

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Agenda

Health Consumer Council

Date: 12 October 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 John Powell – Mount Maunganui Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Kelly Hohapata – Whakatane Hayley Chapman - Tauranga	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome 15 minutes for introductions.	Theresa	
2	Apologies Moved: Seconded:	Chair	3
3	Interests Register	Chair	
4	Minutes of Meeting 14 September 2022 to be confirmed. Moved: Seconded:	Chair	4
5	Presentation: None		
6	Health Sector Update – None. See responses to Matters Arising below. <u>13.07.22 Security Risk with Members having DHB Information on Personal Devices</u> 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. <u>14.07.2022 Labs closing permanently and temporarily</u> I raised this with Mike after the last meeting and they 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/	Debbie	
7	Matters Arising See attached and advise Maria of any updates.	Chair	7

Te Whatu Ora
 Health New Zealand
 Hauora a Toi Bay of Plenty

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2022/23

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Hayley Chapman											
Rosalie Liddle Crawford	A	•	•	•	A	•					
Kelly Hohapata			•	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.

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Minutes

Health Consumer Council

Date: 14 September 2022, 10:30am to 1:00pm

Venue: Via [Zoom](#) only

Chair	Lisa Murphy - Tauranga	Minutes	Maria Moller
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	Who
1	Karakia timatanga/Welcome	Theresa	
2	Apologies Lisa will join a little later, joined at 11.18am. Theresa left at 11.30am. Kelly left at 12.20pm. Moved: Florence Seconded: John	Chair	
3	Interests Register None.	Adrienne	
4	Minutes of Meeting 10 August 2022 to be confirmed. Moved: Adrienne Seconded: Kelly Double check attendance sheet.	Chair	Maria
5	Presentation: 5.1 <u>On Line Outpatient Appointment Booking</u> – Philippa Edwards, Project Manager Digital Enablement and Leanne Elder, Digital Enablement Programme Manager 10:35am – 11:30am PowerPoint presentation shown. Will share slides. Video shown to demonstrate online booking system. Starting with paediatrics as they are shown to have the largest number of “did not attend’s”. Will start about March next year, rolled out by departments over time. Q&A <i>What about patients with multiple conditions, will the schedulers of different departments work together to get a patient their appointments closer together?</i> System not capable of this yet but it will hopefully in the future. <i>Will the site option be available for Tauranga or Whakatane?</i> Yes. Deferrals/cancellations will still be done by phone. At present system does not allow for this either. Want to ensure that it doesn’t increase inequity, have engaged with Grey Power and resthomes. Digital will not work everyone.		Maria

Item No.	Item	Lead	Who
	<i>There have been some articles about medical imaging. Have not heard anything but will investigate it.</i>		Debbie
7	Matters Arising See attached and advise Maria of any updates.	Chair	
8	Matters for Discussion/Decision 8.1 Chair's Report and Parliamentary Launch of the Code of Expectations. Chair attended the Parliamentary Launch in Wellington. DJ Adams from HQSC is looking into the issue of what we call ourselves and how the hospital answers the phone with new name(s). Attended National Chairs' Monthly Meeting, have sent out slides. Link between councils and localities? Locality planning will incorporate Consumer Councils. Some localities are advancing quicker than others. It was pointed out to Riki that because of the uncertainty, Council can't recruit etc. Who is Riki's counterpart?	Chair	Lisa
9	Correspondence Inwards: Consumer Participation Coordinator – Mental Health & Addiction Services A further letter received from Mental Health and Addiction Services. Draft a letter acknowledging content and advising that personal experiences will soon be added to website. Send to Chair for review. Outwards: None.	Chair	Maria Lisa
10	General Business None.	Chair	
11	Reports of participation in other groups - Community Feedback <ul style="list-style-type: none"> • Rosalie – Digital Data Governance meeting. Hasn't attended one yet. There is one due in Oct. • Grand Round was about telehealth. Opotiki trial which was successful. 	Chair	
12	Meeting moved into Council Only time. <ul style="list-style-type: none"> • Recruitment; • TOR. 		
13	Next Meeting Wednesday 12 October 2022 In person.		
14	Karakia Whakamutunga		

