i> • Ethnic Healthcare Collective – information was sent out by Chair. • Next Chairs' meeting 2 May. Sarah Marshall will be attending. National Chairs have now been meeting for two years. • HQSC Event – Journey to Healthy being held in Christchurch. Chair's not formally invited this year, had to put in applications individually. • Palliative Care has been a focus in Clinical Governance Committee meetings lately. Melatonin is now able to be prescribed. <p>8.2 Health Service Provision</p> <p>8.2.1 <u>Review of 2022 Year</u> – attached.</p> <ul style="list-style-type: none"> • Recurring themes; • Priority areas of focus; • Strategies for achieving identified areas of focus. • Are there any HCC system improvements we haven't addressed? <p>8.2.2 <u>Mental Health and Addiction Services Transformation</u> – Featured on Grand Round. Will send an email to the speaker. Sent role description out for feedback. Could Rosalie look at role description and modify.</p> <p>8.2.3 <u>Recruitment and succession progress.</u></p> <ul style="list-style-type: none"> • Responsibilities; • Progressing known candidates; • Advertising; • Resources. 	Chair	Chair Rosalie

Item No.	Item	Lead	Action
	<p>Role description to go on website asap. There is a new Bay of Plenty Renal Patient Council – an article has come out describing what they have done, what they do, what they hope to do in the future. Will send article out to members.</p> <p>Would like to invite prospective new member to next meeting. Do you have to be vaccinated? Need to clarify expected attendance – in person or zoom and Eastern Bay and Western Bay. Twice a year members could go to Whakatane. Invite new member to May meeting. Boundaries – EOI does fit within BOP boundary. Theresa has offered to give her the run down on what the Council is about to give her an insight. Maria to contact her to say that Theresa will be in touch.</p> <p>Theresa has said she will stay on as a member.</p> <p>8.2.4 <u>Path Lab Services update</u></p> <p>Will send out Diane McQueen’s response to members.</p> <p>8.2.5 <u>Home-based Aged Care in WBOP</u></p> <p>Former professor of social work has put in application to get two social work students to research the issues. Providers to provide extra services and flex up and flex down. Te Pai Tata (NZ Health Plan) details the care plan.</p> <p>8.2.6 <u>Palliative Care in Eastern Bay</u></p> <p>Article on front page of Beacon last Thursday. Whakatane Hospital and Tauranga Hospice being assessed. All laid bare in article. Gives some options. Will send out articles. Lisa will submit to Clinical Governance.</p>	<p>Theresa</p> <p>Debbie</p> <p>Maria</p> <p>Maria</p> <p>Maria</p> <p>Adrienne</p> <p>Theresa</p>	<p>Theresa</p> <p>Debbie</p> <p>Maria</p> <p>Maria</p> <p>Maria</p> <p>Maria</p> <p>Theresa</p> <p>Theresa Lisa</p>

9	Correspondence Outwards: Nil Inwards: Nil	Chair	
10	General Business Theresa will be speaking to local East Cape community regarding localities. Shift moving away from small localities, especially when things are moving regionally. Cyclone Gabrielle – impacted people crossing boundaries because of access. How has the cyclone affected delivery of healthcare? Debbie will look into this. This was coordinated by Te Whatu Ora nationally. Not sure if there has been follow up. Debbie will look into this. Andrea McGee of IOC has been invited to next HCC meeting. <i>Member reported that there were two recent incidents of people who have been operated on privately and then cared for publicly post operatively. How will this process be handled with a regional delivery service. Patient may not need to travel for treatment, but staff may travel to another location. Looking at having more acute care and weekend surgeries.</i>	Chair	Debbie
11	Round Table	Chair	
12	Council Only time	Chair	
13	Next Meeting Wednesday 10 May 2023	Chair	
14	Karakia Whakamutunga Meeting finished at 1.15pm	Theresa	

Health Consumer Council Monthly Meeting Matters Arising 2022/23

Meeting Date	Action required	Who	Action Taken	Completed / in progress
14.09.22 12.10.22	Laboratory Closures – Closures need to be publicised more. Write a letter to General Manager, Planning and Funding re: impact and more advertising.	Debbie Lisa	Matter raised with Mike. Have agreed to take a more proactive approach to communicating closures as per following article. https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/	Close? 01.05.23 Dianne McQueen's response passed onto HCC members.
08.03.23	<u>Recruitment</u> 1. Position description to be added to website once finalised. 2. Where can we advertise – OnePlace?	Maria Debbie	Lisa supplied Northland's position description, Debbie/Maria amended, sent to Rosalie for review.	
12.04.23	Mental Health and Addiction Services Transformation – Email speaker.	Lisa		
12.04.23	Cyclone Gabrielle – How is this affecting delivery of healthcare?	Debbie		
12.04.23	Are Covid vaccinations still mandatory?	Debbie		

