



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: 9 June 2021, 10:30am to 1:00pm

<b>Chair</b>	Lisa Murphy	<b>Minutes</b>	Florence Trout
<b>Members</b>	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	
<b>In attendance</b>	Tim Antric, Consultant Kaiwhakahaere Takawaenga a Hāpori People-centred Experience Lead		

Item No.	Item	Lead	Page
1.	<b>Karakia timatanga/Welcome</b>	Grant	
2.	<b>Presentation:</b> None.		
3.	<b>Apologies:</b> Adrienne  Moved: Seconded:	Chair	3
4.	<b>Interests Register:</b>	Chair	
5.	<b>Minutes of Meeting:</b> 12 May 2021 to be confirmed.  Moved: Seconded:	Chair	4
6.	<b>Matters Arising:</b> See attached – to be updated.	Chair	10
7.	<b>Matters for Discussion/Decision</b> Discuss sending congratulations to Janet Peters and thanks for her work in mental health in our region. She has been awarded a New Zealand Order of Merit in the Queen's Birthday Honours for services to mental health. <a href="https://sunlive.co.nz/news/270088-taurangas-queens-birthday-honours-recipients.html">https://sunlive.co.nz/news/270088-taurangas-queens-birthday-honours-recipients.html</a>		
a.	• Chair's Report.	Chair	14
b.	<b>Workshop – Session 2</b> Community Engagement Vision Workshop - 'Creating a system of consumer voice'  <ul style="list-style-type: none"> <li>• Consumers/community/whānau involved at all levels – board, policy, executive, provider arm, funding, cluster, service delivery and care</li> <li>• Processes for supporting community involvement and diverse representation</li> <li>• Resourcing for community involvement</li> <li>• Established and diverse systems to gather and respond to consumer voice</li> <li>• System evolved to respond to community needs (website, campuses, information centre, letters and leaflets, scheduling)</li> </ul>		

Item No.	Item	Lead	Page
	Department of Prime Minister and Cabinet's <a href="https://dpmc.govt.nz/our-business-units/transition-unit/responsehealth-and-disability-system-review/information">The new health system</a> page <a href="https://dpmc.govt.nz/our-business-units/transition-unit/responsehealth-and-disability-system-review/information">https://dpmc.govt.nz/our-business-units/transition-unit/responsehealth-and-disability-system-review/information</a>  Voice of communities and consumers 'factsheet' <ul style="list-style-type: none"> <li>• <a href="https://dpmc.govt.nz/sites/default/files/2021-04/htu-factsheet-voiceof-communities-and-consumers-en-apr21.pdf">https://dpmc.govt.nz/sites/default/files/2021-04/htu-factsheet-voiceof-communities-and-consumers-en-apr21.pdf</a></li> </ul>		
8.	<b>Correspondence:</b> None	Chair	
9.	<b>Health Sector Update:</b> Refer workshop.	Tim	
10.	<b>Reports of participation in other groups:</b> Deferred to future meeting.	Chair	
11.	<b>General Business:</b> Deferred to future meeting.	Chair	
12.	<b>Next Meeting:</b> 14 July 2021	Chair	
13.	<b>Karakia Whakamutunga</b>		

## 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	A										
Grant Ngatai	●	A										
Tessa Mackenzie	●	●										
Lisa Murphy	●	●										
John Powell	●	●										
Florence Trout	●	●										
Adrienne von Tunzelmann	●	●										

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



BAY OF PLENTY  
DISTRICT HEALTH BOARD  
HAUORA A TOI

# Minutes

## Health Consumer Council

Venue: Kawakawa Room, Education Centre,

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

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

<b>Chair</b>	Lisa Murphy	<b>Minutes</b>	Maria Moller
<b>Members</b>	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	
<b>In attendance</b>	Tim Antric, Consultant Kaiwhakahaere Takawaenga a Hāpori People-centred Experience Lead Maria Moller, PA to Senior Advisor Governance & Quality		

