

MINUTES

CONSUMER COUNCIL

25 October 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, Dinnie Moeahu, Wes Milne, Nicola Clarke, Dinah King

In Attendance: Jacob Mills (Consumer Engagement Advisor), Mary Bird (Project Lead – Consumer Engagement), Te Maramatanga Hohaia (Poutoko Hauora – Māori and Equity Services Manager), Mary Mau (Pou Haumanu Maori and EC Specialist), Lisa Varga (PA to District Director)

Karakia and Welcome

- Paula welcomed attendees to the meeting and advised Jane would be late and would be joining via zoom.
- Shelley opened the meeting with karakia.
- Paula formally acknowledged Mary Mau joining as part of the support team.

Apologies

- Apologies were received from Graham Walker and Mary Bird.

Conflict of Interest Register

- Nicola is employed by Tui Ora.
- Jamie and Shelley are part of the Suicide Prevention Group.

Jane joined the meeting at 4.07pm.

Ingoa/Name

- Had hoped to have a discussion at the workshop on 23 September 2022 around the ingoa. In Tikanga would normally be gifted a name.
- Paula suggested Waharua Kōpito Consumer Council Taranaki; below is a little whakamarama or background understanding to the ingoa.

Our ingoa is inspired by the Tāniko design found in the imagery and concepts of Te Whatu Ora its name and tohu or logo. Waharua Kōpito is where two diamond shapes, said to be representative of mouths, will meet. This meeting place is the central point of the design and it alerts the weaver that a change or shift in the design is about to occur. Waharua Kōpito therefore is symbolic of the consumer, person and their whānau being at the centre of healthcare. The concept of Waharua also aligns with our commitments to a Two Whare structure and the courage to model and advocate true Partnership and Co-design approaches.

Belinda joined the meeting at 4.10pm.

- Nan would be interested in Rukutai's thoughts; Paula will check back in with Rukutai and advise the Council of any suggestions. In the meantime, Paula asked that members think of an English version and feed anything back via email.

4.25pm – 4.40pm Council only time.

Co-Chairs Update

- Jane commented that when we look at ourselves, nationally this Consumer Council is one of the more engaged Councils. Some are not engaged with Te Whatu Ora, not reaching out, not using their region – we are quite well networked. We have a good name in the community.
- Jake and Mary are doing a good job of having an opportunity to feed things up.
- Dinnie noted that other Consumer Councils around the country have representatives on some other Boards and queried what was stopping us also having representatives on other Boards?
- Jane thought it might be a good idea to have a list of committees that sit inside Te Whatu Ora and look at where a lay person might fit into those committees. Might not be someone from within the Consumer Council but will start conversations.
- Mary commented that there are 23 committees within Te Whatu Ora and potentially one person from this group could join as a trial and a learning experience; might be a good way of getting started.

Jake will provide a list of Te Whatu Ora – Taranaki committees at the November 2022 meeting for discussion.

Community Insights

Wellbeing Expo

- Struggled in terms of letting people know who we are; suggested t-shirts to wear or a business card to give people something to remind them about who they speak to. In future when we have other events, would be good to have something to give out so we are not scrambling around.
- Paula commented that the Comms Team have made that point, how do we resource for those events. Within Comms Committee they have asked for some information around funding/resourcing, need to know what they are working with.
- Mary can work on a draft to present to the group for a handout/business card, start to get awareness out into the community.
- Caroline thought business cards were great but a brochure would outline who the Council are and what the purpose is.

Support Team to work with the Te Whatu Ora – Taranaki Comms Team around some of the ideas suggested.

Jane and Paula will have a conversation with Gillian regarding a budget for the Consumer Council.

- Belinda raised an issue commenting that it was not for action, just awareness. Wanted to say the work the Council is doing is vital, more evidence in the last month to show that it is vital. Trying to navigate the health system from afar for things that don't have to be hard. When it is slightly different doesn't feel as if the consumer/patient is at the centre of the system or care/wellbeing is at the centre of the system. Make it easy for the clinicians which makes it easy for the system. Belinda is still trying to navigate so has not provided any formal feedback.

- Jane thought that the issues Belinda has encountered need to be fed back particularly in the case of living overseas but still registered within the New Zealand health system.
- Mary suggested feeding back through the system in relation to the frustration around the process and not getting anywhere. Feed back with a request for action.
- Belinda further commented that it would be amazing to have an advocate, one person/team you could email.
- Paula noted that the patient advocacy services are utilised at the complaints end but are also available to patients who are having difficulties navigating services.

Raymond joined the meeting at 5.15pm.