Health Consumer Council Monthly Meeting Matters Arising 2022/23

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.03.22	Remuneration for Clinical Governance meeting attendances.	Jonathan	10.06.22 Maria has emailed Jonathan.	
13.07.22	Training Courses and Health & Safety Training	John		
13.07.22	Hospital capacity and progress data for sharing with members.	Debbie		
10.08.22	Create a fillable pdf for EOI.	Maria		
10.08.22	Representative from PHO to attend a meeting.	Debbie		
14.09.22	Labs closing permanently and temporarily. Write letter to Mike Agnew to highlight deficiencies in communication around closures and impacts.	Lisa	I raised this with Mike after the last meeting and they 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/	
14.09.22	Articles regarding medical imaging. Find out what this is about.	Debbie		
14.09.22	Who is Riki's counterpart?	Lisa		

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 data-bbox="1025 284 1464 491" 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

Feedback and Complaints System at Te Whatu Ora

Dianne Marshall, Consumer and Whānau Voice

October 2022



Strengthening consumer voice is a priority for the health reforms

“...we should embed consumer voice more explicitly and consistently in the future; moving beyond a norm of ‘consultation’ to one in which there is more active engagement and involvement”

(Minister of Health, March 2021)



Building blocks for consumers & whānau voice ¹²

Legislation

Health System Principles

including requirements for Health Entities to involve communities in development and delivery of services

Code of Expectations sets expectations for Health entities' engagement with consumers and whanau

Iwi-Māori Partnership Boards will be accountable for gathering and promoting the aspirations of Māori communities

Supporting Infrastructure

Consumer Health Forum

Aotearoa will connect consumers with the health system (HQSC)

Centre of Excellence will support the health system to engage in a meaningful and person-centred way (HQSC)

System

Localities will be accountable to deliver services that meet the needs and preferences of local communities – in progress

Proactive engagement mechanisms to ensure the voice of disadvantaged and minority populations influences service design and delivery – in progress

Streamlined and improved **feedback and complaints processes** – in progress

Our work programme (jointly with Te Aka Whai Ora)

1. Streamline and improve **feedback and complaints** processes
2. Development of a **Consumer and Whānau Experience Plan**
3. Develop **operating model**
4. Define **“Whanau Voice”** (Te Aka Whai Ora lead)
5. Partner with the Health Quality & Safety Commission on **infrastructure**

Streamline and improve feedback and complaints processes

- Streamlining complaints & feedback across our system so that there is a consistent, transparent, easy to navigate complaints & feedback process supported by data and digital infrastructure to enable a holistic view and proactive identification of trends and issues
- Develop complaints and feedback approaches that work better for Māori, Pacific, Disabled, and other priority populations who the current systems doesn't serve well
- Integrate complaints data with other feedback including compliments, and patient reported experience and outcomes

**From a consumer perspective-
What does a good Feedback &
Complaints system look like?**

**How do we ensure ongoing
engagement with Consumer Council?**



Feedback & Complaints work plan: Policy

16

Components of the Policy- shaped around well-being and to encourage community leadership

1. First Principles of the Feedback and Complaints System
2. Safety for all in the process
3. Closing the feedback loop

Next steps:

- Consultation and Engagement (internal & external)
- First draft
- Consistency with other Te Whatu Ora policies and work areas
- Final draft by end of the year
- Planning for associated Procedure and Guidance documents

Feedback & Complaints work plan: The IT infrastructure

Components of the IT system

1. Consumer interface or how people provide their feedback and how this data is entered into the system
2. Process within the system- to align with policy and support those managing a complaint through key tasks with set timeframes.
3. Reporting from the system
 - ✓ Data at a local, regional and national level to inform quality management and service development
 - ✓ Link with key themes from Consumer Engagement

Next steps:

- Initial national reporting from existing systems
- Understand IT capability and scope requirements

From: [Lisa Murphy](#)
To: [Maria Moller](#)
Subject: Fw: Sharing Hospital and Specialist Services Panui
Date: Friday, 7 October 2022 10:21:56 am
Attachments: [HSS Update #4 - 15 September 2022.pdf](#)

For re reading docs

From: Geoff Ormandy
Sent: Tuesday, 4 October 2022 7:02 pm
To: Russ Aiton <consumer.council@wcdhb.health.nz>; Lisa Murphy; Angelea Stanton
Subject: Fwd: Sharing Hospital and Specialist Services Panui

Geoff Ormandy

----- Original Message -----

From: Jo Moon <Jo.Moon@nmdhb.govt.nz>
To: Alene Sherson, Angela Stanton, bernardenoka, brendachilvers, "palliser.esme", Geoff Ormandy, Marie Lindaya, Nathan Hanson, Nikita Takai
Date: 20/09/2022 14:20
Subject: Sharing Hospital and Specialist Services Panui

Here is an update from Dr Dale Bramley, Interim Director Hospital and Specialist Services which I would like to share with you all.