Meeting Date	Action required	Who	Action Taken	Completed / in progress
10.08.22	Contact Hayley to see if she is still interested in becoming a member.	Maria	Emailed Hayley. She is still interested. Sent her updated EOI for completion.	Close
08.06.22	Aged Residential Care – Staffing issue.	Vanessa Russell	Vanessa presented at the 10 Aug meeting.	Close
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 circulated.	Adrienne	13.07.22 Did not receive, therefore close.	Close
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.
14.09.22	Send letter to Mental Health and Addiction Services in response to their letter.	Maria Lisa	20.09.22 Draft sent to Lisa. 29.09.22 Final sent to MHAS.	Close

Meeting Date	Action required	Who	Action Taken	Completed / in progress
13.07.22	Security risk with members having DHB information on personal devices.	Debbie	The issue is not with the security of the device rather how the recipient of the data manages it. Simple rules to keep information safe: <ul style="list-style-type: none"> • Have a password on your device. • Only keep information for as long as you need it. • Delete once no longer required. • Empty recycle bin regularly. 	Close
10.08.22	Representative from PHO to attend a meeting.	Debbie	Lindsey Webber, CEO, WBOPPHO has been invited to the Nov meeting.	Close
13.07.22	Training Courses and Health & Safety Training	Maria	Will keep sending through courses for members to attend.	Close
14.09.22	Who is Riki's counterpart?	Lisa		Close
13.07.22	Hospital capacity and progress data for sharing with members.	Debbie	Trying to source some info to share. Provided in emailed Health Sector Update report 13.12.22.	Complete
09.11.22	TOR – Needs to be rolled over. Currently states “Under Review”	Debbie	This is fine until further information is determined from transition.	Close
09.11.22	Annual review – send out document with headings.	Maria	12.12.22 Sent out in email to all members.	Close
09.11.22	Send out link to national positions.	Maria	Who we are – Te Whatu Ora - Health New Zealand	Complete
14.09.22	Articles regarding medical imaging. Find out what this is about. John sent you an email with the link to this article.	Debbie	Mike Agnew, Planning and Funding was emailed regarding this question, but a response was not received.	Close

Meeting Date	Action required	Who	Action Taken	Completed / in progress
10.08.22	<ol style="list-style-type: none"> How is this information retained? Ask Comms if they can copy Northland's EOI and put the fillable pdf on our website. 	Maria	<ol style="list-style-type: none"> EOI form now added to webpage. Once completed, the online form is sent to the Health Consumer Council email address. Consider information on Northland's page Northland Health Consumer Council Northland DHB 	Complete
12.10.22	<p>Circulate notes from Community Health Liaison Group – will seek permission from Chair.</p> <p>e.g. there was a good report from Dorothy Stewart on aged care.</p>	John	<p>Has been given permission to share notes. Will share notes after every meeting.</p> <p>Adrienne will share the report.</p>	Complete
09.11.22	<p>Hospital & Specialist Operating Model – Send feedback to Maria for combining.</p>	All	<p>Received feedback from Florence only.</p>	Close
09.11.22	<p>8.1.1 Sunlive Article SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First Did hospital publish a response?</p>	Debbie		Close
09.03.22	<p>Remuneration for Clinical Governance meeting attendances and other meetings.</p>	Lisa to liaise with Jonathan Wallace	<p>10.06.22 Maria emailed Jonathan to ask about remuneration for member attendances to the Clinical Governance meetings.</p>	Complete

Meeting Date	Action required	Who	Action Taken	Completed / in progress
			13.12.22 Maria sent email provided by Lisa to Jonathan for his information. 08.05.23 Attendance and payment arrangements agreed.	

BAY OF PLENTY HEALTH CONSUMER COUNCIL

POSITION DESCRIPTION

PERSONAL QUALITIES

Members will have diverse backgrounds, contacts and networks, knowledge and skills, and will be passionate about consumers being able to access the best possible services and care from the Bay of Plenty health sector. Although appointed to reflect the consumer voice in a particular area of interest (e.g. Maori health, women's health, child health, mental health) they will not be regarded as representatives of any specific organisation or community.

