

MINUTES

CONSUMER COUNCIL

29 March 2022

4.30pm

Via Zoom

Present: Belinda Tran-Lawrence, Wes Milne, Caroline Tyrrell, Ansley Luscombe, Graham Walker, Shelley O’Sullivan, Ngapei Ngatai, Dinnie Moeahu, Paula King, Angela Kerehoma, Raymond Tuuta, Nannette Pirikahu- Smith , Nicola Clarke Te Maramatanga Hohaia (Poutoko Hauora | Māori and Equity Services Manager)

In Attendance: Jane Parker-Bishop (Co-Chair), Mary Bird (Project Lead – Consumer Engagement), Jacob Mills (Consumer Engagement Advisor), Lisa Varga (PA to Chief Executive)

Guests from Partners in Care, Health Quality & Safety Commission: Chris Walsh, Director; Deon York, Assistant Director; DJ Adams, Consumer Engagement Advisor (Māori)

Karakia and Welcome

Jake performed the Karakia and welcomed attendees to the meeting. Brief round the table introductions were made.

Apologies

An apology was received from Jamie Allen; Dinah King noted as absent.

Tangata Whenua Co-Chair Appointment

- The structure that we have is based on Te Tiriti Treaty of Waitangi with each whare having a Co-Chair. Currently Jane is the Tangata Te Tiriti Co-Chair; it is time for Tangata Whenua to decide on who will step into the Co-Chair role.
- Tangata Whenua whare have not had the opportunity to get together and discuss. There are eight people in Tangata Whenua; out of the eight there will be one to take up the Co-Chair role. This will involve engaging with the hospital more than other members of the Council. The Terms of Reference outline that the position will be in place for approximately one year with the timeframe being reviewed and changed as needed.
- There will be an opportunity at the end of this meeting for Tangata Whenua to discuss and decide. In the meantime, will ask the Co-Chair of Tangata Te Tiriti to lead this meeting and then next meeting, the two Co-Chairs can decide how they would like to move forward.

Health Quality & Safety Commission – National Overview

- Chris, Deon and DJ presented an overview of the Health Quality & Safety Commission to the group.
- Discussion was held in relation to languaging; it was felt that “consumer” was not an appropriate title for members of the Council. It was decided that members had to be happy with the title that described their role. Consumer definitions were released and used as a guide.

Health Quality & Safety Commission – Code of Expectation

- High level, all about health entities to start with.
- Consumer Councils will continue after 1 July 2022.
- Feedback on the Code of Expectation is open until 1 April 2022.

SURE (Supporting, Understanding, Responding and Evaluating) Framework

- Came about to track how consumer engagement was going in New Zealand services. It is all about processes and outcomes, looking at something you do and make sure everybody is doing the same process and the outcome improves.
- Established a Reference Group which included a number clinicians/providers, consumers and their whanau.
- Every DHB had to participate in the Quality Safety Markers (QSM) and every DHB had to have an Oversight Group.
- The QSM is about improvement, setting a benchmark where DHBs see themselves engaging with consumers.
- The goal is that on each submission improvement would be seen. It is about improvement but also needs to be taken seriously and there needs to be commitment to it. Honesty and transparency.
- DJ congratulated Taranaki DJHB Consumer Council for diversity and partnership in forming the Consumer Council and having the Co-Chair framework built into it. Wish you well, confident you will be able to become one of our champions.
- The HQSC left the meeting at xxxx

Consumer Council – Purpose

- This was included in the meeting papers and had been reviewed by Jamie.
- Paula suggested adding “we have a strong voice in planning, codesigning and developing the services in Taranaki”.
- Ansley commented there was some great stuff about process but not a lot about outcomes, doing a lot of great things but are they working? Something highlighting the need for evaluation and better outcomes.
- Decision made to consider the document “live” and revisit in six months’ time.

Action: Mary will make some additions in relation to evaluation and a statement around outcomes. Will circulate with the minutes and add to the agenda for the next meeting.

- Te Maramatanga suggested the Purpose document be updated with the Te Tiriti principles to reflect WAI2575.
- Dinnie thought that a workshop in relation to WAI2575 might be useful for the group, quite a comprehensive piece of work. The DHB could present to the workshop with an overview to the Council, provide everybody the opportunity to formalise themselves with it.

Action: Jane will look into the potential of a workshop facilitated by Taranaki DHB to provide an overview of WAI2575.

Communications Plan

- Graham commented that a very productive meeting was held around communications with some really good ideas being shared. No minutes have been circulated outside those involved.

Action: Minutes from the meeting in relation to the Communication Plan to be circulated to the Consumer Council.

- Mary moved that Raymond and Graham be endorsed as representatives of the Consumer Council. Seconded by Ngapai.
- Phase 2 of the Communication Plan will be introducing the Council to the community with Phase 3 being how consumers can work with the Council.

General Business

- Agenda format to be discussed at the next meeting i.e. standing agenda items along with a call for agenda items.
- The idea of this meeting is to provide an open forum where members can raise issues from within their communities. Need to work out how we approach those issues and build into the agenda also.

Meeting closed at 6.45pm