

## MINUTES

### CONSUMER COUNCIL

28 June 2022

4.00pm

Corporate Meeting Room 1, Taranaki DHB and Zoom

**Present:** Jane Parker-Bishop (Co-Chair), Paula King (Co-Chair), Belinda Tran-Lawrence, Caroline Tyrrell, Ainsley Luscombe, Graham Walker, Shelley O'Sullivan, Angela Kerehoma, Raymond Tuuta, Nannette Pirikahu-Smith, Nicola Clarke, Jamie Allen, Dinah King, Dinnie Moeahu

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

#### Karakia and Welcome

- Karakia was performed by Nannette.
- Paula welcomed attendees to the meeting and advised that Gillian Campbell, Acting Chief Executive would join when available. Also advised that John Young, Clinical Governance Advisor would be presenting the Nga Paerewa – Health & Disability Standards.

#### Apologies

- An apology was received from Ngāpei Ngatai, Wes Milne and Jacob Mills.

#### Previous Minutes

- The Council were in agreement the minutes of the meeting held 31 May 2022 were a true and accurate record.

#### Matters Arising

- In relation to the Taranaki DHB Clinical Governance Framework that was to be presented at the May 2022 meeting by the then Manager of the Clinical Governance Support Unit, the Interim Manager of the Clinical Governance Support Unit feels it would be worthwhile waiting before someone from the unit attends a Consumer Council meeting.
- Action against Ngāpei to circulate an email regarding the Regional Pathway of Care does not appear to have been received.
- The Privacy and Confidentiality Policy will be circulated in the pack for the July 2022 meeting.

#### Co-Chair Update – National Chairs' Meeting

- Jane attended the National Chairs' meeting, Taranaki is not the only Consumer Council with Co-Chairs.
- There was attendance from Health NZ, the Māori Health Authority and Dion York from the Health Quality & Safety Commission.
- Drawing closer to 1 July 2022 questions becoming more important, a lot of discussion about localities.

- At the moment broken into four regions i.e. Northern, Te Manawa Taki, Central and Southern.
- Interim Boards at the moment however it looks like they will become the formal Boards.

Gillian joined the meeting at 4.25pm.

### **Interim Chief Executive**

- Paula introduced Gillian to the group and round the room introductions were made.
- Gillian introduced herself noting the following:
  - Role at the moment is Acting Chief Executive with Rosemary Clements having moved across to Health NZ.
  - From 1 July 2022, title will be District Lead for Taranaki within Health NZ for three months.
  - Sees role as making sure good things about Taranaki get embedded.
  - The Consumer Council has taken a long time to get to this point and we need to ensure that the consumer whanau voice is strong.
  - Working out how the new system will be locally tailored becomes a priority here in Taranaki.
  - The Consumer Council and Iwi Māori Partnership Board need to have some conversations around how we have the structure and how we deliver health services.
  - Managed Hawera Hospital for four years so knows Taranaki well.
- Keen to come today and listen to how you are working and what you are wanting from the management team. Excited to be here and hear what everyone has to say.

### **Nga Paerewa – Health & Disability Standards**

John Young, Clinical Governance Advisor joined the meeting at 4.45pm.

- Round the table introductions were made.
- John presented the Nga Paerewa – Health & Disability Standards.
- There has been a lot of consumer engagement with different groups involved in the process.
- The Nga Paerewa – Health & Disability Standards are available on the Ministry of Health website.
- Resourcing has been one of the major issues for the project, money is also going to be an issue – want to achieve gold standard.
- How do the Consumer Council what to be involved in the project?
- Gillian commented that once the Consumer Council is functioning really well and we get ourselves set up with good consumer representation at service level, when you get to doing an audit you shouldn't be thinking about consumers; this should be done up front. Should not be making sure we are meeting standards at the end. Needs to be part of our business.
- Jamie commented that looking at the provision for eating disorders, need to have someone in the room who has lived experience of an eating disorder. Interested in what the wider context is about and how we do our job effectively. Also interested to know what other Councils are putting in place.
- Paula thanked John for attending to present on the project this early in the work and looks forward to working on this in the future.

### **Co-Chair Update – Māori Health Authority**

- Paula attended the interim Māori Health Authority meeting on 20 June 2022.
- Attended by Māori health providers, health services, Te Pā Harakeke.

