

9	Correspondence Inwards: NA Outwards: NA	Chair	
10	General Business 10.1 BOPHCC web page Bay of Plenty Health Consumer Council (BOPHCC) Te Whatu Ora Health New Zealand Hauora a Toi Bay of Plenty (bopdhb.health.nz)	Chair	
11	Round Table 12:00pm	Chair	
12	Council Only time 12:30pm	Chair	
13	Next Meeting Thursday 7 December 2023 (Xmas Lunch is on this day) Meeting will be held in Kawakawa Meeting Room, Education Centre	Chair	
14	Karakia Whakamutunga/Closing		

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2023/24

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Hayley Chapman	•	•	•	•	•	•	•				
Rosalie Liddle Crawford	•	•	•	•	•	•	•				
Shelly McLauchlan			•	•	A	•	A				
Lisa Murphy	•	•	•	•	•	•	•				
John Powell	•	•	•	•	•	•	•				
Florence Trout	•	•	•	•	•	•	•				
Adrienne von Tunzelmann	•	•	•	•	•	•	•				
Kelly Hohapata <i>Resigned 18.04.23</i>	-										
Theresa Ngamoki <i>Resigned 09.07.23</i>	•	•	A								

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

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

Minutes

Date: Wednesday 11 October 2023, 10:30am to 1:00pm

**Venue: Kahakaharoa Meeting Room, DHB 1 Building, 17th Avenue Business Park
(Old Planning and Funding Building)**

Chair	Lisa Murphy - Tauranga	Minutes	Maria Moller
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoā Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Who
1	Karakia timatanga/Welcome		
2	Apologies Shelly Moved: Florence Seconded: Adrienne	Chair	
3	Interests Register None	Chair	
4	Presentation No presentation this month.	Chair	
5	Health Sector Update 10.45am <ul style="list-style-type: none">HQSS is advertising consumer engagement role (previously Tim's role).Attended Regional Integration Team hui. Went through models. Commissioning has chosen Tauranga as their regional offices. Nicola Ehau – Regional Wayfinder.ENT surgery now being performed at Whakatane after 10 years.Working towards specialists moving round the country where need is required, rather than patients having to travel. Will target those who don't take up services. Timeframe – at least 3 years to get this underway. Should have a plan in place by Jan/Feb next year.Have had consumer engagement – maori iwi partnership, not consumer council.QSM – Asa hasn't sent this off as she is waiting for the Consumer Experience role to be filled.Hospital and Specialty Services haven't finished their consultation.Planned care – getting through more operations in a more timely manner. Integrated Operations Centre is monitoring this. Working on flow. Starting to recruit to vacant positions.Hospital Visit – what do you want to see? Facilities? Get back to her with that. Plan this for the November meeting.	Debbie	All

	10.5 Email bullet points to Adrienne to fill out the tracked actions column in the Annual Review document (circulated at the meeting).		All
	10.6 Email Maria with the contacts you have in the community/memberships to groups. This will be sent to Hector. Make two copies of document – one that keeps names of contributors for members use only.		All
11	Round Table 12:00pm	Chair	
12	Council Only time 12:30pm <ul style="list-style-type: none"> Health consumer roles and succession. 	Chair	
13	Next Meeting Wednesday 8 November 2023	Chair	
14	Karakia Whakamutunga/Closing		

Health Consumer Council Monthly Meeting Matters Arising 2022/23

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
8	10.05.23	Invite Sarah Marshall of ACC to a meeting.	Lisa	Has made contact, but currently on leave. 12.07.23 Haven't heard back. Ask for information on pregnancy issues if she cannot attend a meeting. 11.10.23 Still no response from Sarah.	
12	10.05.23	New member profile to go up on website. Updated profiles to be sent to Maria.	Maria All	Shelly's is the only one to go up. Will add once received. 25.10.23 Emailed reminder.	
16	14.06.23	Invite deputy chair of Community Health Liaison Group to next meeting.	Adrienne	11.10.23 Leave until Feb 2024 meeting.	
17	14.06.23	Consumer Engagement Quality Safety Marker – due back in September. HCC to be consulted before it is submitted. Raised at CGC meeting.	Maria/Debbie	Contacted Asa who advised that she believes there is a new format. She will look into it. It has not been submitted for a while. Not sure that the September one will be submitted. Pritika will come back with some information.	
20	12.07.23	Pathlab issues. Raised at CGC meeting.	Lisa	13.09.23 Update - In 2 nd week of training. Will follow up at next CGC meeting. Kate suggested CGC escalate to Tim Slow.	
22	12.07.23	Hauora a Toi Bay of Plenty website – feedback on content and ease of use.	All		

