

## **MINUTES - CONSUMER COUNCIL**

**26 July 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, Shelley O'Sullivan, Angela Kerehoma, Raymond Tuuta, Nannette Pirikahu-Smith, Jamie Allen, Caroline Tyrrell, Wes Milne

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

### **Karakia and Welcome**

- Paula welcomed attendees to the meeting and advised that an apology for lateness had been received from Jane.
- Apologies were received from the Pou Tikanga team from Te Paa Harakeke, this item will be rescheduled.
- Jake opened the meeting with a karakia.

### **Apologies**

- Apologies were received from Graham Walker, Nicola Clarke, Dinah King, Dinnie Moeahu and Mary Bird.

### **Conflict of Interest Register**

Paula noted that she is employed by Hospice Taranaki however there were no conflicts for this meeting. Paula is also a Board member at the Cancer Society.

### **Previous Minutes**

- The Council were in agreement the minutes of the meeting held 28 June 2022 were a true and accurate record.

### **Action List**

- With the transition from manager to manager for the Clinical Governance Support Unit (CGSU), decision has been made that we will wait to bring the leads from the CGSU to the table.
- A meeting of the Regional Pathway of Care has been held and for the time being, Ngāpei will continue to attend these meetings and report back to the Consumer Council. This item can be removed from the task list and will be raised as a future agenda item when relevant.
- The Privacy and Confidentiality Policy has been included in the pack for this meeting.
- A summary from Paula following the interim Māori Health Authority meeting was circulated with the previous minutes. This item can be removed from the task list.
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- HR can provide ID badges for the Consumer Council however there is a waiting list. Photos have been provided and once available, the badges will be issued.

### **Matters Arising**

- It was queried whether there had been any movement in relation to the Remuneration Policy. If Council members are to be involved/represent the Consumer Council, need to know what it looks like in terms of remunerating members going outside of the Consumer Council meetings.
- Jake responded that there has been no further progress, there is a discussion to be had around how we can make sure we capture the work being done. There is a policy for our region and need to ensure it is actioned in the most appropriate way. Will raise in discussions with senior managers to see what can be done.
- Ray requested it be noted in the minutes that were members of the Council are being engaged outside this forum that was not originally part of the scope of this meeting, there needs to be remuneration for every person who is stepping outside the commitment of this monthly meeting.

**Action: The Remuneration Policy is to be added to the agenda for the August 2022 meeting.**

- Matua Rukutai Watene joined the meeting via zoom at 4.20pm on behalf of Rawiri Doorbar.
- Dr Tim Petterson and Piki Mathieson from the Hawera Hospital Emergency Department joined the meeting in person at 4.20pm. Apologies were received from Dr Bridget Mooney.
- Introductions were made.

### **Te Ingoa o Consumer Council Taranaki**

- Through the communications forum with Ray and Graham, in-depth discussions have been had around the Council's identity and what is the look and feel of the Council. Needs identity through a name in the sense of what we are trying to achieve as a collective. What do we want our name to depict/represent.
- Ngāpei is of the opinion that a new name would be good, how we see ourselves as a ropu is important and needs to be reflected in a name. "Consumer" doesn't encapsulate who we are as a people.
- Some people are not comfortable with the consumer concept but feel it is something that came as part of a branding. It does not describe either the tikanga we have established or the concept.
- Paula suggested a half day wananga/workshop establishing the Council as a cohesive group, time to wananga around what the way forward is. Will discuss further under General Business.
- Rukutai commented that it doesn't have to be consumer but something pertaining to that. Rukutai would like to be involved in the workshop.

### **Te Rautaki Manaaki Mana**

Dr Petterson provided a PowerPoint presentation noting the following:

- Partnership has not been honoured in the past; need to acknowledge it and work out how we can address it.

- In 2018 ACME discussed issues of health inequity particular in Emergency Departments (ED).
- Four areas with 18 goals; action points for each of the 18 goals.
- The Co-Chair (ACME) travelled through New Zealand and presented to EDs; the first part was forming a rohu.
- Huge discrepancy in the Māori health workforce.
- Clinical Governance Group within the ED is responsible for looking at policies/procedures/complaints; Dr Mooney and Piki are both involved.
- Also involved in the Project Maunga re-build and the design of the new ED. Want to have experts in Māori Health in our ED physically present.
- When new doctors start there is a whakatau so from day one new doctors know health equity is important for us.
- Junior doctors have a dedicated teaching session over six months, talk about cultural safety and health inequity.
- Asking for Consumer Council support and ideas. Where there is something that needs to be addressed would like the Consumer Council to carry voice and advocate where able.