- Most of the Māori Health Authority were unable to attend due to weather/flights however the session was well attended by others.
- Immediate priorities are the interim health plan and putting into practice the commissioning framework.
- Priority actions for the next two years:
  - Whanau at the centre
  - Strengthening insights and intelligence
  - Leadership and culture
- Areas of priority:
  - Greater wellbeing
  - First 2,000 days
  - Cancer
  - Long-term conditions
  - Mental Health & Addictions
  - Climate change

**Action: Paula will provide a summary to the group.**

### **Communications Update**

- Communications have been released through interviews with Paula and Jane; promising to see leadership of our group being profiled in such a manner.
- Starting to create discussions within the community.
- Media release by staff was shared on Taranaki iwi platforms.
- Need to land on what our logo is. Communications have been released, content has been great but it doesn't have our logo.
- Gillian commented that Taranaki is a district as we know it with the same boundaries etc and there is a name that will be released on 1 July 2022.
- Jane felt the article in Stuff missed the mark, need to look at being more pointed in what we provide.
- Mary commented that an abridged version was published, didn't have any control.
- Dinnie has been inundated with queries from people wanting to know more about the Consumer Council. Need to get the names out there, get some momentum, be consistent. Eventually in time will be the norm.
- The Health Quality & Safety Commission are interested in putting the interview with Paula and Jane on their website.

### **Consumer Updates**

#### Trauma Research Initiative

- Collaborative project between the Taranaki Retreat, WITT and DHB.
- Kaupapa is to understand research in more depth, environmental factors that contribute in a positive/negative way when people experience severe emotional distress or suicidal ideation. Want to understand the science around that.
- Examining the Emergency Department environment from the perspective of trauma informed care.

- Exploring with WhyOra to try and understand how the physical environment helped or did not help and how it can be improved.
- The next piece is looking for consumer feedback on experiences.
- Interested to see how the Consumer Council could work with the project.
- Mindful of how people find engaging with survey material difficult.
- Something the Council could put some energy into shaping; doing over a period of nine months.
- Equal sharing of the load between WITT, Taranaki DHB and the Taranaki Retreat.
- Shelley offered her support however not sure if it is a conflict of interest.
- Graham also registered his support in any way he can.
- Caroline registered her support
- Belinda is also keen to help, not sure in what capacity though.

#### Positive Aging

- Positive Aging forum held at the New Plymouth District Council on 20 June 2022, Gillian spoke about the changes to the health system.
- There were questions about the Consumer Council; Graham explained what the Council do. It was apparent there is a need for the information that we are getting out there.
- Gillian commented that a big part of the questioning was around the end of the DHB; belief that the Consumer Council was replacing the DHB. Timing was really bad and did raise questions. There is a need to get people to understand what the Consumer Council is and understand why it is there.
- Mary suggested that if Gillian is doing any community presentations in the future, could be an opportunity to have a member of the Consumer Council attend also.
- If engagement with community groups does start to happen, Gillian will bring the details to the Consumer Council first.

#### DHB COVID Policy & Admissions

- Angela raised concern around admissions into the Emergency Department and the process in Hawera around wait times. Hearing behaviour of the staff, herding people into a place where they are not looked after. Concerns about hygiene particularly of the porta-loos at Hawera Hospital.
- Gillian has been made aware of the issues. COVID-19 was interesting; different people reacted differently. Hawera reacted very strongly. Consumer feedback has to be an integral part of this group; have to make sure feedback is followed up and addressed.

#### Community Issue

- Breast cancer in the community has some particular issues.
- Breast surgery options and ways they are being offered and which options are being offered are variable across the board and are inequitable. National and local implications.
- Jane and Mary have discussed the consumer engagement framework. Suggested people meet here to influence the policy at a national level more. The framework will impact the standard of the clinicians as well as the standards John talked about. Might not be a quick fix but will be a fix over time. A lot is around training and awareness of staff.

- Paula commented that once the framework is in place put the feelers out to areas where there are issues; put invitations out to services involved with that area of health and talk to them from a consumer perspective.

### **Standing Agenda Items**

- Needs to be teased out a bit more.
- Will come back with a bit more of a plan, needs a bit more detail.
- The approach will be that Jake and Mary will do work behind the scenes.
- Will take offline and get peoples' preference for that.

### **General Business**

#### ID Badges

- Ainsley asked if the Consumer Council members could receive ID badges to allow entry into the hospital to be easier.
- Te Maramatanga feels this needs to be looked at in relation to power relationships within the DHB. Want to ensure the Council are autonomous. If getting into the hospital is a problem for them, imagine what it is like for everyone else.
- Gillian commented that the Board members and contractors have always had ID badges.

#### Remuneration Policy

- Mary commented that because the group is new have not been able to present everything.
- The Remuneration Policy for consumers has not been rolled out, have to have a structure in place. There is a budget for consumers not only Council members.

### **Close of Meeting**

- Paula thanked Gillian for being so generous with her time and attending the full meeting.
- It was agreed to open and close the Council meetings with a karaka; Paula will call at the end of every hui for a member from each house to open and another member to close the meeting.
- At the next meeting, the opening karakia will be given by Dinnie with the closing karakia being given by Caroline.
- Graham closed the meeting thanking Gillian for her attendance, really appreciated. Ten out of 10 for everybody here, respectful engagement is what it is about. Thank you. Everybody takes on what everybody else is saying. Really grateful for being here, thank you everybody and good night!

Meeting closed at 6.45pm