

## MINUTES

### CONSUMER COUNCIL

26 April 2022

4.00pm

Taranaki Disability Information Centre and Via Zoom

**Present:** Jane Parker-Bishop (Co-Chair), Paula King (Co-Chair), Belinda Tran-Lawrence, Wes Milne, Caroline Tyrrell, Ainsley Luscombe, Graham Walker, Shelley O’Sullivan, Ngāpei Ngatai, Angela Kerehoma, Raymond Tuuta, Nannette Pirikahu- Smith, Nicola Clarke

**In Attendance:** Mary Bird (Project Lead – Consumer Engagement), Jacob Mills (Consumer Engagement Advisor), Te Maramatanga Hohaia (Poutoko Hauora – Māori and Equity Services Manager), Lisa Varga (PA to Chief Executive)

#### Karakia and Welcome

Jake performed the Karakia and Jane welcomed attendees to the meeting.

#### Apologies

An apology was received from Dinah King with an apology for lateness received from Dinnie Moeahu.

#### Chief Executive Introduction and Update

- Rosemary Clements, Chief Executive joined the meeting via zoom.
- Currently in Wellington, working most weeks helping with the transition of the health system into the new Health NZ and Māori Health Authority structure. Big undertaking, lucky enough to have wonderful staff supporting me to do this. As Chief Executive Workforce Lead for the country was asked to assist in the workforce space alongside own role at Taranaki DHB.
- Two new Chief Executives – Margie Apa, Health NZ and Riana Manuel, Māori Health Authority.
- Thank you for your participation, great to see you all here.
- Congratulations to Paula, great to hear you are our new Co-Chair. Great to have you on board.
- Thanks to everybody for their work to date, participating in a lot of things coming up and training as well.
- Requested some direction on decision making and finalising Terms of Reference for the Council. Interested to see what they are going to look like. Safer to say you will be advisory at the moment and the Terms of Reference should address that while we work out what role Health NZ would like the Council to play into the future. Advice is to leave as advisory at the moment and review when the time comes.
- Webinars held last week in relation to where the structure is at for Health NZ and the Māori Health Authority.
- Ministry of Health staff are being moved across each month.

- The Te Manawa Taki region is currently made up of Bay of Plenty, Lakes, Tairāwhiti, Waikato and Taranaki. Looking to where we can best service our community. Assured with moving into the new world the pathways will continue at the most appropriate DHB.
- A locality can be as small or as large as required; it is about the services that are needed for the community. Very much in discussion at the moment, where it is going to land is yet to be established. Nine localities announced last week, prototype for “lets see how this works”. Still up for quite a bit of discussion before it is finalised.
- Discussion is very cautious around regions; what should you expect as a level of care, what can you expect, what will you get out of public health services and how would you access that. Some things you should be able to access locally and should be to the same standard across the country.
- As of 1 July 2022, DHBs will be disestablished. Chief Executives have been offered a three-month contract.
- The Consumer Council has taken a long time to put together and it is Rosemary’s understanding it will continue. Whether the Health Quality & Safety Commission come more into play or Health NZ cannot answer at the moment. Any information received will be passed on as soon as possible.
- Rosemary is happy to come to these meetings on a regular basis if that is what the Consumer Council would like however doubts attendance at each meeting will be possible. Can commit to coming quarterly and after each meeting would like a brief of where the Council is at.
- Thank you very much, keep up the good work and see the health reform work as positive!

Rosemary left the meeting at 4:40pm.

- Te Maramatanga would like an invitation extended to Megan Tahere, Tahuu Rangapu Chief Māori Health & Equity Officer so the Council has the opportunity to hear developments in the Māori Health Authority.

### **Previous Minutes**

- The following amendments were requested:
  - Spelling of Ainsley’s name to be amended.
  - A macron is to be added to Ngāpei.
  - Te Maramatanga to be noted as “in attendance” and Jane moved to present as a Council member.

### **Matters Arising**

#### Consumer Council – Purpose

- Mary read out the proposed amendments to the Consumer Council – Purpose.
- Need to ensure equity is captured.

#### Overview of WAI2575

- Confusion over who this action should have been against.
- Jane will have a conversation with Te Maramatanga and look into as a project for the Co-Chairs.
- Te Maramatanga commented that the Māori Health Strategy would be a good starting point for the Council; the link will be circulated to the group.