Item No.	Item	Lead	Action
1.	<b>Karakia timatanga/Welcome</b>	Tessa	
2.	<b>Presentation:</b> None.		
3.	<b>Apologies:</b> Grant and Theresa  April 2021 meeting apologies to be moved and seconded as this was not done at last meeting.  Register attached.	Chair	
	Moved: Florence Seconded: Sue  Moved: John Seconded: Adrienne		
4.	<b>Interests Register</b> None.	Chair	
5.	<b>Minutes of Meeting:</b> 14 April 2021. Confirmed.	Chair	
	Moved: Adrienne Seconded: Sue		
6.	<b>Matters Arising:</b> Members to update where appropriate and email Maria with update.	Chair	
7.	<b>Matters for Discussion/Decision</b>		
a.	• Chair's Report. Thank clinical governance committee for summary.	Chair	Lisa
b.	<b>Workshop</b> (See summary below) Community Engagement Vision Workshop - 'Creating a system of consumer voice' <ul style="list-style-type: none"> <li>• Consumers/community/whānau involved at all levels – board, policy, executive, provider arm, funding, cluster, service delivery and care</li> <li>• Processes for supporting community involvement and diverse representation</li> <li>• Resourcing for community involvement</li> <li>• Established and diverse systems to gather and respond to consumer voice</li> <li>• System evolved to respond to community needs (website, campuses, information centre, letters and leaflets, scheduling)</li> </ul>	Tim	

Item No.	Item	Lead	Action
	Department of Prime Minister and Cabinet's <a href="#">The new health system</a> page <ul style="list-style-type: none"> <li><a href="https://dpmc.govt.nz/our-business-units/transition-unit/response-health-and-disability-system-review/information">https://dpmc.govt.nz/our-business-units/transition-unit/response-health-and-disability-system-review/information</a></li> </ul> <a href="#">Voice of communities and consumers</a> 'factsheet' <ul style="list-style-type: none"> <li><a href="https://dpmc.govt.nz/sites/default/files/2021-04/htu-factsheet-voice-of-communities-and-consumers-en-apr21.pdf">https://dpmc.govt.nz/sites/default/files/2021-04/htu-factsheet-voice-of-communities-and-consumers-en-apr21.pdf</a></li> </ul>		
8.	<b>Correspondence:</b> None	Chair	
9.	<b>Health Sector Update:</b> Refer workshop.	Tim	
10.	<b>Reports of participation in other groups:</b> Deferred to future meeting.	Chair	
11.	<b>General Business:</b> Deferred to future meeting.	Chair	
12.	<b>Next Meeting:</b> 9 June 2021. Maria may not be able to attend due to proposed Nurses strike.	Chair	Maria
13.	<b>Karakia Whakamutunga</b>		

**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	A										
Grant Ngatai	●	A										
Tessa Mackenzie	●	●										
Lisa Murphy	●	●										
John Powell	●	●										
Florence Trout	●	●										
Adrienne von Tunzelmann	●	●										

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

## HEALTH CONSUMER COUNCIL

Meeting – 12 May 2021

Workshop Summary

### CREATING A SYSTEM OF CONSUMER VOICE

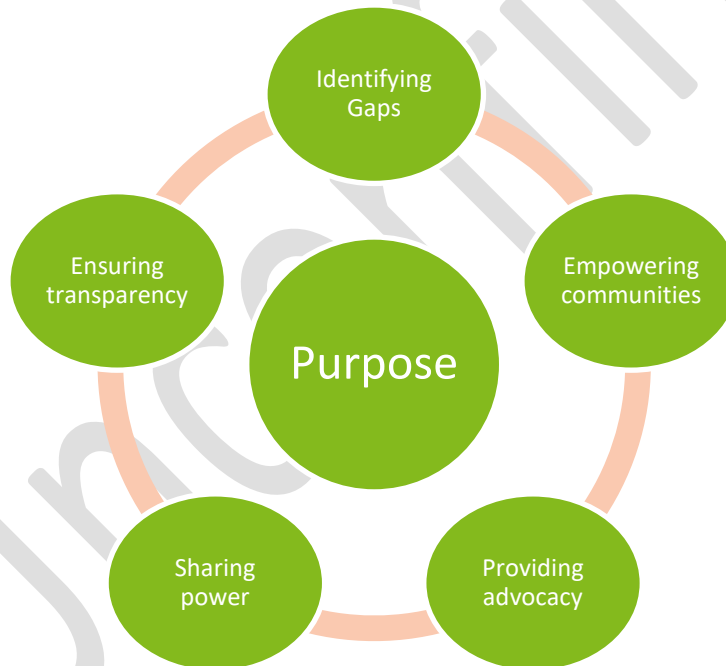
#### BACKGROUND

The recently announced changes to the health system will impact on the Bay of Plenty Health Consumer Council (the Council) and other consumer bodies within the Bay of Plenty. In light of this, the Council held a workshop on 12 May 2021 to explore the future for consumer/community voice within the local health system.

