



BAY OF PLENTY
DISTRICT HEALTH BOARD
HAUORA A TOI

Agenda

Health Consumer Council

Venue: Kawakawa Room, Education Centre,

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

Date: 12 May 2021, 10:30am to 1:00pm

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		
2.	Welcome		
3.	Presentation: None.		
4.	Apologies: Last months meeting apologies to be moved and seconded also as this was not done at last meeting. Moved: Seconded:	Chair	3
5.	Interests Register	Chair	
6.	Minutes of Meeting: 14 April 2021	Chair	4
7.	Matters Arising: See attached.	Chair	20
8.	Matters for Discussion/Decision		
a.	<ul style="list-style-type: none"> Chair's Report. 	Chair	22
b.	Workshop Community Engagement Vision Workshop - 'Creating a system of consumer voice' <ul style="list-style-type: none"> Consumers/community/whānau involved at all levels – board, policy, executive, provider arm, funding, cluster, service delivery and care Processes for supporting community involvement and diverse representation Resourcing for community involvement Established and diverse systems to gather and respond to consumer voice System evolved to respond to community needs (website, campuses, information centre, letters and leaflets, scheduling) Department of Prime Minister and Cabinet's The new health system page <ul style="list-style-type: none"> https://dpmc.govt.nz/our-business-units/transition-unit/response-health-and-disability-system-review/information 		

Item No.	Item	Lead	Page
	Voice of communities and consumers 'factsheet' <ul style="list-style-type: none"> • https://dpmc.govt.nz/sites/default/files/2021-04/htu-factsheet-voice-of-communities-and-consumers-en-apr21.pdf 		
9.	Correspondence: None	Chair	
10.	Health Sector Update: Refer workshop.	Tim	
11.	Reports of participation in other groups: Deferred to future meeting.	Chair	
12.	General Business: Deferred to future meeting.	Chair	
13.	Next Meeting: 9 June 2021	Chair	
14.	Karakia Whakamutunga		

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2021/22

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Terehia Biddle	-											
Rosalie Crawford	●											
Sue Horne	●											
Theresa Ngamoki	A											
Grant Ngatai	●											
Tessa Mackenzie	●											
Lisa Murphy	●											
John Powell	●											
Florence Trout	●											
Adrienne von Tunzelmann	●											

- Attended.
- A Apology received.
- Absent, no apology received.
- NS Had not started.

Minutes

Health Consumer Council

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Date: 14 April 2021, 10:30am to 1:00pm

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 Tim Antric, Kaiwhakahaere Takawaenga a Hāpori People-centred Experience Lead Jerome Ng, Clinical Director Maria Moller, PA to Senior Advisor Governance & Quality		

Item No.	Item	Lead	Action
1.	Karakia timatanga	Grant	
2.	Welcome		
3.	Presentation – Jerome Ng on Clinical Governance <u>Effective Clinical Governance</u> See presentation slides attached. Finding ways and means to achieve SWEET. The Clinical Governance Committee will provide a summary of their monthly meetings to Council members. Meetings are held the week after our meetings. Jerome announced he is leaving the DHB. Thanks given to Jerome for all his hard work. Leaving Legacy – what is the plan, what are the tools needed, make sure we monitor progress.	Jerome	
4.	Apologies Theresa Ngamoki. Terehia Biddle (Absent). Sue Horne left at 12pm. Not moved or seconded at this meeting. To be moved and seconded at next meeting. Moved: Seconded:		
5.	Interests Register None	Chair	
6.	Minutes of Meeting: 10 March 2021 Moved: Sue Seconded: Florence	Chair	
7.	Presentation – Tim Main message – Council can make recommendations to DHB. Latest Inpatient Survey – underperforming in helping patients with physical needs, communicating to patients.	Tim	