**Action: Jamie to review the “Purpose” with the WAI2575 information included.**

***The Council were comfortable with the minutes from the meeting of 29 March 2022.***

- Te Maramatanga commented that if any motions are to be moved and seconded, these are limited to Consumer Council members and not those in attendance. They are also to be documented in the minutes.

Dinnie joined the meeting at 4.40pm.

### **Consumer Engagement Quality Safety Marker**

- Jake gave an overview of the Health Quality & Safety Commission (HQSC) Consumer Engagement Quality Safety Marker (QSM) Framework.
- Steering Group made up of consumers/staff/Māori representation.
- Mary briefed the Council on the process around the QSM and how the group reviewed evidence that was put forward for the final submission.
- Mary and Jake have monitored the evidence captured through the Consumer Engagement survey and from across the DHB.

**Action: The link to the previous HQSC Report is to be circulated to the group.**

### Recommendation

*The Consumer Council endorse Submission 3 – agreed.*

*To be sent to Chief Executive and Chief Operating Officer before being submitted to the HQSC by 31 May 2022.*

### **Health NZ and Māori Health Authority – Rural Health Presentation Update**

- On 7 April 2022 Jake, Nicola and Ainsley attended a zoom presentation on rural engagement with the new health reforms.
- 750k consumers will be classified as rural using a new geographical classification scheme.
- Health outcomes for rural areas are amongst the poorest in the country – direct correlation to distance from facilities.
- This problem is clearly reflected in the high ASH statistics (avoidable hospital admissions) for rural areas like South Taranaki; particularly high for rural Māori.
- The new health reforms hope to address these issues by designing innovative rural health models. Focus will be on developing a generalist workforce and increasing telehealth services. Monitoring health outcomes will occur.
- Ainsley suggested a key role for the Consumer Council will be in highlighting and addressing flaws in the model, such as poor wi-fi access and transport in many Taranaki areas which may make telehealth a challenge. The Consumer Council could advocate strongly to ensure adequate resourcing occurs to address ongoing health staffing issues in rural areas.
- Nicola emphasised that rural health outcomes are even poorer for Māori and that adequate resourcing should occur so that Te Ao Māori services can function effectively in rural areas.
- There was strong support for adequate resourcing for rural health in the ensuing discussion amongst Consumer Council members.

### Communications Plan

- How does the Consumer Council get themselves out to the community i.e. Facebook, Instagram etc.
- Going to utilise the DHB Communications Team (Katie Pettigrew).
- Need to decide on how we are going to release who we are to the public, needs to happen in the next four or five weeks.
- Need to filter some of the queries through a DHB email address and then disseminate from there.
- Jane is happy for her information to be released and for people to approach her.
- Mary suggested that the Co-Chairs be interviewed with some communications going out.

Mary suggested that in order to move the Communications Plan forward, a motion be passed that Paula and Jane be interviewed by Communications Advisor, Katie Pettigrew.  
*Moved – Jane Parker-Bishop; seconded – Graham Walker. Approved.*

**Action:** Graham will take the suggestions back to the Communications Team.



### Consumer Council Community Insights

- Discussion whether the Council had any Standing Orders to consider.

**Action:** Jake will seek advice from another Consumer Council on Standing Orders.

- Wes raised the issue of concerns he had been made aware of about a gender-affirming DHB service. Discussion was held and all Council members were happy to support Wes.
- Further discussion as to whether this was best approached by the Rainbow Youth organisation or from the Consumer Council. Agreed that in the first instance Wes would progress as a member of Rainbow Youth with support from the Council.

**Action:** Jake to identify the appropriate Planning & Funding Portfolio Manager and notify Wes. If required, the Council may invite the appropriate person to attend a meeting.

- There was a discussion about the Council process to request information from DHB services. Clarification provided by Jake and Mary that this is an appropriate process for the Council to follow.

### General Business

- Discussion regarding standard agenda items to be moved to the next meeting.
- Bilingual agenda requested.
- Te Maramatanga mentioned that there is a new DHB Policy for bilingual documents through Te Pā Harakeke,

**Action:** Ngāpei to send Jake through agenda for Maori language

Meeting closed at 6:45pm