In the office here, we have noted that the Hospital and Specialist Services Operating Working Group does not appear to have consumers involved from the start. [Hospital & Specialist Services Workstream – Te Whatu Ora - Health New Zealand](#) If they are looking at a Co-Design process especially considering the functions of clinical services where is the consumer in at the start? I have reviewed the Terms of Reference and under the Key Stakeholders paragraph on Page 4, there is comment to the fact that they will include consumer and whānau voice teams, but when and where? As the design could have already taken place by the time consumers are engaged.

Similarly, we have also noted the Taskforce Groups are also missing a consumer voice. Surely, they can be consulting with the Consumer Chairs and Deputies if nothing else. [Taskforces – Te Whatu Ora - Health New Zealand](#)

Ang and Geoff, is this something you can raise at your next meeting? Because we need to walk the talk with the Code of Expectations and the Pae Ora (Healthy Futures) Act 2022. Tell me to butt out if not appropriate.

Would like to hear others views.

Thanks
Jo

Jo Moon

**Improvement Facilitator Consumer Engagement & Volunteer
Co-ordinator**

Nelson Marlborough

waea pūkoro: 022 020 5016 | imēra: jo.moon@nmdhb.govt.nz

Private Bag 18, Nelson, 7042

Hours: Monday to Thursday 9am to 2.30pm



Te Whatu Ora – Health New Zealand
TeWhatuOra.govt.nz

Hospital and Specialist Services update

Issue 4 | 15 September 2022

Message from Dale

Kia ora

You will have seen the news that Aotearoa's COVID-19 response has changed. This feels like a momentous time after two and a half years of living with COVID-19.

This reflects the significant lower numbers of COVID-19 in our communities and coming to the end of winter illnesses.

Masks are no longer required as we go about most of our daily lives- but they are still required in health settings. This means in our hospitals, clinics, pharmacies, aged residential care and all other places delivering health care, masks must still be worn.

Formal advice on mask wearing is being developed for us to use locally as well as updated information on visiting.

Welcome to the new nursing graduates who joined us across the motu this week and last week. In total 414 Nurses have been employed into the New Entry to Practice (NETP) Programme, which makes a total of 1596 new nurses since mid-2021. We're delighted you've joined the Te Whatu Ora whānau.

As winter ends, our focus moves from winter pressures to acute flow and length of stay. We are also focussing on the 'Reset and Restore' for planned care. Whilst we are currently not delivering the amount of planned care we would like to deliver, an enormous amount of work is happening in this space.

This week it's Te Wiki o te Reo Māori, a significant year marking 50 years since a petition was presented to Government that kick-started the revival of te reo Māori. It's noticeable that we are seeing more use of te reo across Aotearoa. There are plenty of resources on [Te Reo Māori website](#) to support you wherever you are in your te reo journey. So why not try and introduce a new word or phrase into your language every week?

Thank you and keep up the awesome mahi.