Consumer and community engagement is a key part of the Bay of Plenty health system. There are a number of mechanisms currently in place to bring a consumer voice to the system, these include Te Amorangi Kāhui Kaumatua, the Health Consumer Council, Tauranga Health Liaison Group and the mental health consumer group. Other mechanisms for consumer feedback include complaints and direct feedback to staff, although it is not clear how these feed into strategic change.

#### THE PURPOSE OF CONSUMER ENGAGEMENT

The Council identified five key purposes for consumer and community engagement: (1) Identifying Gaps, (2) Empowering communities, (3) Providing advocacy, (4) Sharing Power, and (5) Ensuring transparency.



**Figure 1: The Purpose of Consumer & Community engagement in the Bay of Plenty**

Effective community-led healthcare starts in the community. It values the lived experience of consumers in all their diversity. There is a need to effectively map services and gaps, and introduce systems to ensure the right spokespeople/consumer representatives are engaged.

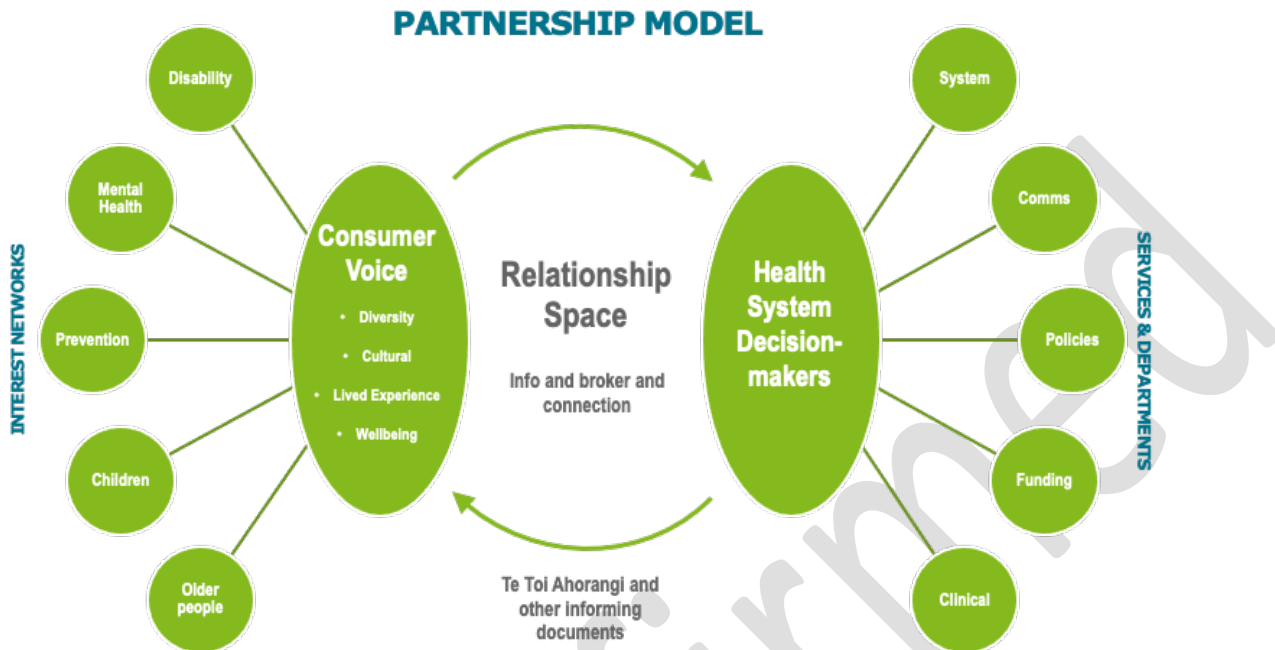
The consumer voice should be able to disrupt the system – to challenge the status quo. There are currently issues of integration, particularly of different models and modalities of healthcare.