Consumer Feedback Policy and Processes

- Mary introduced Stacey Jeffrey, Surgical Clinical Governance Advisor and provided a background to her role.
- Round the table introductions were made.
- Stacey presented a hypothetical example of a complaint to take the Council through the complaints process.

Shelley left the meeting at 5.53pm

Previous Minutes

- The Council were in agreement that the minutes of the meeting held 26 July 2022 were a true and accurate record.
- The Council were in agreement that the minutes from the meeting held 23 September 2022 were a true and accurate record.

Matters Arising

- Query was made around the Pou Hapai role operating out of the Hawera Hospital. Mary Mau clarified that there are Pou Hapai that travel down to Hawera.
- Jake queried whether the Council would like Renee Greaves to come and speak further at a future meeting. Paula apologised for the sound during the meeting on 23 September 2022 which was out of the Council's control and thanked Lisa for writing up the notes from Renee's presentation.

Task List

- The Terms of Reference need to be reviewed and a decision made; they have been drafted by Jamie and circulated a few times. Can endorse them in draft but have not ascertained a review period i.e. review in three months to see if they fit correctly?
- Dinnie suggested a 12-month review as no more feedback has been received. Confident with the Terms of Reference and if we need to pivot, come together for an extraordinary meeting.
- Paula endorsed the Terms of Reference for review in 12 months' time, bring back as an agenda item if required prior to that.
- The Council were in agreement.

Meeting Structure

- Suggestions noted from the meeting on 23 September 2022 were brought back for further discussion:
 1. *We need 3-hour meetings*
 - This was suggested due to the fact meetings are always running over time; less agenda items is one way to use the meeting time more efficiently.
 - Recommendation was to extend meetings to 2.5 hours, see how we go reducing the agenda as much as possible and revisit.
 - Council were in agreeance.
 2. *We should start the meetings later*
 - No, start time to remain at 4.00pm.
 3. *We could alternate monthly meetings between Zoom and Face-to-Face to reduce travel time.*
 - Meetings to continue face to face with the option of zoom available.
 4. *We should have Council-only protected time in each meeting (like Board-only)*
 - The Council were in agreeance.
 5. *There should be a maximum of one presentation per meeting.*
 6. *There should be no presentations at the meeting.*
 7. *Interest areas of members could be agreed, and each presentation could be allocated to that person/s to review prior to meeting. The council will need to establish a process for this to occur.*
 - Need to review the agenda and see a presentation can be accommodated. If there is a full agenda, decision needs to be made that we forego presentations or need a presentation that is relevant to the agenda.
 - Mary noted there is value in Te Whatu Ora – Taranaki staff getting to meet the Consumer Council members. It is also an opportunity for support people to look at opportunities that the Consumer Council members could be involved in.
 - Will keep status quo; if it looks like agenda is heavy and needs focus, may need to forego presentation.

Escalation Chart

- Make it easy to read, fits with Term of Reference, flow of where work would go.
- “Delegate work” needs to be added.
- Paula commented that when documents are circulated, need to make it clear we are seeking to endorse the document.
- Raymond thought it would be helpful that if certain decisions need to be made upfront, there needs to be an easy way to provide this e.g. online system. Needs to be more streamlined and more current enabling discussion to take place via an online platform.

Mary will investigate with IT what can be provided.

- Jake has investigated to see if a Teams chat can be created and will test with Jane and Paula
- Jane commented that Diligent could be an option.

Formal request to be actioned for the Consumer Council to have access to Diligent or BoardPro.

- The escalation flowchart will remain in draft, need to do something about of town cancer services. Will forward letter as correspondence to Gillian from the Consumer Council. The Consumer Council were happy with this approach.

Patient Story Initiatives

- Ray and Graham discussed being able to use Access Radio to communicate.
- This would come down to who on the Council has the appetite, members' availability and whether the Council would like to be part of forums of communication. If we want to have a presence in those communication forums, how do we do that.

Jake will put together a proposal in relation to Access Radio; what membership is, who would we be speaking to, what are we going out with.

- In relation to patient stories being shared with the Council, Ray commented that we are trying to humanise what they are doing; need to make sure messaging is clear but don't want us to be like everybody else. Have to allow voice to come out.
- Dinnie suggested having 10 questions and let the patient go. All we need is people willing to share their stories.

Mary will sit with Comms and members of the Council to help get this going. Dinnie is happy to be involved.

Ngapai left the meeting at 6.45pm

Close of Meeting

- Ray closed the meeting, thanking everyone for taking time out of busy schedules. Great korero, looking forward to progressing, mihi for taking time out and away from whanau and out of work schedules.
- Great work being done by Jake and Mary, put a lot of time and effort into this kaupapa; we appreciate mahi you are doing as well as the Te Pā Harakeke whanau.

Meeting closed at 6.55pm