Item No.	Item	Lead	Action
	<p>DHB is at capacity at the moment and so staff can be stretched, therefore often gaps in communication.</p> <p><u>Where to from here:</u></p> <ul style="list-style-type: none"> - Consumers/community/whanau involved at all levels – board, policy, executive, provider arm, etc. - Processes for supporting community involvement and diverse representation. - Resourcing for community involvement. - Established and diverse systems to gather and respond to consumer voice. - System evolved to respond to community needs (website, campuses, information centre, letters, and leaflets, scheduling). <p>Council should speak up and say that they are here to engage. What do you want us to do? Make yourself visible to the board if you wish to attend the board meetings. Present a paper to board about where you see your engagement - these are the levels you need to be engaging with consumers at.</p> <p>Tim to supply slides.</p> <p>Tim suggested that the whanau and consumer-centred group be put on hold for now. In the meantime, Council members need to propose their involvement in the transformation. Next few meetings could be workshop style to determine involvement. Previous projects have not always been received appreciatively. (could it be flagged here Tim will supply what was submitted and response please) Need to establish why that was and make changes to any new proposals.</p> <p>Members attending the Clinical Governance meetings are well received now.</p> <p>Tim advised that he is leaving the DHB. Thanks given to Tim given for all his hard work.</p>		Tim
8.	Matters Arising – Attached.	Chair	
9.	Matters for Discussion/Decision		
a.	Chair's Report	Chair	
b.	CHF Virtual Summit 2021: Shifting Gears – Participating representatives shared their views on attendance.		
c.	Covid Campaign – will discuss at next meeting.		Note
10.	Correspondence None.	Chair	
11.	Health Sector Update See 7 above.	Tim	
12.	Reports of participation in other groups		
a.	Youth and community health – to be discussed at next meeting.	Roselie	Note
b.	Health Quality Safety Commission Consumer Engagement – to be discussed at next meeting.	Chair	Note
c.	Health Consumer Council chairs meeting – different Consumer Councils discussed varying levels of engagement with their DHB. Meeting again in May.	Chair	
13.	General Business	Chair	
14.	Next Meeting: Wednesday 12 May 2021	Chair	
15.	Karakia Whakamutunga	Grant	

Health Consumer Council Monthly Meeting Matters Arising May 2021

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.12.20	Health & Disability System Review – members to read and feedback to DHB about where the consumer council should be involved.	All		
09.12.20	National Trauma Network correspondence – circulate to members.	Sue		
09.12.20	Webinar link for sharing with members.	Sue/Tim		
09.12.20	Meeting Summaries – find out if HCC has it's own email address and who monitors it?	Maria	Emailed address, no response. IT advised that Pritika, Averil and Tim have access to this email address. Not sure if anyone is monitoring it. The email address is Consumer.Council@bopdhb.govt.nz . Relevant emails are forwarded to the chair. Will enquire again if this is happening.	
14.10.20	Update groups you attend on Connex.	All	<i>Members to check Connex, working area "HCC Community Connections" and add details.</i>	

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.09.20	Housing Shortage - Accessible Housing took over from Housing New Zealand. How is that going?	AV		<i>Ongoing.</i>
09.09.20	TOR: a) Recruiting Maori consumer members. Contact Marama for guidance. b) Source flowchart to be annexed.	TA TA		
14.10.20	Arrange for a member of the Tauranga Community Liaison Group to attend December meeting.	JP	JP & SH to extend invitation	Completed.
14.10.20	Perspectives sought on Consumer Engagement Quality and Safety marker and Whānau – centred co-design draft paper. Tim to send out zoom meeting invite and slides to discuss further with members.	All	On-going - led by Tim.	Completed. Paper circulated to Council.

Health Consumer Council - Chairs Report

April 2021

Key Topics:

- Clinical Directors presentation on Effective Clinical Governance
- DHB future planning – continued interest in being involved with co design initiatives
- Creating a system of consumer voice’ workshop
- Whanau & Consumer-centred Healthcare Council
- Reporting of meetings attended
- Consumer Engagement Quality and Safety Marker and current projects
- Update of HCC profile page

DHB Clinical Director gave a well received presentation on Effective Clinical Governance and the SWEET care model.

The Chief Medical Officer has approved the involvement of the outgoing Kaewhakahaere Takawaenga a Hāpori (Person Centred Experience Lead) to explore “creating a system of consumer voice” workshop with a focus on the DHB and Health NZ. This is tabled for the May HCC meeting.

Development of the Whanau & Consumer-centred Healthcare Council is ongoing. The next meeting of this governance council is scheduled for June unless more time is required to complete the workshop prior to reconvening.

The Clinical Governance Committee (CGC): Summary of Meeting Report has been approved by the CGC. This monthly CGC report will be drafted with support from CMO Office to Board, Runanga and Consumer Council by one-week post CGC meeting which outlines: Key topics discussed, Why topic was discussed at CGC, Summary of discussions, and a brief summary of how SWEET BOPDHB healthcare is.

Chairperson attended DHB Consumer Councils zoom (7th) with HQSC re consumer engagement QSM. Meets again in May, and DHB Consumer Councils Chair/Co-Chair Evening Meeting where HQSC QSM Scores and HCC participation and levels of engagement were shared.

The Health Consumer Council website page has been updated with latest membership profiles and current Terms of Reference.

Lisa Murphy

Health Consumer Council Chairperson