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
23	13.09.23	Website – Advanced Care Plan – hard to find. Asa will follow up and report to next CGC.	Lisa		
24	11.10.23	Hospital visit for November meeting. What is it you would like to see? Email Debbie.	All		
25	11.10.23	HCC Strategic Planning – Areas of Focus. Table prepared. Fill in right hand column.	All		
2	12.04.23	Are Covid vaccinations still mandatory?	Debbie	Not for non-clinical staff, so therefore not required for members.	Close
5	10.05.23	Notes from last month's review.	Adrienne Hayley	To be discussed at June meeting.	Close
1	08.03.23	Recruitment 1. Position description to be added to website once finalised. 2. Where can we advertise – OnePlace?	Lisa/All Debbie	Lisa supplied Northland's position description, Debbie/Maria amended, sent to Rosalie for review. Loaded onto website. Facebook page, HSQC.	Complete Complete
4	12.04.23	Mental Health and Addiction Services Transformation – Email speaker.	Lisa	12.06.23 Email sent and received.	Complete
3	12.04.23	Cyclone Gabrielle – How is this affecting delivery of healthcare?	Debbie	Where other Districts have capacity, they are assisting.	Close
6	10.05.23	Options for appointments – look into what is currently being sent to patients.	Debbie	GP could specify restrictions when sending through referral.	Close

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
7	10.05.23	Locality planning – link.	Adrienne	Sent through on 10 May and again on 16 June. Also on Te Whatu Ora website.	Close
11	10.05.23	Kawerau Issue	Debbie	Issues are similar everywhere. Te Whatu Ora has an extensive recruitment programme running.	Close
9	10.05.23	Childhood Dental Clinics – update from Marty.	Rosalie	Working with social services and iwi to find out where the most need is. Liaising with government to provide free dental services for free on a wider scale. Link provided https://www.youtube.com/watch?v=WZnUu_qt3ng	Close
10	10.05.23	New member to go to Community Health Liaison Meeting each month.	All	Adrienne will now attend as a representative of HCC.	Close
13	14.06.23	Pathlab – Otumoetai still to open. When is this likely?	Maria	Email sent out on 6 July to members with advice from Dianne McQueen, Pathlab that this collection centre will open in 3-4 months time, once staff training is complete.	Close
18	12.07.23	National Health Charter – Found a mistake in link sent out. Send to Lisa for passing on.	Florence	Sent information to Lisa.	Close
19	12.07.23	HCC Strategic Planning – Send evaluation discussion notes to everyone.	Adrienne/ Hayley	Done	Close
21	12.07.23	BOP GP Healthcare Services and waiting times – feedback.	All	13.09.23 To be closed.	Close

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
14	14.06.23	Reporting portal. Make an appointment with Debbie to go over.	John	18.07.23 Maria emailed John with time suggestions. 18.09.23 Maria emailed further date suggestions to Adrienne and John. 25.10.23 Time now booked.	Close
15	14.06.23	Locality planning – outcome of workshop in Opotiki. Send through any questions to Shelly.	Shelly All	12.07.23 Will contact Theresa as Jody is now on maternity leave. Toitu Tairawhiti – Rangatiratanga Mana Motuhake Whanau (toitutairawhitilocalities.co.nz)	Close



Cover for maternal birth injuries

The birth of a pēpi (baby) is a life-changing moment for you and your whānau, but it can also lead to injuries for the birthing parent which take time to recover from.

If you have experienced an injury while giving birth on or after 1 October 2022, we may be able to help with your recovery.

On this page

1. [Getting help after a birth injury](#)
 2. [What to do if you're injured](#)
 3. [What we cover](#)
 4. [What we don't cover](#)
 5. [Support available from ACC](#)
 6. [What to do if you're experiencing mental distress](#)
 7. [Where else to go for information and support](#)
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Getting help after a birth injury

Learn more about maternal birth injuries for parents and whānau and how to get help for an injury.

[Download](#)

PDF 1.3 MB

What to do if you're injured

Maternal birth injuries can have long-lasting effects so it's important to get treatment and support early on. This will help you recover faster and reduce the impact of related injuries in the future.

Your midwife, doctor, nurse, physio or other healthcare provider can lodge an ACC claim for you after you're diagnosed with an injury. This might be straight away after the birth of a baby while you're in the hospital, or sometime after birth when it's been identified you need further support and care for your injury.

[Learn more about how a claim is filed on your behalf](#)

What's normal?



In some cases, maternal birth injuries can become apparent weeks or months after birth, so it's helpful to be aware of what's normal and what's not, and when to seek help.

[Learn more](#)



What we cover

We can cover specific maternal birth injuries that happen during labour or delivery on or after 1 October 2022.

We can also help if you have other mental or physical injuries that are caused by your covered birth injury.

If you don't have one of the listed injuries, you might still be able to get help from us if your injury was caused by medical treatment during birth. Please talk to your doctor or nurse practitioner for advice.

Maternal birth injuries covered by ACC

- Anterior wall prolapse, posterior wall prolapse, or uterine prolapse
- Coccyx fracture or dislocation
- Levator avulsion
- Obstetric anal sphincter injury tears or tears to the perineum, labia, vagina, vulva, clitoris, cervix, rectum, anus, or urethra
- Obstetric fistula (including vesicovaginal, colovaginal, and ureterovaginal)

- Obstetric haematoma of pelvis
- Post-partum uterine inversion
- Pubic ramus fracture
- Pudendal neuropathy
- Ruptured uterus during labour
- Symphysis pubis capsule or ligament tear

What we don't cover

There are some limits to the support we can provide. These limits are set by Parliament, which makes laws about what we can and can't support.