Ngā mihi nui

Dale

Dr Dale Bramley, Interim Director Hospital and Specialist Services

Update from SLT

New health technology assessments

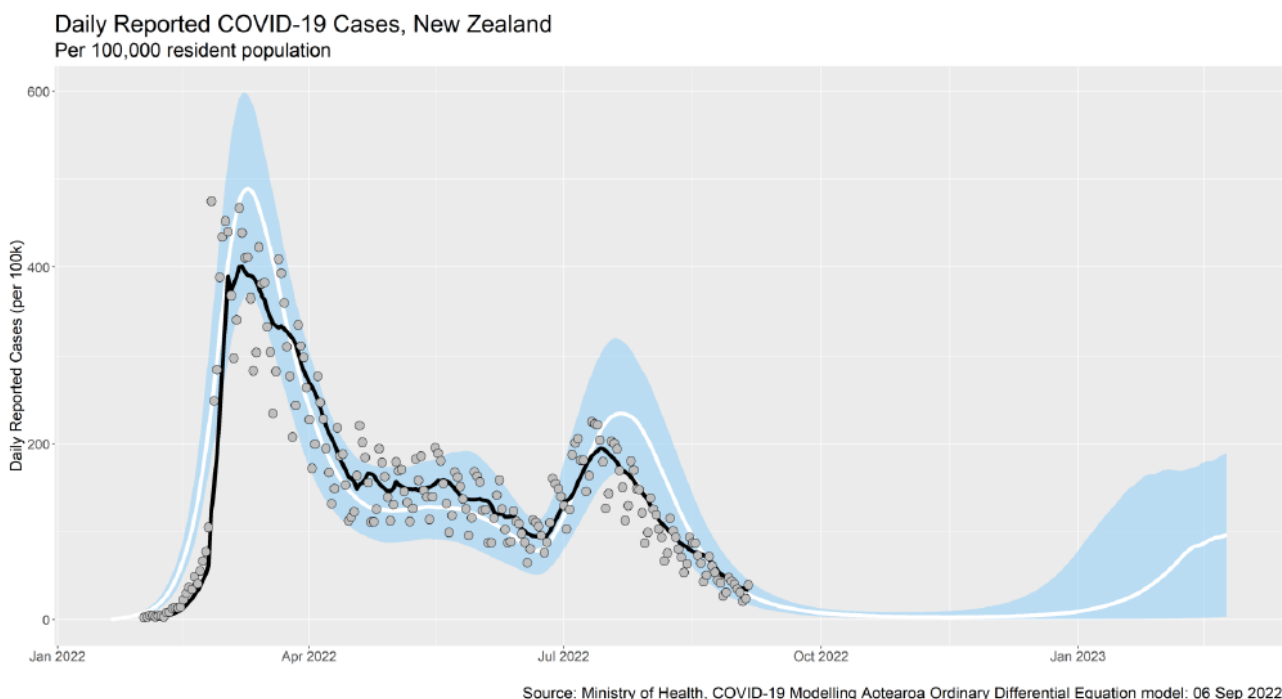
Being part of a single team at Te Whatu Ora is providing us with the opportunity to unify and streamline the decision-making process around what new health technologies we invest in. We'll be designing a process to explore ways of decision-making that ensure we are creating a more equitable system and using our funding wisely.

In the interim, any new health technology assessments that come to the national office will be forwarded to existing district or regional forums for their consideration. We will look at how we share the decisions with you to ensure consistency in the interim. Thank you for your patience and mahi as we work through these processes.

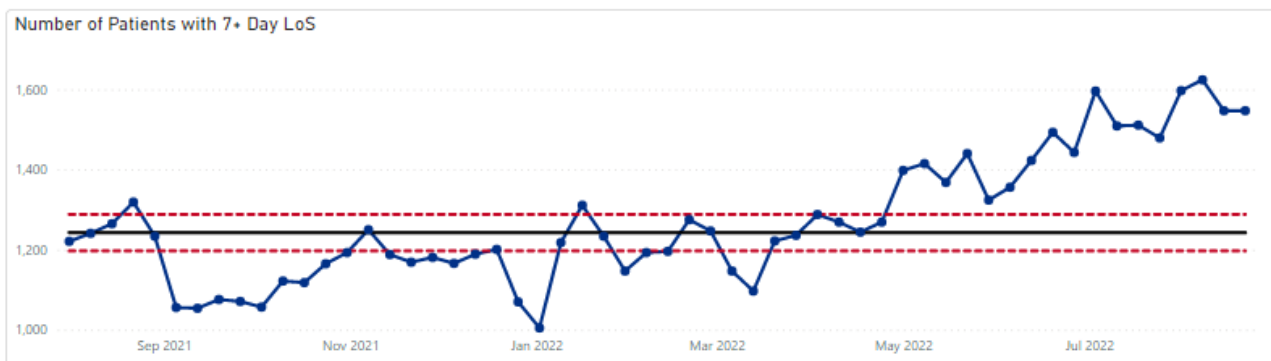
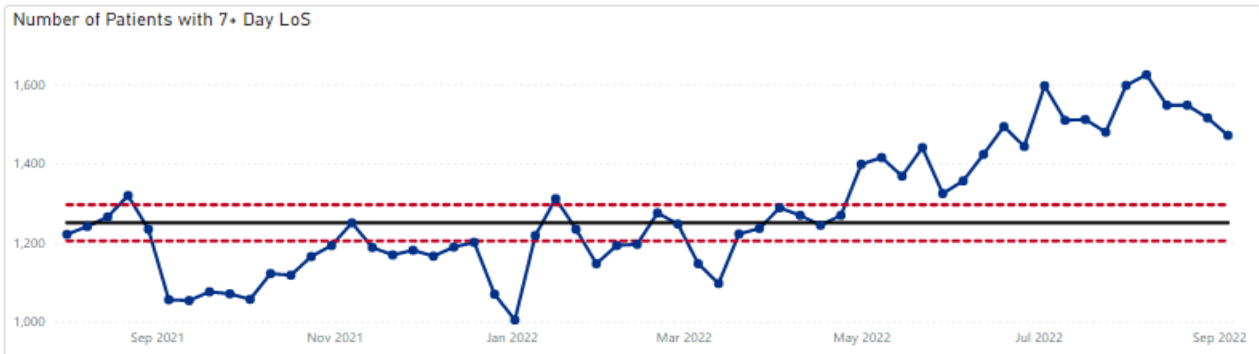
Seasonal pressures

