

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Agenda

Health Consumer Council

Date: Wednesday 8 March 2023, 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 – Papamoa 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		
2	Presentation: No presentations.		
3	Health Sector Update	Debbie	
4	Apologies Theresa Moved: Seconded:	Chair	3
5	Interests Register	Chair	
6	Minutes of Meeting Moved: Seconded:	Chair	4
7	Matters Arising See attached – to be updated.	Chair	8
8	Matters for Discussion/Decision 8.1 Chair's Report 8.2 Health Service Provision 8.2.1 Transitional role and functions (draft) – feedback discussion. 8.2.2 Review of 2022 Year – deferred to April meeting. 8.2.3 Membership, Recruitment and Succession <ul style="list-style-type: none">• Responsibilities;• Progressing known candidates;• Advertising;• Resources. 8.2.4 Path Lab Services – See correspondence. 8.2.5 Home-based care in WBOP – Update.	Chair Adrienne	
9	Correspondence Outwards: 01.03.2023 Ltr to Mike Agnew re: Path Lab. Inwards: 06.03.2023 Email from Mike Agnew.	Chair	12 15
10	General Business	Chair	

11	Round Table	Chair	
12	Council Only time	Chair	
13	Next Meeting Wednesday 12 April 2023	Chair	
14	Karakia Whakamutunga		

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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	●	●	A	●	-	A	
Theresa Ngamoki	●	●	●	●	●	●	●	●	A	●	
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.

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Health Consumer Council
Minutes
Date: 8 February 2023, 10:30am to 1:00pm
Via Zoom

Chair	Lisa Murphy - Tauranga	Minutes	
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Kelly Hohapata – Whakatane Hayley Chapman - Tauranga	

Item No.	Item	Lead	
1	Karakia timatanga/Welcome	Theresa	
2	Apologies Kelly Moved: John Seconded: Florence	Chair	
3	Interests Register None	Chair	
4	Minutes of Meeting 15 December 2022 to be confirmed. Moved: Florence Seconded: John	Chair	
5	Presentation: Lindsey Webber, CEO, Western Bay of Plenty Primary Health Organisation Presentation by Lindsey Webber and Phil Back Lindsey Webber, CEO (3 years) Came here in late 1990's from UK. Originally a nurse. Been in a period of growth over last 3 years. Working with GPs and Iwi partners Ngati Rangī and Ngati Ranginui. Addressing inequities and quality approach. Phil Back, General Manager Network Services. 40 General Practice sites, 206,000 people. Community based services – breast screening, cervical screening, mental health service for mild to moderate. Supportive of health reforms and keen for community connection, consumer engagement. What would consumer council like as far as a connection between WBOPPHO. <i>What would be most useful?</i> Developing a co-design system, would be helpful to have a member to give feedback on what they are developing. <i>From EBOP there are 3 practices. Different demographic in EBOP. Workforce deficit and therefore quality of care. How are you going to accommodate and support the group in EBOP? High needs here.</i> Work close with Eastern Bay of Plenty Health Alliance. Staffing continues to change. Working closely with practices regarding capacity to meet patient		

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	<p>demand. National are kept informed and international recruitment is helping. Pay disparity is an issue between primary and secondary services and between Australian and NZ.</p> <p>Meeting regularly with other PHO's, Te Whatu Ora and Te Aka Whai Ora. Sharing resources and expertise to resolve issues.</p> <p>Ran a 1 year pilot with the disruption of Covid. It was valuable. Wanted to expand it. Have extra funding. Working to broaden and roll it out.</p> <p><i>Rural Hospital Medicine Programme.</i></p> <p><i>HCC have not been involved with locality planning.</i></p> <p>Waiting for direction to come from National but are continuing to move forward with planning.</p> <p><i>HCC are happy to meet anytime.</i></p> <p>Have forged good links with Toi te Ora, i.e. with Covid.</p> <p><i>What is being done about childhood immunisation?</i> Immunisation taskforce has been tasked with this. There is vaccination fatigue, key messaging has been lost, getting back to basics, starting with childhood vaccinations, raising awareness.</p> <p><i>U3A – someone recommended that you retain your GP enrolment when you move. Contact can be made by video link.</i> Yes, this is probably correct. Don't give up your existing enrolment until you can secure a new one. International recruitment should help with this.</p> <p><i>After Hours Services in Papamoa.</i> Increased demand in Papamoa because of the demand during normal business hours then runs through to after hours. Spoke to Todd Muller. A number of years ago the numbers didn't warrant an after-hours service. The numbers have now increased. Have just received a report from Providers Inc on this with a series of recommendations and steps. Looking to build an after-hours service. Opportunity to do something different. Keen to work in an alternative way. Looked at a model in Hawkes Bay. Need to better understand demands in 2nd Ave. Will keep HCC informed.</p> <p><i>Pathlab have a 17 year contract to supply services exclusively to BOP. Closures. What influence does PHO have.</i> Struggling to recruit staff. They share concerns with Diane McQueen. Strategic about staffing of collection centres. Some practices are engaging nurses to take bloods for a fee. Have spoken to Pathlab about this fee. Have a process to recruit and train staff. <i>Has a follow on affect for patients, GP's and ED's.</i> Concentrating on what we can do now.</p> <p>Telehealth – practices developed good systems for telehealth, it is now a significant part of practices, saving money and time. Trying to encourage more of an uptake. Consumers can help drive this. <i>HCC members could help to find the barriers that prevent consumers engaging.</i></p> <p>Would like to come back to give an update.</p>		