We're unable to cover:

- any of the listed injuries that occurred prior to 1 October 2022
- pregnancy-related injuries or illness
- maternal birth injuries not listed above
- injury to pēpi (baby), although they may be eligible for treatment injury cover.

We acknowledge this is difficult for those excluded by this change. If you experienced a maternal birth injury that's not listed above or which occurred before 1 October 2022, please talk to your midwife, doctor or primary care provider about support available.

Support available from ACC

Once your claim is accepted, you can get the support you need from us. That might be physiotherapy or other specialist treatment or rehabilitation, support at home, or help with other costs.

Your midwife, doctor, nurse practitioner or other healthcare provider will be able to refer you for further treatment. Once you have an accepted ACC claim you can also contact your local ACC-registered treatment provider, such as a physiotherapist, directly to make an appointment.

[Find out more about treatment we can help pay for](#)

Rongoā Māori

We also offer traditional rongoā Māori healing services as a rehabilitation option if you're injured. This is part of our kaupapa Māori health service pathway, which aims to provide culturally appropriate care to māmā, birthing parents and whānau. These services include mirimiri (bodywork), whitiwhiti korero (support and advice) and karakia (prayer).

[Find out more about accessing rongoā Māori treatment](#)

Ongoing support

ACC can also assist with other ongoing support while you recover.

[Types of ongoing support](#)

What to do if you're experiencing mental distress

Although it's a special time, sometimes giving birth can be a traumatic and distressing experience. It's common for new parents to feel down, depressed, anxious, or suffer from the 'baby blues'.

If you have a covered maternal birth injury, we may be able to help pay for counselling and therapy sessions to support you to recover from your physical injury.

Contact us to discuss your needs.

Phone [0800 101 996](tel:0800101996)

Should you be diagnosed with a mental injury resulting from your maternal birth injury, for example post-traumatic stress disorder, you may be eligible for mental injury cover. This requires a separate claim to be submitted to us.

[Learn more about the counselling and therapy we can help pay for](#)

If you are feeling distressed, please reach out for help. Talk to your doctor or midwife and let them know how you're feeling. There are other free services available that can provide support.

Where else to go for information and support

Birth Trauma Aotearoa

Provides information and support for parents and whānau following birth trauma.

[Birth Trauma Aotearoa](#)

Healthline

A free service that provides health advice if you're feeling unwell but aren't sure if you need to see a doctor, and that helps you find services near you.

[Healthline](#)

PlunketLine

A free helpline and advice service available to all families, whānau and caregivers 24 hours a day, seven days a week.

[PlunketLine](#)

[Plunket advice on health and care after birth](#)

The Ministry of Health

Provides helpful advice for birth and afterwards.

[Ministry of Health](#)

The New Zealand College of Midwives

Provides resources about how to care for yourself and what to expect throughout pregnancy, labour and birth and the postnatal period.

[New Zealand College of Midwives](#)

Ngā Māia Māori Midwives o Aotearoa

A national body that represents Māori birthing. The kaupapa of Ngā Māia focuses on māmā, pēpi, whānau and promoting mātauranga Māori in pregnancy and childbirth.

| Email ngamaiaatrust@gmail.com

Physiotherapy New Zealand

Provides information about how physiotherapy helps, including for pelvic floor disorders.

[Physiotherapy New Zealand](#)

Helplines that offer mental health support

Anxiety Line

Phone [0800 2694 389](tel:08002694389)

Depression Helpline

Phone [0800 111 757](tel:0800111757)

Lifeline

Phone [0800 543 354](tel:0800543354) or [09 5222 999](tel:095222999) within Auckland

Parent Help

Phone [0800 568 856](tel:0800568856)

Suicide Crisis Helpline

Phone [0508 828 865](tel:0508828865) (0508 TAUTOKO).

Last published: 20 December 2022

What we cover

Injuries we cover

Injuries we don't cover

Treatment we can help pay for

If you're a New Zealander injured overseas

If you're a visitor injured in New Zealand

Using rongoā Māori services

Cover for maternal birth injuries

Related topics

What's normal and what's not after giving birth

Don't ignore the symptoms of an injury after birth. Understand if what you're experiencing is normal, or whether you may have a maternal birth injury that needs treatment.

[What's normal and not after giving birth](#)

Maternal birth injuries

We're supporting those who experience certain maternal birth injuries during labour or delivery on or after 1 October 2022. Understand what health providers need to know to lodge claims and provide treatment for a maternal birth injury.

[Maternal birth injury information for providers](#)



**He Kaupare. He Manaaki.
He Whakaora.**
prevention.care.recovery.

Claims
0800 101 996

Business
0800 222 776

Providers
0800 222 070

 Feedback