We're still seeing pressure in our system with ED attendance and admissions remaining higher than expected for this time of year. COVID-19 and other respiratory pressures continue to track down. However, high staff vacancies and high absence rates due to illness across community, primary, and hospital care continue to constrain providers' ability to meet demand.

The current pressure is being addressed with enhanced options in community settings, a focus on hospital flow, and reducing planned care, with increasing regional coordination.



The number of beds occupied by patients with a length of stay of seven days or more is still currently high. It's slowly improving, but well above the long-run average.



Planned care

The mahi continues on booking our longest waiting patients for surgery or first specialist assessments. Since the end of August we've seen further reductions across the regions. There's a huge amount of work taking place to get us to this place – a shout out to everyone involved. I particularly want to call out our bookers and schedulers for their mahi – thank you.

We'll be able to share more details in the next few weeks about next steps on planned care implementation.

Hospital and Specialist Services Operating model

Work continues to design an operating model for hospital and specialist services. Some engagement sessions are taking place with the clinicians who put their hands up to be part of this work. The first set of themes being worked on are:

- Service, quality, equity and accountability framework
- Leadership culture and wellbeing
- Speciality access in rural communities
- Shifting to primary and community settings

The working group is also looking at clinical networks and how these might work going forward to help us deliver a more equitable, accessible and people-centred system.

To do this, the working group will work with people in some of the existing networks and specialties and others who know these areas really well. Both myself and Pete Watson to ensure careful alignment with current work we have underway.

At the end of this month there'll be some information webinars for all staff. These will provide an update on the work as well as an opportunity for questions.

Distributed to:

- Te Whatu Ora ELT
- Regional Directors
- District Directors
- Directors of Nursing
- Directors of Allied Health
- Chief Medical officers
- Chief Operating Officers
- Region Communication Leads

Please share with your colleagues.

From: Jeff& stanton

Sent: Monday, 3 October 2022 9:26 pm

To: Consumer Council <consumer.council@wcdhb.health.nz>

Cc: Adrian Price – CDHB; Jane Drum - ADHB; Jane Parker-Bishop - TDHB Co-Chair; Karen Browne - SDHB; Linda Penlington - Wairarapa DHB; Lisa Murphy; Lorelle George; Lorraine Guthrie - Chair - South Canterbury CC; Lynne Tucker - NDHB; Ngairé Te Ahu; Ngozi Penson; Robyn Beattie - CaCDHB; Sophie Tauhara; Paula King - Taranaki; Stephen Paewai - MCDHB; Mary Burdon - Lakes; South Canterbury Consumer Council <consumercouncil@scdhb.health.nz>; Tevita Havea; Geoff Ormandy DP NMDHB

Subject: Re: Consumer Councils - Chair/Co-Chair Meeting

Hi All

I'd like to add to the agenda some observations from our local facilitator. The lack of engagement is a concern where again it's words without action. I wonder if this is something we as a group could be highlighting.