Piki provided a PowerPoint presentation noting the following:

- When you come to my Whare hospitality will be given to you while you are in my Whare.
- How do I engage people as they enter into ED i.e. security guards, strangers, receptionist. If the first entry is negative, assume others will be the same.

#### Key Issues

- True engagement and collaboration of all stakeholders to contribute to planning and meeting timeframes.
- Organisational framework changes information held; may or may not undermine project progress and impact project planning outcomes.
- Ability to access and utilise in-house DHB resources, prioritising project to meet timeframes.
- Asking for good communication, asking for IT technology and workforce where it is needed.
- Communication and great information sharing are at the core of the project proposal.
- Jamie is keen to liaise on a couple of points around research and a trauma informed environment in the ED. Raised the care pack initiative that does not seem to be working through the ED for those presenting in suicidal distress.
- Belinda would love to hear more and be part of the project as and when possible.
- Wes would be interested to hear if any consultation has been done with the LGBTQ+ community; keen to see more improvements.
- Jake noted that the consumer engagement Quality Safety Markers are looking for examples of projects that report to and are endorsed by the Council.
- Paula commented that the Consumer Council would be very keen to be an active part of this project.
- Paula further commented that the Council is working on limited time in the meetings and needs to streamline what we are doing in terms of engagement with Te Whatu Ora – Taranaki and projects. At the moment the Council is still in the stage of becoming known to the hospital and staff and building relationships.

**Action: Piki's PowerPoint presentation to be shared with the Consumer Council.**

## Community Insights

### Cancer

- Ainsley acknowledged the lived experiences of those in the group.
- Knows of someone who went to the dentist, found lumps in his throat. ENT Surgeon in Hamilton did a biopsy and diagnosed throat cancer. Currently having treatment in Palmerston North, still waiting for initial consultation with the ENT Surgeon in Taranaki. While he was in Palmerston North got COVID and had to be admitted to hospital so he could have treatment i.e. feeding tube. His wife also got COVID and their daughter had to come and look after her parents.
- Several issues:
  - Osnam House needs to have procedures to cope with COVID-19; how does Osnam House cope with things like that?
  - Another woman with cancer while she was pregnant couldn't stay at Osnam House as she had a baby.
- The Consumer Council has a role to inform the decision makers, have a consumer voice into the decision making.
- Te Maramatanga commented that there is a lot going on in this space both in Te Manawa Taki and centrally, building relationships in both of those regions.

**Action: Ainsley will put something together summarising her thoughts and send it “somewhere” with the endorsement of the Council.**

### Waverley

- Nan raised an issue concerning a number of people with kidney failure in Waverley, won't take transport to Patea to get the shuttle bus to New Plymouth. Have standby available but not early in the morning.
- Ongoing with community now to find out what else is going on in Waverley.

**Action: Discussions with Te Pa Harakeke about supporting whanau in South Taranaki for dialysis.**

## Communications Update

- Discussions about anything in particular that can be provided by Comms Team, clear points of reference to support those of us doing any type of communications.
- Support Matua's korero to keep the name simple and basic but be descriptive.
- Understand in relation to what this name means to all, encompasses all. Once we have one day wananga will be in good stage moving forward.
- Jim Tucker has done an opinion piece; asked questions and was provided with some information however not sure much of it was used. Expressed an interest in having more

dialect. A lot of misconceptions that we are replacement Board, how does it work, how are members not elected – recruited.

## Consumer Council Purpose/Terms of Reference

**Action:** The Terms of Reference will be circulated again and will be endorsed during the half day wananga.

## General Business

### Digital Data

- Looking at Te Whatu Ora digital and data, working with a few Consumer Councils to seek feedback. Looks like they are aiming for an IT system on a national scale to speak to one another rather than siloed.
- Have strategy, key objectives; would like our ropu to have a workshop with them. Invite members of the group to zoom workshops, fully facilitated whiteboard brainstorming workshop process.
- Offered to do a zoom workshop for an hour and will be compensated for time by way of koha.
- Will put feelers out to those interest in participating, will be after hours more than likely.
- Nan would prefer zoom or would be happy to drive to Hawera.
- TSB Hub in Hawera was suggested.

**Action: Doodle Poll to be circulated to find a date for half day workshop in August 2022 encompassing the August 2022 meeting.**

## Next Meeting

- Opening Karakia Shelley
- Closing Karakia Ray

## Close of Meeting

- Caroline closed the meeting with karakia.

Meeting closed at 6.45pm

