

MINUTES

CONSUMER COUNCIL

31 May 2022

4.00pm

TSB Hub, Hawera and 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, Jamie Allen, Dinah King, Dinnie Moeahu

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

- Karakia was performed.
- Jane welcomed attendees to the meeting.
- Taranaki DHB members were asked to leave the meeting so the Council could have 20 minutes board only time.

Apologies

Nil

Taranaki DHB Clinical Governance Framework

- Cath Anderson, Manager – Clinical Governance Support Unit was unable to attend the meeting to present the framework.

Action: To be included on the agenda of a future meeting.

Conflict of Interest Register

- The Council were asked to email through any conflicts they may have.

Action: Conflict of Interest Register to be added as a standard agenda item.

Previous Minutes

- The Council were in agreement the minutes of the meeting held 26 April 2022 were a true and accurate record.

Matters Arising

Regional Pathway of Care

- Ngāpei gave a brief overview of the Regional Pathway of Care – previously known as the Map of Medicine – and advised they were looking for another consumer to join the group.

- Taranaki has not been forthcoming in getting fully on board however there have been better attempts to make sure they are following through with their priorities.
- Jo Bourne is happy to have a korero with the group if required.

Action: Ngāpeī will circulate an email to the group for them to review and consider whether it is worth inviting Jo to a future meeting.

Rainbow Youth Consumer Update

- Jake and Wes connected with Melissa Stevenson from Funding & Planning at Taranaki DHB.
- A scoping project is currently being done to understand the landscape of gender care treatment in Taranaki and how we are performing in comparison to other places.
- There is quite an historic contract with Tui Solutions.
- Melissa has pulled a data pack of what Tui Solutions are providing, will be able to reflect on what is going on in that space.
- Still not a conclusion.
- Further discussion required around community procurement processes.
- There is an intention to involve consumers in service development in the future

Purpose WAI2575

- Jamie reviewed the WAI2575 and provided a summary document which includes the amendments made following the last meeting.
- Suggested that the word “delivery” be removed, the kaupapa of the Council is to ensure delivery. Decided that delivery should remain.
- Included cultural safety.
- Unsure about relationship between the Consumer Council and Health NZ.
- Question mark around who we are holding to account.
- Reworked so it was talking about Health NZ for the Taranaki region and an approach that could work with that. Removed any mention of the DHB.
- Agreed it is a living document.
- Jane commented that the Consumer Council are contracted until 31 December 2022 and that Terms of Reference is needed to guide the Council. When decisions are being made, need to be tailored for our community in Taranaki.
- **Action: Mary will include the Purpose in the Terms of Reference. Jamie will review the whole document and make sure it fits comfortably within it.**

Two Whare Structure

- The two Whare structure has not been endorsed.
- Had some preliminary discussions at the first meeting but have not had wider discussion.
- Want to make sure everyone is comfortable with it going forward.

The Council were in agreement to formalise the two Whare structure.

Taranaki DHB Alcohol & Drug Procurement Process

- A video commissioned by the Taranaki DHB was shown to the Consumer Council.
- Part of the work around the quality safety marker tool. One of the markers that we assessed against back in 2019 was a community project for new drug and alcohol services for Taranaki. Clear example of some of the mahi we will be doing going forward.

- Channa Perry, ex DHB Executive Advisor took it upon herself to engage with the community and users of alcohol and drug services to commission a new service for them.

Standing Agenda Items

- A list of potential standing agenda items was presented to the Council.

Action: Mary will circulate the list for the Council to provide feedback.

Communications Committee

- Had a number of targets for 3 June 2022:
 - Media release to go out to national/local media
 - Media release for staff
 - Media release for The Dose
 - Update Consumer Council information on the Taranaki DHB around roles and current status of the Council
 - Social media post of an interview with Jane and Paula

Action: Communications Plan to be circulated.

Community Insights

- Belinda will email Jake in relation to something she has become aware of in her community.
- Council to use discretion in copying in Co-Chairs.
- Dinnie is meeting with some sectors of the community i.e. construction sector. Mental health issues happening in that sector in particular with male Māori workers.
- Jamie met with a consumer who has had a difficult experience; talked themselves out of the situation. Brought to the table today as the consumer was concerned around awareness of who was raising the matter, worried about the attitude towards him.
- Jake commented that the Code of Expectation presented at the meeting in March 2022 should reinforce confidence for people. Mary also noted there is a privacy and confidentiality policy within the DHB.

Action: Privacy and Confidentiality Policy to be brought to the next meeting.

General Business

- A three question survey has been developed for answering after each meeting.
- Will circulate to the group for the Council to respond with general feelings and things that can be improved.

Meeting closed at 6.20pm