Item No.	Item	Lead	
6	<p>Health Sector Update</p> <p>Changes have ramped up especially around reporting lines. New phase starts on 27 Feb. Debbie's portfolio is very wide. Where HCC lands should come out soon, may be under Innovation and Improvement.</p> <p>106% occupancy in Tauranga, Whakatane 80% yesterday. Today 100% Tga, 99% Whakatane. ED have got capacity today.</p> <p>Adverse Event Committee – want a consumer rep.</p> <p><i>Surgical backlog</i> – doing procedures out of hours. Trying to look at more options. Thresholds are having to be raised. Declined referrals are transferred back to GP. Provide advice for GP to manage and refer back if necessary.</p> <p>Would be good to have Nga Mataapuna Oranga and Eastern BOP (EBPHA) to speak at future meetings.</p>		
7	<p>Matters Arising See attached and advise Maria of any updates.</p>	Chair	
8	<p>Matters for Discussion/Decision</p> <p>8.1 Chair's Report.</p> <ul style="list-style-type: none"> • See Transitional Role and Functions draft, and Items 8.1 & 8.2. • Attended HQSC Partners in Care team meeting and last nights National Chairs meeting. <i>Gary Tonkin</i>, Programme Manager, Interim Health New Zealand and <i>Jo Witko</i>, Workstream Lead Consumer and Whanau Voice, will meet with the chairs in a couple of weeks. Hoping to get more clarity on the following issues around 'what the HCC will look like, where it fits, reporting lines, resourcing, national remuneration and transitional policy, and implementation of the Code of Expectations. • 3 chairs have resigned - Lyneta Russel replaces Karen Brown in Southern, Lynn Tucker in Northern will finish next month, Sophie Taihar is also stepping down. "Burn out" was discussed at this point in the National Chairs' meeting. <p>Health Service Provision</p> <p>8.1.1 Health Consumer Councils 2023.</p> <p>8.1.2 Recruitment and succession.</p> <ul style="list-style-type: none"> • Need to make a decision on whether to start recruiting new members. Resume recruiting new members with the understanding that the term of their role may change over the next 12 months or beyond? All agreed. <p>Moved: Adrienne Seconded: Theresa</p> <ul style="list-style-type: none"> • Theresa knows someone she'd like considered. Strong governance and health connection and te reo maori. • Kelly has indicated that she will not be able to continue to be a member, she will formally advise. • Theresa also needs to step down • How far away are we from having the fillable EOI form on the Health Consumer Council page on the website? This was supplied to Chair by Chantelle Lishman, Associate Chief Medical Officer and Patient Safety & Quality Improvement Manager Health Advisory of Northland DHB. 	Chair	<p>Maria Hayley All</p>

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	<ul style="list-style-type: none"> • Web page needs updating with Hayley's profile and photo. • Look at Northern's info about their HCC. <p>8.1.3 BOP Locality Planning. Multi agency involvement. Iwi Maori Partnership leads have been invited to meetings. Community NGO's such as Age Concern have not been involved. Chair put that forward in chairs meeting yesterday. Community engagement is coming.</p> <p>8.1.4 Path Lab Services – Put letter on hold so to raise HCC concerns at Clinical Governance Committee meeting. Pressed the point that the biggest issue was the lack of collection rooms with the three closures. Was included in CGC Minutes. Trevor Richardson, (Manager Decision Support) met with Mike Agnew who is going to follow up again with Pathlab. Debbie confirmed that this ongoing issue has been brought up previously and they will publicise where patients can go. Member visited 3 locations yesterday - 2 hour wait time at Papamoa, Bethlehem shut till 1pm, 2nd Ave only had 2 staff with 1.5 hour wait. Seems to be no consequences for Pathlab not providing contracted services. Invite Mike Agnew to a meeting once letter has gone out. Adrienne to work with Lisa on a draft. Feedback form inadequate.</p> <p>8.1.5 Palliative Care – it would be good for Mike Agnew to come and speak. In two weeks' time whanau will be advised about the outcome of palliative care in WBOP.</p> <p>8.1.6 Home-based aged care in WBOP. Aged Concern, Gray Power, Rural Woman NZ and National Council of Women have formed a collaborative group. Have meeting with Mike and Vanessa Russell on 20th.</p>		
9	<p>Correspondence</p> <p>9.1 Inwards: Email from Pete Chandler.</p> <p>9.2 Outwards: None</p>	Chair	
10	<p>General Business</p> <p>10.1 Face to face or zoom will be gauged before each meeting. <i>What about an earlier start on zoom days?</i></p> <p>10.2 Grand Rounds - Add Florence, Hayley, Rosalie individually to invite list as they are not receiving invitations.</p>	Chair	Maria
11	<p>Round Table</p> <p>John – U3A Group – going to look at aged care at next meeting. Had a speaker on health consumer complaints system.</p>	Chair	
12	Council Only time.		
13	Next Meeting Wednesday 8 March 2023		
14	Karakia Whakamutunga	Adrienne	