Personal experience with medical, health and/or disability issues or experience with people who have these issues would be an asset. Experience of participation in a committee is not necessary but would be advantageous. Members need to be able to work well in a team.

QUALIFICATIONS AND REQUIREMENTS

Willing and able to:

- Provide application information and participate in a selection interview.
- Authorise a police record check.
- Sign a confidentiality commitment.
- Participate in monthly meetings either in person or via zoom.
- Read material and provide feedback when required outside of monthly meetings.
- Complete required mandatory training e.g. health and safety.

REIMBURSEMENT

Members attending monthly meetings shall be reimbursed for their attendance at a flat rate per meeting. Attendance to other meetings may also be reimbursed. Reasonable travel expenses shall be reimbursed.

COLLECTION DEPOT SITES

Similar to the rest of the health system, laboratories too have experienced extreme workforce shortages in recent times, with both a national and global shortage of phlebotomists. The COVID-19 pandemic added further to this through employee sickness and resignations primarily due to fatigue, which has resulted in significant staffing shortages and recruitment challenges of phlebotomy staff over the past 3 years. As with other industries, Pathlab too have been strongly impacted by low immigration numbers and overseas counterparts offering more attractive positions to the already small pool of resources.

Since January 2022 we have recruited 47 new staff, with an additional 5 new recruits now confirmed for our May training intake. We have increased remuneration, paid a one-off thank you bonus to retain these staff but still lose around 20% to higher paying positions. All laboratories are experiencing similar problems within their communities as the phlebotomy shortage is not restricted to the BOP.

A solution to the staffing shortage was to consolidate remaining staff to our rooms in the more highly populated areas and recognised areas of need as best we could. This saw the closure our Otumoetai, Mt Maunganui and Greerton facilities, along with reducing our hours at Katikati (moved to 3 open days per week) and Te Puke (moved to two open days per week) to enable us to distribute staffing numbers to the other facilities. Unfortunately- there were odd days that Bethlehem facility had to close due to staff sickness – a decision that was never made lightly.

The Bay of Plenty facilities see over 30,000 patients per month and patient numbers hugely vary day-to-day it is very difficult to plan for what facility and when the patients are going to attend. This has resulted in unacceptable wait times.

We have received 29 formal complaints over the last 12 months, are certainly aware of the level of frustration with the wait-times and investigate each one to see where we can improve. We have investigated booking systems – without success to date. We have however set up a booking system at our Cameron Road facility to help those repeat patients that attend regularly and those needing special tests and or treatment.

The remarkable thing over this time is the many expressions of continued understanding and ongoing support that our phlebotomists receive for the patients. This positive feedback has been and continues to help all our phlebotomists immensely.

Long queues look worse by Pathlab sitting each patient a metre apart(along with provision of a mask) to protect the patients as best we can, the sick, babies and elderly were triaged as best we could at times offering a lesser wait time at another facility.

We are truly sorry for the impact in our community over this last 12 months we believe we have and continue to do everything within our power to mitigate this.

In our efforts to mitigate impacts on both patients and staff, we have been constantly reviewing our processes to improve:

- staff retention,
- patient wait-times,
- communications to clinicians and patients of room closures,
- our training programmes, and
- ways to capture more interest in phlebotomy as a profession.

This has included:

- daily updates to clinicians, via email to advise their patients and to patients via social media platforms, to ensure our collection facility open/closed status is known promptly,
- adding an assistant position to manage the administrative work required for specimens, thus allowing the trained phlebotomists to attend to patients faster,

Pathlab is very pleased to finally be in a position to start re-opening our closed facilities and bringing those facilities with reduced hours back to regular hours.

Greerton	re-opens on Tuesday 11 th April
Pyne St,	Whakatane resuming usual hours from Monday 17 th April
Katikati	returns to 5 days a week from Monday 8 th May
Te Puke	resuming 5 days a week on Monday 29 th May
Mt Maunganui	re-opening on Tuesday 6 th June
Otumoetai	re-opening once 3 more staff have been employed and trained.

Laboratory Request Forms

Since the introduction of computerised practise management systems within medical centres - laboratory forms have been printed by the medical centre and have had no collection details embedded. This has been customary for greater than 20 years.

Since the introduction of e-ordering by the laboratory (a huge quality improvement) it is correct the patient does not require a request form. The GP/ referrers can still print this out for the patient if this is required.

Unfortunately, the laboratory does not hold personal data for each patient to enable testing re unfilled laboratory requests or change of clinic hours.

Dianne McQueen