

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

Agenda

Date: Wednesday 12 July 2023, 10:30am to 1:00pm
Venue: Kawakawa Meeting Room, Education Centre
Or via Zoom

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 Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome		
2	Apologies Theresa Moved: Seconded:	Chair	3
3	Interests Register	Chair	
4	Presentation No presentation this month.	Chair	
5	Health Sector Update 10.45am	Debbie	
6	Minutes of Meeting 14 June 2023 to be confirmed. Moved: Seconded:	Chair	4
7	Matters Arising See attached, advise of updates.	Chair	8
8	Matters for Discussion/Decision 8.1 Chair's Report 8.1.1 National Chairs meeting with Hector Matthews - Director Consumer Engagement and Whānau Voice and David Galler - Executive Lead of Te Mauri o Rongo at the National Health Agency re National Health Charter https://www.haveyoursaynzhealthcharter.co.nz/ 8.1.2 Consumer Engagement Quality Safety Marker. 8.1.3 Draft Transitional Role and Functions - No update available. 8.1.4 Draft National Consumer Reimbursement Policy.- No update available. 8.1.5 Certification – Meeting with auditors. 8.2 HCC Strategic Planning - compile an action list from the Yearly Review workshop held in April. Members to submit suggested areas of focus for actioning. 8.3 Health Service Provision 8.3.1 Path Lab Services – Otumoetai to open in 3-4 months. Staff currently being trained. 8.3.2 Health/social service directory and strengthening community linkages.	Chair Debbie Rosalie	13

Item No.	Item	Lead	Page
	8.3.3 Specialist wait times (e.g cancer, brain) - Health Workforce Plan 2023/24 https://www.beehive.govt.nz/release/six-action-areas-strengthen-health-workforce 8.3.4 BOP GP Health Care Services and waiting times – for noting and feedback. 8.3.5 Home-based care in WBOP – research proposal. 8.3.6 Palliative Care – BOP Service update. 8.3.7 Trinity Koha Dental Clinic – Update.	Rosalie Adrienne Theresa Rosalie	
9	Correspondence Outwards: NA. Inwards: NA.	Chair	
10	General Business 10.1 Recruitment and succession progress – update.	Chair	
11	Round Table 12:00pm	Chair	
12	Council Only time 12:30pm	Chair	
13	Next Meeting Wednesday 09 August 2023	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	●	●	●								
Theresa Ngamoki	●	●	A								
Shelly McLauchlan			●								
Lisa Murphy	●	●	●								
John Powell	●	●	●								
Florence Trout	●	●	●								
Adrienne von Tunzelmann	●	●	●								
Kelly Hohapata <i>Resigned 18.04.23</i>	-										

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

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Minutes

Health Consumer Council

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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 Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Action
1	Karakia timatanga/Welcome	Theresa	
2	Apologies Theresa Moved: John Seconded: Florence	Chair	3
3	Interests Register None	Chair	
4	Presentation No presentation this month.	Chair	
5	Introduction of HCC Member Candidate Denise Tahuri - Not available.	Theresa	
6	Health Sector Update Cyclone Gabrielle - Is not the only reason services are affected. Districts with capacity and/or staff are helping in areas of need. Close. Options for Appointments - GP could specify when referring you especially when there might be issues. Close. Kawerau Issue - No different than anywhere, GP shortages are nationwide. Te Whatu Ora has got an extensive recruitment programme going at the moment. Close. Pathlab - Only Otumoetai left to open. Debbie will follow up to see where this is at. Would be good to have collection sites listed on Manage My Health. Patients could also ask Drs surgery when they are requested to go for tests. Capacity Tauranga 104% yellow status. Whakatane 103% green status. Shared screen - variance response management. Capacity fluctuates, so required to adjust and juggle in response. Some pharmacies can also offer advice for minor complaints but limited to certain groups, see link for more information Community Pharmacy Minor Health Conditions Service Te Whatu Ora Health New Zealand Hauora a Toi Bay of Plenty (bopdhb.health.nz) . ED Admissions data - Tracking slightly better than this time last year, shows occupancy as at midnight each night, colonoscopy wait times are reducing. Still doing some Covid screening at ED, segregating Covid patients. Treating majority of people as if they have	Debbie	Debbie