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 and other meetings.	Lisa to liaise with Jonathan Wallace	10.06.22 Maria emailed Jonathan to ask about remuneration for member attendances to the Clinical Governance meetings. 13.12.22 Maria sent email provided by Lisa to Jonathan for his information. The chair of a group that a member attends is responsible for paying the member for their attendance. Members should ensure they establish the reimbursement terms <u>before</u> attending meetings.	
10.08.22	<ol style="list-style-type: none"> 1. How is this information retained? 2. Ask Comms if they can copy Northland's EOI and put the fillable pdf on our website. 	Maria	<ol style="list-style-type: none"> 1. EOI form now added to webpage. 2. Once completed, the online form is sent to the Health Consumer Council email address. 3. Consider information on Northland's page Northland Health Consumer Council Northland DHB 	In progress
14.09.22 12.10.22	Laboratory Closures – Closures need to be publicised more. Write a letter to General	Debbie John/Lisa	Matter raised with Mike. Have agreed to take a more proactive approach to communicating closures as per following article.	Completed/Ongoing

Meeting Date	Action required	Who	Action Taken	Completed / in progress
	Manager, Planning and Funding re: impact and more advertising.		https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/	
12.10.22	Circulate notes from Community Health Liaison Group – will seek permission from Chair.	John		
09.11.22	8.1.1 Sunlive Article SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First Did hospital publish a response?	Debbie		
09.11.22	Hospital & Specialist Operating Model – Send feedback to Maria for combining.	All	Received feedback from Florence only.	
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

Meeting Date	Action required	Who	Action Taken	Completed / in progress
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
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 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
10.08.22	Representative from PHO to attend a meeting.	Debbie	Lindsey Webber, CEO, WBOPPHO has been invited to the Nov meeting.	Close
13.07.22	Training Courses and Health & Safety Training	Maria	Will keep sending through courses for members to attend.	Close

Meeting Date	Action required	Who	Action Taken	Completed / in progress ¹¹
14.09.22	Who is Riki's counterpart?	Lisa		Close
13.07.22	Hospital capacity and progress data for sharing with members.	Debbie	Trying to source some info to share. Provided in emailed Health Sector Update report 13.12.22.	Complete
09.11.22	TOR – Needs to be rolled over. Currently states “Under Review”	Debbie	This is fine until further information is determined from transition.	Close
09.11.22	Annual review – send out document with headings.	Maria	12.12.22 Sent out in email to all members.	Close
09.11.22	Send out link to national positions.	Maria	Who we are – Te Whatu Ora - Health New Zealand	Complete
14.09.22	Articles regarding medical imaging. Find out what this is about. John sent you an email with the link to this article.	Debbie	Mike Agnew, Planning and Funding was emailed regarding this question, but a response was not received.	Close

Te Whatu Ora
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BAY OF PLENTY
HEALTH CONSUMER COUNCIL

1 March 2023

Mike Agnew
General Manager Planning and Funding
Te Whatu Ora
Hauora a Toi Bay of Plenty

Kia ora Mike

PATHOLOGY SERVICES

The Bay of Plenty Health Consumer Council (HCC) understands you have responsibilities that cover the following Pathology services:

- Specimen collection;
- Processing;
- Reporting.

We have previously raised concerns regarding specimen collection services operated by the privately owned pathology service provider Pathlab which we understand is the sole provider of specimen collection services in the BOP region as defined by the old BOPDHB area. We were pleased to have your response that a more proactive approach would be taken to communicating closures. At our November meeting we were copied into a feature in the Bay of Plenty Times on the issue.

Since then, we have seen ongoing closures at Pathlab sites and (possibly associated) long wait times for patients. We appreciate that staff shortages remain a constraint on services but worry about the impact on patients.