Here is an update from Dr Dale Bramley, Interim Director Hospital and Specialist Services which I would like to share with you all.

In the office here, we have noted that the Hospital and Specialist Services Operating Working Group does not appear to have consumers involved from the start. [Hospital & Specialist Services Workstream – Te Whatu Ora - Health New Zealand](#) If they are looking at a Co-Design process especially considering the functions of clinical services where is the consumer in at the start? I have reviewed the Terms of Reference and under the Key Stakeholders paragraph on Page 4, there is comment to the fact that they will include consumer and whānau voice teams, but when and where? As the design could have already taken place by the time consumers are engaged.

Similarly, we have also noted the Taskforce Groups are also missing a consumer voice. Surely, they can be consulting with the Consumer Chairs and Deputies if nothing else. [Taskforces – Te Whatu Ora - Health New Zealand](#)

Hope to see you all tomorrow.

Angelea

NMH Consumer Council Chair

Sent from my iPhone

On 3/10/2022, at 5:01 PM, Consumer Council <consumer.council@wcdhb.health.nz> wrote:

Good afternoon,

Hope this finds you and yours well.

A reminder that we have our monthly National Chairs meeting on Tuesday 4th at 630pm – 730pm for those able to make it.

Nothing through for the agenda this month so we can use the time to perhaps have a regional lens and up date from each?

I'll be then able to give some feedback to the HQSC Board via the consumer advisory group.

Thanks to all that gave some feedback on the National Collaboration model. That group meets again on Thursday 5th and I'll circulate the comments etc.

Look forward to seeing you all in Zoomland again..

Russ

From: [Lisa Murphy](#)
To: [Maria Moller](#)
Subject: Fw: HQSC Board - Dr Dale Bramley chat and update thus far...
Date: Friday, 7 October 2022 10:25:29 am
Attachments: [image001.png](#)
[Board noting paper for environmental scans 14.10.22.pdf](#)

For re reading docs

From: Consumer Council <consumer.council@wcdhb.health.nz>

Sent: Thursday, 6 October 2022 12:38 pm

To: Adrian Price - CDHB; Angela Stanton - NMDHB; Dennis Te Moana - Co Chair Capital & Coast DH; Frank Bristol; Geoff Ormandy; Jane Drum - ADHB; Jane Parker-Bishop -TDHB Co-Chair; Karen Browne - SDHB; Linda Penlington - Wairarapa DHB; Lisa Murphy; Lorelle George; Lorraine Guthrie; Lynne Tucker - NDHB; Mary Burdon - Lakes; Ngaire Te Ahu; Ngozi Penson; Paula King - Taranaki; Robyn Beattie - CaCDHB; Russ Aiton WCDHB/HQSC; Sophie Tauhara; South Canterbury Consumer Council
 <consumercouncil@scdhb.health.nz>; Stephen Paewai - MCDHB; Tevita Havea

Subject: HQSC Board - Dr Dale Bramley chat and update thus far...

Kia ora koutou,

As per our meeting 4.10.22 and the concerns raised on the lack of consumer (council) and community engagement around the Code of expectations for health entities' engagement with consumers and whānau (The Code).

Here's an update on where I am thus far on communicating these concerns to Dr Dale Bramley.

- Attached is the Consumer Advisory Group (CAG) environmental scan report that we provide to the Board on issues of note we have. Point 3 alludes to our concerns raised meeting 04.10.22. I will talk to each point in my verbal report to the Board and answer any questions from both the HQSC Board and HQSC Exec Leadership Team (ELT). An opportunity to talk detail and specifics.
- I have arranged time with Dr Dale Bramley before the Board meeting to discuss our concerns as per meeting 04.10.22. This will be a heads up and also mention the potential Risk to HQSC issues of increased complaints around lack of engagement as per new Code expectations outlined in that and Pae Ora (Healthy Futures) Act 2022 Health sector principles (Sec 7)
- ELT members present include Richard Hamblin - Director of health quality intelligence, Dr Martin Thomas - medical director and executive lead, quality systems and Stephanie Turner – director of Māori health outcomes (and others).
- My intention is to communicate the National Chairs Group (consumer councils) concerns as per meeting 04.10.22 and ensure the Board minutes reflect any dialogue and comments to support the CAG environmental scan.