Item No.	Item	Lead	Action
	<p>something that can be passed on. <i>When is ED the busiest?</i> This varies. 2nd Ave open till 9pm but now don't take any new patients after 8.30pm, so our ED are seeing a few more patients.</p> <p>All consultations are out now. No proposals have been accepted in full, some parts have been. Hospital and Specialty Services boundaries will be kept the same. During election period things will slow down. Peter Alsop is the head of the Office of the Chief Executive. People and Culture will now be called People and Communication.</p> <p>Areas of Focus - Three WWWs - Winter Wait Lists Workforce.</p> <p>Reporting portal – local. John to make an appointment with Debbie.</p>		John/Maria
7	<p>Minutes of Meeting 10 May 2023 confirmed.</p> <p>Moved: Florence Seconded: John</p>	Chair	
8	<p>Matters Arising See attached, advise of updates.</p> <p>Everyone to look at their profile on website and update and send Maria information.</p> <p>Locality planning information - sent 10 May 2023, also on Te Whatu Ora website. Shelly has attended a couple of workshops in Opotiki where they were asking for local feedback i.e. what is missing, what is most needed. Lack of healthcare out of hours and lack of palliative care beds. <i>What happens with all that feedback that has been gathered in the community.</i> Will talk to Jody Porter to see what happens next. Whenever members go to meetings like this, we need to make sure we know what is going to happen next. When National does respond, we need to ensure that what they propose is what is actually needed.</p> <p>Childhood Dental – Marty said they are working with social services and iwi to find out where the most need is. Wanting to work at a more government level to provide dental services for free. Will follow up.</p> <p>James Fuller (Comms) has taken over from Diana Marriott at the Community Health Liaison Group. Meetings are held at 4.30pm on the last of Wednesday of the month at the Kahakaharoa Meeting Room, Te Whare Whakamana building, 17th Business Park and now zoom should also be available. If you wish to attend, let the chair, Angela Scott know. Lisa to invite chair to next meeting. It would be nice to offer morning tea.</p>	Chair	All Shelly Rosalie Lisa
9	<p>Matters for Discussion/Decision</p> <p>9.1 Chair's Report</p> <ul style="list-style-type: none"> HQSC Our Voices: The Journey to Healthy Futures Conference. https://www.hqsc.govt.nz/events/our-voices-the-journey-to-healthy-futures/ Can be watched from the recording. Standout speaker – Jake Bayley who is now a full time public speaker, No 1 best author – spoke about resilience. Other speakers included Dame Valerie Adams and Francis and Kaiora Tipene. Jake Bailey's quote of the year. "None of us get out of life alive, so be gallant, be great, be gracious, and be grateful for the opportunities you have." Anyone can register with the HQSC for information and news 	Chair	