The reforms to the health system are of concern to the Council. Particular issues already identified include enabling whānau to travel and provide support for patients (there are already issues with this and a single

national system is likely to create further issues) and the lack of services in key localities (e.g, Pāpāmoa, Ōpōtiki).

## WHAT NEEDS TO BE IN PLACE FOR THE FUTURE?

Consumer and community engagement needs to be valued and supported at all levels of the system locally – from planning to operations. This can only be achieved through a partnership model (see Figure 3).



**Figure 2 Consumer & System Partnership Model**

This partnership model will require:

- » A local leadership body for consumer engagement and involvement. This group should be valued and empowered to be part of the decision-making structures. The group needs to be a mandated part of the system, current arrangements appear to be tokenistic.
- » The local health system to establish useful and productive relationships with consumer organisations – it is not sufficient to expect consumer representatives to hold those relationships.
- » All consumer engagement to be connected and supported. Consumer representatives need to be provided with the opportunity to develop the skills needed to provide strategic and useful input. There needs to be support for contributions from consumer organisations as well as population level input.
- » Departments to establish relationships with the community and their consumers. These should be long-term and strategic, informing future service planning and delivery.
- » Diverse consumer voices, particularly by locality, it is likely that separate forums in the Eastern and Western Bay would enable greater diversity and address the variation in experience.

The Council recommend that an independent consumer leadership group be established – with control over its own budget and resources. This group would provide guidance to the health system on how to engage with consumers. It would employ people with lived experience of the health system to provide advocacy, support service design and contribute to research projects.

<i>Contributors</i>	<i>Functions</i>				
	<b>Identify gaps</b>	<b>Empower communities</b>	<b>Provide advocacy</b>	<b>Share power</b>	<b>Ensure transparency</b>
<b>Consumer leadership body</b>	X	X	X	X	X
<b>Consumer organisations</b>	X	X	X		X
<b>Department consumer reps</b>	X	X		X	X
<b>Locality consumer groups</b>	X	X		X	X
<b>Public meetings</b>	X	X			X