We also have concerns from a patient perspective about electronic laboratory request forms. We would welcome the opportunity to meet with you to discuss these matters, and perhaps share thoughts on practical ways they might be resolved, and warmly invite you to our April meeting which is on 12 April. Our meetings are held 10.30 – 1 pm, usually at the Education Centre, sometimes by Zoom.

In brief, the matters we would like to cover with you are as follows.

Collection Depot Sites

There have been a number of failures to provide the community-based services in a manner the general public should be able to expect.

HCC is aware of closures at some depots, advised on signage and on Pathlab's website as temporary, but are ongoing. Patients arriving at the door are directed to alternative depots which may not be feasible for them – at least, not without considerable inconvenience, and in some cases only with real difficulty. (Some patients do receive information by advance text but to our knowledge this is not a consistent practice.) Staff shortages should not impact on providing readily accessible information to patients and the public.

Wait times have become quite long. We are aware of queues forming outside depots even before opening time, and overcrowded waiting rooms. Subsequent visits can result in the same experience.

The concern we raised earlier was that these changes to service provision had not been adequately communicated to the public in general, or with the consumers requiring laboratory sample collection specifically.

To that, we would add that:

- a wait of over an hour in a crowded environment (Covid and flu exposure issues) is an unreasonable wait time;
- each visit consumes at least 2 hours of personal time;
- commuting in cars often incurs at least 3-4 L of petrol consumption to find the depot is closed (not to mention the adverse environmental effects that as a nation we are trying to address or cost of living matters);
- vulnerable patients and those reliant on others for transport are particularly affected;
-
- persons using public transport are also disadvantaged, especially in respect of time and available bus routes.

We would be grateful if you could advise us of the expectations placed upon Pathlab through its contract/s.

A particular question is whether the contract includes expectations around how patients are advised whenever changes are made to the collection depot services.

Laboratory Request Form Procedures

The issue here is the introduction of electronic requests from doctors with no hard copy given to patients, i.e., the patient has no information regarding the tests ordered, collection depot locations, options, opening hours, special instructions etc.

We would like to know about the consumer/public consultation that occurred regarding this electronic lab test-only process, as we understand patients are entitled to be fully informed (the consent process) as to what tests have been ordered as well as a number of other issues.

This is an added challenge as many people do not immediately get tested; indeed, it may be months before the patient gets the tests performed.

Further Background

At a past meeting of the Tauranga Community Health Liaison group, the then DHB CEO Pete Chandler advised that additional staff to keep depots open may be provided with staff drawn from non-Pathlab personnel.

He noted the practice of 'hard-copy' lab test request forms not being provided to patients and undertook to investigate the consumer engagement around this practice.

It was suggested to him that the Delphic laboratory information system should be required to send any unfilled laboratory request patients a text outlining changes to collection depot services, in the same way GP practices advise of changes to weekend services.

We look forward to your reply.

Ngā mihi

A handwritten signature in black ink, appearing to be 'Lisa Murphy', with a long horizontal flourish extending to the right.

Lisa Murphy
Chairperson
Bay of Plenty Health Consumer Council

From: [Mike Agnew](#)
To: [Maria Moller](#)
Cc: [Adrienne von Tunzelmann](#); [Debbie Brown](#); [Florence Trout](#); [Hayley Chapman](#); [John Powell](#); [Kelly Hohapata](#); [Lisa Murphy](#); [Rosalie Liddle Crawford](#); [Theresa Ngamoki](#)
Subject: RE: Pathlab Services
Date: Monday, 6 March 2023 8:55:29 am
Attachments: [image001.png](#)

Kia ora koutou

Many thanks for your letter. I will make contact with the CEO of Pathlab this week and raise the concerns you have outlined.

Mike Agnew (he/him/ia)
General Manager, Planning and Funding
Hauora a Toi Bay of Plenty

Te Whare Kokiri/DHB2 | 11 Hoariri Way, 17th Ave Business Park | Tauranga | Private Bag 12024 | Tauranga Mail Centre | Tauranga 3143

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From: Maria Moller
Sent: Wednesday, 1 March 2023 4:23 pm
To: Mike Agnew
Cc: [Adrienne von Tunzelmann](#); [Debbie Brown](#); [Florence Trout](#); [Hayley Chapman](#); [John Powell](#); [Kelly Hohapata](#); [Lisa Murphy](#); [Rosalie Liddle Crawford](#); [Theresa Ngamoki](#)
Subject: Pathlab Services

Dear Mike

Please find attached a letter from the Chair of the Bay of Plenty Health Consumer Council.

Kind regards.

Maria Moller (she/her)
PA to Senior Advisor Governance and Quality
Hauora a Toi Bay of Plenty

Te Whare Kokiri (DHB 2), 210 17th Avenue, Tauranga | Private Bag 12024, Tauranga 3143