



Item No.	Item	Lead	Page
	<p><a href="https://www.sunlive.co.nz/news/326557-senior-hospital-doctors--dentists-set-to-strike.html">https://www.sunlive.co.nz/news/326557-senior-hospital-doctors--dentists-set-to-strike.html</a>  <a href="https://www.sunlive.co.nz/news/325563-physiotherapists-on-month-long-strike.html">https://www.sunlive.co.nz/news/325563-physiotherapists-on-month-long-strike.html</a></p> <p>8.2.5 Trinity Koha Dental Clinic – Update.  8.2.6 HCC Strategic Planning – Areas of focus: possible actions (paper attached). For discussion.</p>	Rosalie	
9	<p><b>Correspondence</b>  Inwards: NA  Outwards: NA</p>	Chair	
10	<p><b>General Business</b>  10.1 Professional Development – Te Whariki a Toi Education Training Platform.  10.2 BOPHCC web page <a href="#">Bay of Plenty Health Consumer Council (BOPHCC)   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a></p>	Chair	
11	<p><b>Round Table</b> 12:00pm</p>	Chair	
12	<p><b>Council Only time</b> 12:30pm</p>	Chair	
13	<p><b>Next Meeting</b> Wednesday 11 October 2023   Back in Kawakawa Meeting Room at the Education Centre.</p>	Chair	
14	<p><b>Karakia Whakamutunga/Closing</b></p>		

**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						
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.





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	<p>help can be supported to continue life in their own home; and to examine the strengths and weaknesses of the home support services offered by providers to older people living in their own home. The research will begin to get underway. The project is solely volunteer-based. There is no external funding.</p> <p>8.5.3 BOP GP Health Care Services. BOP GP Healthcare services – link with prices to come. Papamoa Family Services - Putting together a steering group to try and form a new entity to take it on. Anglican Care Waipu can no longer continue. They cannot apply for grants through NZ Lotteries. Bruce Banks is leading this with help from social link. Talking to TCC and Anglican Waipu who owns the building. Only got 7 week’s notice. Don’t want to lose staff, very stressful for them.</p> <p>8.5.4 Trinity Koha Dental Clinic – Update. No BOP updates. In Fiji at the moment, seen over 3000 people. Signed MOU with Fiji government. A couple of political parties are talking about free healthcare. Going to write some stories about dental services. Every other part of the body you can get treated through the public system. There is emergency dental available at the hospital.</p> <p>8.3.5 Flu Tracker <a href="https://www.flutracking.net/Join/NE/inv98">https://www.flutracking.net/Join/NE/inv98</a> A way of monitoring winter health. Easy to participate. Not intrusive and anonymised. Information fed into planning of health service capacity.</p>	<p>Rosalie</p> <p>Rosalie</p> <p>Adrienne</p>	<p>Lisa</p>
9	<p><b>Correspondence</b></p> <p>Inwards: Email through Consumer Council inbox containing completed Expression of Interest form.</p> <p>Outwards: Acknowledgement of Expression of Interest submission.</p>	Chair	
10	<p><b>General Business</b></p> <p>10.1 Recruitment and succession processes. Need a process when there is no consensus on a candidate. Website now says that no expressions of interest are being taken at this time.</p> <p>10.2 Professional Development – Te Whariki a Toi Education Training Platform. Here is a video link to help you navigate the site: <a href="#">Te Whariki a Toi - the basics on Vimeo</a> It covers how to find learning, book face-to-face courses, and create your record of learning. If you need assistance, you can email <a href="mailto:tewharikiatoi@bopdhb.govt.nz">tewharikiatoi@bopdhb.govt.nz</a> – this is monitored 5 days a week by several of our team.</p> <p>There is quite a lot of training available, click on “apply” and it will tell you whether you can do it. There is an email address to contact if you are trouble logging on. You may need to get your password reset. All the courses that you have done should be listed. If not, send an email to Te Whariki Team.</p> <p>10.3 BOPHCC web page <a href="#">Bay of Plenty Health Consumer Council (BOPHCC)   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a> <i>The Expression of Interest form</i></p>	Chair	

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10.4	<p><i>has been taken down temporarily awaiting confirmation of HCC status in upcoming health reform.</i></p> <p>Hauora a Toi Bay of Plenty website <a href="#">Home   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a> – user friendly? Feedback.</p> <ul style="list-style-type: none"> <li>○ Hard to tell when it is talking about the hospital or non-hospital (general health services). It is mixed up.</li> <li>○ Maori terminology confuses a lot of older people. Should be able to choose an English only version.</li> <li>○ Feedback section – could not find this.</li> <li>○ Does not state whether it is a publicly funded service or not.</li> </ul>		
11	<b>Round Table</b> 12:00pm	Chair	
12	<b>Council Only time</b> 12:30pm	Chair	
13	<p><b>Next Meeting</b> Wednesday 13 September 2023</p> <p>SEPTEMBER VENUE: Kahakaharoa Meeting Room, DHB 1 Building (single storey building), 17<sup>th</sup> Avenue Business Park.</p>	Chair	
14	<b>Karakia Whakamutunga/Closing</b>		