**Figure 3: Functions and Contributors**

**WHAT WILL THIS ACHIEVE?**

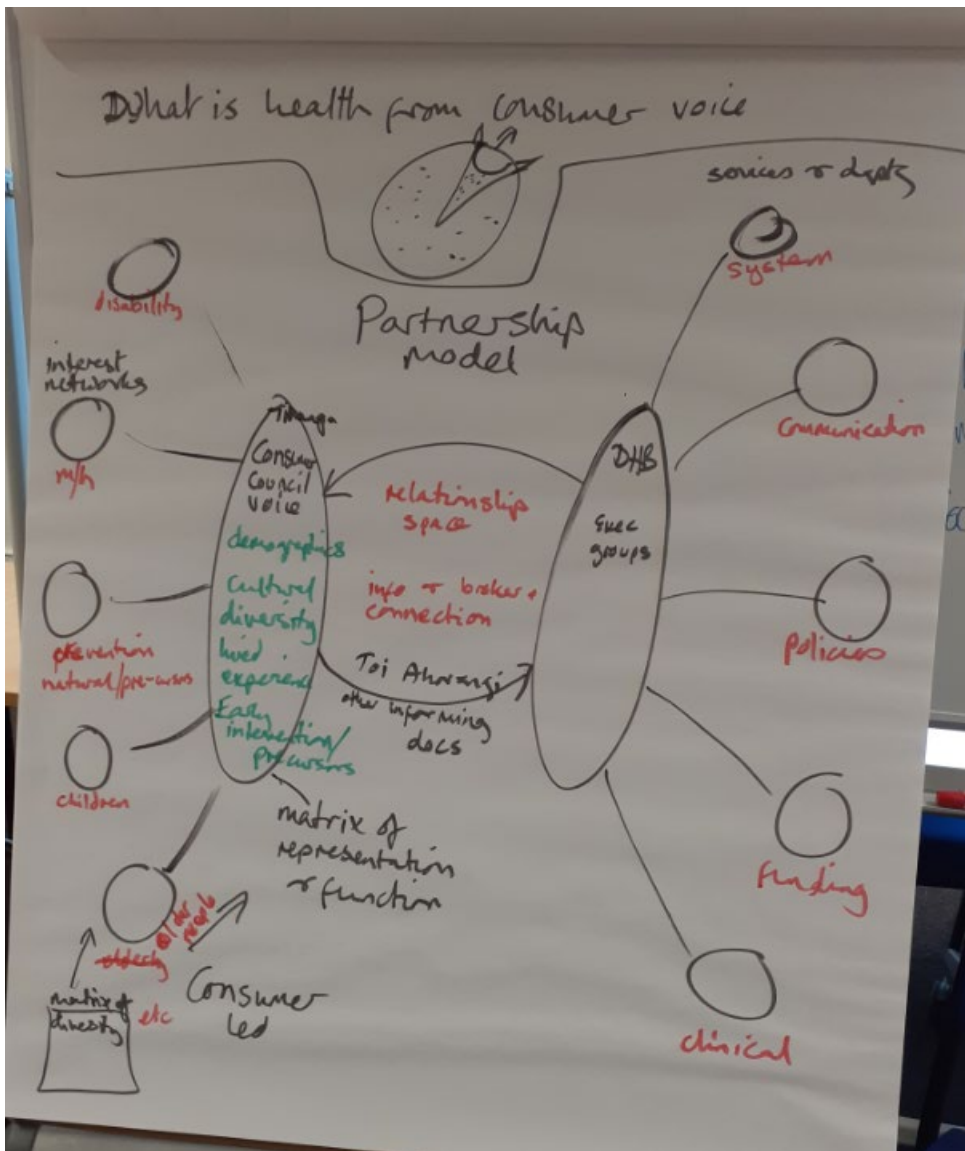
Developing an integrated and resourced partnership approach to consumer engagement will:

- » Provide a visible space for the community to engage
- » Increase community trust in the health system
- » Ensure that consumer voices are visible in policy, strategy and funding decisions
- » Embed as consumer-centric view within the health system
- » Create multiple avenues for feedback
- » Ensure greater transparency and accountability
- » Provide for information and data to be shared with the community
- » Demonstrate the health systems commitment to consumer voice.

It is further anticipated that consumer voices can be brought together to influence service delivery across government agencies.



Tessa's Graphic



## 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 <a href="mailto:Consumer.Council@bopdhb.govt.nz">Consumer.Council@bopdhb.govt.nz</a> . 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>	

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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.

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# Health Consumer Council – Chair’s Report

## May 2021

### **Key Topics:**

- 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.

The Chief Medical Officer has approved the involvement of the outgoing Kaewhakaheere 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. The objective is to achieve the following to adequately perform the council’s functions set out in the Health Consumer Council Terms of Reference 2020 approved by the DHB (ref: Workshop Summary – Creating a system of consumer voice):

Consumer and community engagement needs to be valued and supported at all levels of the system locally – from planning to operations. This can only be achieved through a partnership model.

- Developing an integrated and resourced partnership approach to consumer engagement will:
  - Provide a visible space for the community to engage
  - Increase community trust in the health system
  - Ensure that consumer voices are visible in policy, strategy and funding decisions
  - Embed as consumer-centric view within the health system
  - Create multiple avenues for feedback
  - Ensure greater transparency and accountability
  - Provide for information and data to be shared with the community
  - Demonstrate the health systems commitment to consumer voice.

Development of the Whanau & Consumer-centred Healthcare Council is ongoing. The next meeting of this governance council is scheduled for July to allow more time 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 continues to 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. HCC members extend their thanks to all involved in producing this report.

Chairperson attended the DHB Consumer Councils Chair/Co-Chair Evening Meeting and the national DHB Consumer Councils zoom with HQSC re consumer engagement QSM. The discussion focussed on the HQSC Data upload of Consumer Engagement scores and HCC level of involvement.

The report was expected to be out in June, although assessment of the Te Tiriti perspective is still to be completed. The following report is due in September. There was a brief discussion around an application for in person submission.

**Lisa Murphy**  
BOPDHB HCC Chairperson