Item No.	Item	Lead	Action
	<p>about consumer engagement, they often advertise for consumers for groups.</p> <ul style="list-style-type: none"> • HQSC Code of Expectations implementation draft. Came out in Aug 2022. Putting out implementation guide in the next month. • Consumer Engagement Quality Safety Marker. Received in early July and due back in September. Advise Asa that HCC needs consulted, prior to 13 September meeting. • Draft National Consumer Reimbursement Policy. Reimbursement policy is awaiting feedback. Should be available at next meeting. • Two consumers have been recruited into the Plain Language Act working group. • Outcome of where Health Consumer Councils should sit in the new health system framework should be out in next few months. • Invited Matetu Mihinui of the Mental Health and Addiction Services Transformation to one of our meetings. <p>9.2 Yearly Review workshop follow up (notes attached). Send End of Year Review (original) to new member. Put headings in next agenda, compiling an action list. Everyone to have a look and identify one thing. Directory from social link, see links to Health Navigator and Health Point: https://www.healthnavigator.org.nz/ 585 Tauranga services listed here https://www.healthpoint.co.nz/bay-of-plenty/tauranga/ 746 BOP services listed here https://www.healthpoint.co.nz/bay-of-plenty/.</p> <p>9.3 Health Service Provision</p> <ul style="list-style-type: none"> • BOP GP Health Care Services and waiting times – for noting and feedback. • Path Lab Services – Status of available services - Otumoetai still closed. • Homebased Aged Care in WBOP – research proposal. • Palliative Care – BOP Service update. 	<p>Adrienne Hayley</p> <p>Adrienne Theresa</p>	<p>Maria</p>
10	<p>Correspondence Outwards: NA. Inwards: NA.</p>	Chair	
11	<p>General Business 11.1 Recruitment and succession progress – role description and website update. Role description is now up on the website together with updated profiles received. New member to send through information for website.</p>	Chair	Shelly
12	<p>Round Table</p> <p>Grant Ngatai asked whether new members are still needed.</p> <p>Homebased Aged Care – Still very committed, gathering data. Article going in Weekend Sun.</p> <p>Will report to next meeting on Life Curve conference which is on today.</p>	<p>Chair</p> <p>Adrienne</p>	

Item No.	Item	Lead	Action
	<p>Has found an original membership pack that sent out to inaugural members - there could be some interesting information.</p> <p>Volunteering at Good Neighbour. 72 agencies on their list as well as individuals. 500 volunteers. Started in Tauranga 10 years ago. Network is nationwide. Next week is volunteer awareness week.</p> <p>Still working trying to link people up to local services eg it's Aphasia Awareness Month and this week is Men's Mental Health week. The Distinguished Gentlemen's' ride (for mental health) and Pink Ribbon are other examples that come up during the year.</p> <p>Been following closely the progress of the YWAM Koha which is now on its second voyage and work in Fiji for the next few months, while back here they are continuing on with the dental health unit.</p> <p>Was asked to come on the Grief Support board and just attended my first meeting last month.</p> <p>5 October Rena Disaster Documentary Launch.</p> <p>Went to Bay Venues meeting. Going to increase fees for meeting spaces and facilities which will impact a lot of community groups.</p> <p>Has attended the last few Grant Rounds. One was a presentation of clinical services plan, there is a chance to move some clinical services out into the community.</p> <p>Going to Wellington next week for a lived experience hui. Will report back next month.</p>	<p>Florence</p> <p>Rosalie</p> <p>John</p> <p>Hayley</p> <p>Shelly</p>	
13	Council Only time NA	Chair	
14	Next Meeting Wednesday 12 July 2023	Chair	
15	Karakia Whakamutunga	Theresa	

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	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		
15	14.06.23	Locality planning – outcome of workshop in Opotiki.	Shelly		
16	14.06.23	Invite chair of Community Health Liaison Group to July meeting.	Lisa		
17	14.06.23	Consumer Engagement Quality Safety Marker – due back in September. HCC to be consulted before it is submitted.	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.	
	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

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
	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	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
	10.08.22	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	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	Complete
	12.10.22	Circulate notes from Community Health Liaison Group – will	John	Has been given permission to share notes. Will share notes after every meeting.	Complete

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
		seek permission from Chair. e.g. there was a good report from Dorothy Stewart on aged care.		Adrienne will share the report.	
	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 SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First 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
	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. https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-	Close 01.05.23 Dianne McQueen's response passed onto HCC members. 08.06.23 Otumoetai the only collection site still to open.

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
				pathlab-clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/	
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
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	Close

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
				government to provide free dental services for free on a wider scale. Link provided https://www.youtube.com/watch?v=WZnUu qt3ng	
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

**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

Review of 2022 Year of the HCC

Strategy

Achievements

Purpose

Goals

Objectives

Strengths

Weaknesses

Barriers