


Minutes of Health Consumer Council

Venue: Tawa Room, Education Centre

Date: Wednesday 12 December 2018

Attendees: John Powell (Chair), Sue Matthews, Wol Hansen, Rosalie Liddle Crawford, Maz McKeivitt, Lisa Murphy, Averil Boon, Mere Pomana, Theresa Ngamoki, Adrienne von Tunzelmann, , Theresa Ngamoki

| Item No. | Item | Action |
|----------|--|--------|
| 1 | <p>Meeting opened with a Karakia</p> <p>Apologies Apologies were received Sue Horne, Julia Genet, Wetini Paul, Florence Trout, Tessa Mackenzie and Cherie Martin Absent: Hazel Hape</p> | |
| 2 | <p>Presentation</p> <p>2.1 <u>Patient survey data demonstration</u> - deferred</p> | |
| 3 | <p>Minutes of Meeting</p> <p>Resolved that the committee receive the minutes of the meeting held on 10 October 2018</p> <p style="text-align: right;">Moved: Rosalie Seconded: Lisa</p> <p>and 14 November 2018 and confirm as a true and correct record.</p> <p style="text-align: right;">Moved: Adrienne Seconded: Mere</p> | |
| 4 | <p>Matters Arising Connex implementation:</p> <p>Brief overview of demonstration of setup and features given by Averil. Members encouraged to add comments on documents in "Working Area". Members reminded to look at Resources available on Connex home Page:</p> <div style="text-align: center;">  </div> | |

| Item No. | Item | Action |
|----------|--|--------|
| 5 | <p>Papers for Decision – Nil</p> <ul style="list-style-type: none"> • Agreement to develop template to record progress of documents i.e. feedback record, final document and any response sent. Should include space for feedback to council from requestor(s) • Terms of Reference discussed and confirmed | |
| 6 | <p>Papers/Items for Discussion</p> <p>6.1 <u>Correspondence for Discussion</u> Communications Department – members to add own ideas and/or existing networks to Connex document saved here: https://www.connex.health.nz/group/bopdhbcc/work/Communications%20Plan/BOPDHB%20Communications%20Plan%20Template.doc?Web=1 Comms Team Representative to be asked to Feb meeting for advice and to work on plan</p> | |
| 7 | <p>Papers for Noting – Adrienne raised that work/papers/actions progressed so far were not noted as complete, those noted below were deemed complete:</p> <p>7.1 <u>Alternative to the word Patient (17 Sept 18)</u> – Theresa noted she had discussed this with members of various people/groups she had been working with. Responses indicate that different dialects had different understanding or no understanding of the words mentioned in the paper. Overwhelmingly she was asked what’s wrong with the word “patient” we all know what that means. – suggestion that Theresa write a paragraph summarising her discussions and the HCC could forward this as an addendum to their previous feedback as at that time the HCC noted there was no maori representation.</p> <p>7.2 <u>Selection of Karakia</u></p> <p>7.3 <u>Emergency Medicine feedback request (20 Sept 18)</u> – noted there has been no further comminution from the requestors</p> | |
| 8 | <p>General Business</p> <p>8.1 <u>Progressions with 2019 Priorities planning Communications planning</u></p> <ul style="list-style-type: none"> • Terms of Reference • Consumer Engagement Guidelines <p>8.2 <u>Manaakitangi Walk arounds</u></p> <ul style="list-style-type: none"> • John asked to join Board & executive members at short notice on a visit to the Tauranga Mental Health Unit see attached notes. • Averil explained the Manaakitangi Walk arounds and plan to | |

| Item No. | Item | Action |
|----------|--|--------|
| | <p>ask members to join on regular visits, waiting for schedule of dates from Board.</p> <ul style="list-style-type: none"> • 2019 BOPDHB Manaakitanga Drop-In Visits (v1) – background paper uploaded to Connex site <p>8.3 <u>Update from John re meeting with Sally Webb & Helen Mason</u></p> <ul style="list-style-type: none"> • Planned to be regular meeting, not advised of dates as yet – to follow up with Cherie • Invited to attend first Board meeting next year – 15 min slot • Advised CC to ask the hard questions <p>8.4 <u>Update from John re meeting with John Hannifin, MDHB/CPHO Consumer Council</u></p> <ul style="list-style-type: none"> • Notes to be circulated with minutes <p>8.5 <u>Customer Service Workshop</u></p> <ul style="list-style-type: none"> • Lisa Murphy attended first workshop in Tga, Wetini attended Whk workshop • Christine Busby to circulate draft Customer Service Charter for comment <p>8.6 <u>HQSC Train the Trainer workshop – May 19</u></p> <ul style="list-style-type: none"> • No further details available at this time – two spaces booked for Averil and on CC member. Lisa has confirmed her interest in this. <p>8.7 <u>Empowering people to Age Well Symposium</u></p> <ul style="list-style-type: none"> • Attended by Adrienne, Tessa and Lisa, see attached document • Great content, well worthwhile • Adrienne to make a few notes of main points for CC members <p>8.8 <u>February meeting – confirm invites please</u></p> <ul style="list-style-type: none"> • Tricia Keelan – General Manager Maori Health Gains and Development • Graeme Cameron – looking forward to explanation of Manaakitanga • Marama Tauranga - Acting Nurse Leader Maori Health Gains and Development | |
| 9 | Next Meeting – Wednesday 13 February 2018. | |

The meeting closed at 12.38 pm with a Karakia.

The minutes will be confirmed as a true and correct record at the next meeting.