## 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.	
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.	
14	14.06.23	Reporting portal. Make an appointment with Debbie to go over.	John	18.07.23 Maria emailed John with time suggestions.	
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.	
16	14.06.23	Invite chair of Community Health Liaison Group to next meeting.	Lisa		
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.	
20	12.07.23	Pathlab issues. Raised at CGC meeting.	Lisa		
21	12.07.23	BOP GP Healthcare Services and waiting times – feedback.	All		

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
22	12.07.23	Hauora a Toi Bay of Plenty website – feedback on content and ease of use.	All		
	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
	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
	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	<a href="#">Who we are – Te Whatu Ora - Health New Zealand</a>	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
	10.08.22	1. How is this information retained? 2. Ask Comms if they can	Maria	1. EOI form now added to webpage. 2. Once completed, the online	Complete

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
		copy Northland's EOI and put the fillable pdf on our website.		form is sent to the Health Consumer Council email address. 3. Consider information on Northland's page <a href="#">Northland Health Consumer Council   Northland DHB</a>	
	12.10.22	Circulate notes from Community Health Liaison Group – will seek permission from Chair. e.g. there was a good report from Dorothy Stewart on aged care.	John	Has been given permission to share notes. Will share notes after every meeting.  Adrienne will share the report.	Complete
	09.11.22	Hospital & Specialist Operating Model – Send feedback to Maria for combining.	All	Received feedback from Florence only.	Close
	09.11.22	8.1.1 Sunlive Article <a href="#">SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First</a> Did hospital publish a response?	Debbie		Close
	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. 08.05.23 Attendance and payment arrangements agreed.	Complete

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
	14.09.22 12.10.22	Laboratory Closures – Closures need to be publicised more.  Write a letter to General Manager, Planning and Funding re: impact and more advertising.	Debbie  Lisa	Matter raised with Mike. Have agreed to take a more proactive approach to communicating closures as per following article.  <a href="https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/">https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/</a>	Close 01.05.23 Dianne McQueen's response passed onto HCC members.  08.06.23 Otumoetai the only collection site still to open.
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

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
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
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 <a href="https://www.youtube.com/watch?v=WZnUu qt3ng">https://www.youtube.com/watch?v=WZnUu qt3ng</a>	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

**HEALTH CONSUMER COUNCIL  
Annual Review Workshop  
11 April 2023**

**Context:**

- Health system reforms, 1-2 year settling period
- End of June onwards/ more will be confirmed & set in stone

**Strengthening/improving how we work:**

- Elevating Health concerns (eg palliative care in EBOP)
- Making our projects meaningful
- Amplified voices in the community, how we ensure we are doing that
- Consumer engagement & whanau voice, to be clear and real
- Assess and measure what this means
- Looking forward, consider how we can hold our place
- Pushing issues through Clinical Governance Committee, Critical Care group, National Chairs Forum
- Making attendance at Grand Rounds a priority – keeps us up to date and informed

**Membership/recruitment:**

- More diversity
- How to make this equitable, different demographics
- EOI Forms
- Plain speaking, job description
- Part of a transition document
- Putting in disclaimer about change in the future
- Marketing through networks, one place
- Recruitment should be managerial not HCC
- More info from candidates: how you came to us

**Weaknesses:**

- Do we need to be doing more?
- Not overreaching ourselves, limited time
- HCC is only one group, could be doubling up eg renal consumer group etc (though these have different functions from HCC)
- No contact list of special interest groups. How do we contact, communicate and link in with these groups? Need a short list of other groups, keep on horizon.
- Haven't found a way to maximise use of networks
- Identifying workstreams/priorities
- HCC needs more clarity, where we fit into the overall scheme of things

**Barriers:**

- District pilot plan/locality areas not set; areas being identified at national level
- Consultation documents, public health documents, could change boundaries
- Regional placements not set
- Where are the reporting lines? directed to Regional
- Issues defined at a national level; we have a different local voice
- Local voices getting lost
- Opportunities offered to be a consumer representative (joining consumer groups) are predetermined, don't necessarily relate to areas of interest any one of us can usefully contribute to
- HCC not having budget, travel (TOR mention travel)
- Not all staff aware of HCC, HCC not being invited for input

**Future roles:**

- Use review as a foundation, where we go to from here (using findings to get better health groups ??)
- Keep identity as a council
- Umbrella group for health organisations in BOP
- Strategic connecting health groups to people (people don't know where to go to find help)
- Mapping possible connections that fit within TOR
- Making these connections relevant for ourselves
- Taking up opportunities for consumer representation, but thinking about time commitments; members being informed on ways to engage – triggers opportunities
- Workstreams: insist on being real
- Getting on with making it real
- Emphasis on the mahi
- Be proactive rather than responsive
- Links – check in with Maria
- Menti Meter – Lisa to learn about this and get back to council; utilise in council responses

**Future meetings:**

- What other health services/issues we might want to pick up on?
- Health issues in the community, raised at Grand Rounds, can we do something about it?
- Personal experiences, where we might put in effort
  - o Pathlab, palliative care, dental care
  - o Sleep disorders that affect all
- HCC members undertaking commitments between meetings; doing homework to bring back to next meeting

Hayley Chapman  
for HCC  
21 May 2023