- I also have time booked to talk to Deon York – Director Partners in Care on the same concerns around lack of engagement as per the Code.

As to the how and bits in the middle?... I'll play that as I see it on the day and take every opportunity presented

Thanks again for the support to take this forward for our group.

I'll let you know how we go after the 14th

On a separate note.

I have had a conversation today with Dianne Marshall - Senior Service Development Advisor, Consumer and Whānau Voice Team who is working on a National Feedback & Complaints system for Te Whatu Ora.

She wants to get consumer involvement from the get-go and has asked that if we could provide her with some comment around what principles and values, we, as consumers, would expect / like to see in a complaints process.

Not ready for that first step of project just yet, but she would like to present to us and ask advice on how to engage with consumers. A good first question I thought !

It's really short notice I know, but would you be available one-time next week?... say same time of 6.30pm? Idea would be to get as many of us as possible for her to chat to so we can then provide, from each region, consumers to provide further comment and feedback to her?...

If you can give me a date and time or two for early next week that would work for you, please?, I'll set up the meeting with her.

Ngā mihi nui
Russ

Russ Aiton | Chair, Consumer Council
Co-Chair, Consumer Advisory Group - HQSC
Te Whatu Ora - Te Nikau Grey Hospital and Health Centre



Nāku te rourou nāu te rourou ka ora ai te iwi
With your basket and my basket, the people will thrive

TITLE:	Te Kāhui Mahi Ngātahi Consumer Advisory Group environmental scan		
Board meeting:	14 October 2022	Paper finalised:	<i>(When Janice signed)</i>
For information:	<input checked="" type="checkbox"/>	For decision:	<input type="checkbox"/>

Purpose

1. This paper shares a synthesis of the environmental scan of Te Kāhui Mahi Ngātahi | Consumer Advisory group (CAG) to alert and advise the board. These topics stem from individual experiences and/or observations of members in their respective local communities. These scans were provided by the CAG at its meeting on 4 October 2022.

Summary

2. **Pressure on health services:** Three weeks to get into GP, even if services needed are considered urgent. In many areas, new GP registrations are not being taken. There is a lack of doctors, midwives, and staff to serve the public with many opportunities not receiving any applicants. Medical staff are mentioning critical state and voicing concerns for risks to patient safety. Consumers and whānau are afraid to get sick, due to lack of services. Mental health services are also suffering due to an increase in demand proportionate to services available, especially for Māori and Pacific consumers. The community must continue to emphasise the importance of seeking medical attention when unwell.
3. **Items raise by the district consumer councils:**
Lack of consumers involvement in developing the design principles, including an action plan that Te Whatu Ora are leading. So far there is no obvious consumer input into operational planning.
4. Ongoing issues with **accessibility to personal digital health information** being provided from health services. All health records need to be joined-up and made accessible to consumers and whānau.
5. **Social services:** Truancy levels are at an all-time high due to COVID concerns. Family violence on increase. Mental health issues very prevalent in youth communities. Food banks are busy, petrol prices and lack of affordable housing are major barriers to health. This highlights the importance of keeping a focus on the social determinants of health in any health response.

Recommendations

- a) **note** the contents of this paper.

Contacts

Manager:	Deon York	Author:	Allison Anderson
Title:	Director, Partners in Care	Title:	Programme Manager
Mobile:		Mobile:	

27 September 2022

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

Dear Sherida

Your letter of 26 August 2022 was noted by the members of the Health Consumer Council at their monthly meeting.

As outlined in previous correspondence, our members have a wide range of lived experience, backgrounds, and areas of interest in the health and disability system. While members are advocates in their own right, they are not experts or representatives of any particular group or organisation in accordance with the Health Consumer Council's Terms of Reference. This document is available on the Hauora a Toi Bay of Plenty website.

As Chair, I have been working closely with the National/Regional transition teams together with the Health Quality Safety Commission to implement engagement of consumers and whanau in our communities. Recently Deon York and DJ Adams of the Health Quality Safety Commission Partners in Care team gave a presentation at our monthly meeting.

As Te Whata Ora now works to implement the Code of Expectations for health entities' engagement with consumers and whanau, it will continue to be a priority to have diverse consumer voices heard.

Ngā mihi nui



Lisa Murphy
Chair
Bay of Plenty Health Consumer Council