

MINUTES

CONSUMER COUNCIL

29 November 2022

4.00pm

Corporate Meeting Room 1, Te Whatu Ora Taranaki and Zoom

Present: Jane Parker-Bishop (Co-Chair), Paula King (Co-Chair), Belinda Tran-Lawrence, Ainsley Luscombe, Shelley O'Sullivan, Angela Kerehoma, Nannette Pirikahu-Smith, Jamie Allen, Wes Milne, Nicola Clarke, Dinah King, Ngāpei Ngatai, Graham Walker

In Attendance: Jacob Mills (Consumer Engagement Advisor), Mary Bird (Project Lead – Consumer Engagement), Te Maramatanga Hohaia (Poutoko Hauora – Māori and Equity Services Manager), Tanya Anaha (Interim Chief Māori Health & Equity Officer), Lisa Varga (PA to District Director)

Karakia and Welcome

- Mary opened the meeting and welcomed everybody.
- Commented that the agenda was full as usual and herself and Jake were very much looking forward to the meeting and progress of the group in the future.
- Paula noted that it was the last meeting for Mary and Jake.
- Also noted that Mary Mau's last day with Te Pā Harakeke is Friday.

Apologies

- An apology for lateness was received from Dinnie Moeahu with apologies for the meeting from Caroline Tyrrell and Raymond Tuuta.

Conflict of Interest Register

- No conflicts noted.

Previous Minutes

- Noted that Dinah, Nicola and Wes were present at the October 2022 meeting.

The Council approved the minutes of 25 October 2022 noting the amendment to attendees.

Task List

- Will discuss the Te Whatu Ora committee list later in the meeting.
- Advised by Gillian to put in a Trust Fund application for funding of the collateral suggested i.e. tear drops etc. ***Mary will put together a Trust Fund application.***
- Request for Diligent Boards has been put to Gillian, awaiting a response.
- Graham has put together a proposal for Access Radio; would like to confirm who is going to show up and at what time. ***Jake will forward the list to Graham.***
- In relation to patient stories, Jane has emailed Mary – need to find a time in the next three weeks if Jane wants Mary to be involved. ***Meeting to be scheduled; will look at planning this year for rollout next year.***

Council only time from 4.17pm to 4.36pm

Dinnie joined the meeting at 4.40pm

Community Rehabilitation Project Scope

- Gabriella Chitty, Project Manager - Ward 2A Rehabilitation joined the meeting and round the table introductions were made.
- Gabriella advised she is a Physiotherapist in the rehabilitation space and is taking on the Project Lead role.
- Two-fold project:
 - i. Inpatient rehabilitation which currently happens on Ward 2A, increased Allied Health funding to address current staffing deficits and to explore in-reach.
 - ii. Integrated community project; currently limited community rehabilitation services with increasing patient need and lack of integration across services.
- Inpatient Project – have staffing approved however can be difficult to recruit; some of that is already in progress as we start moving towards finalising the model of care with consumer/whanau voice captured.
- The community project is phase two, would be good to do focus workshops and interface.
- Looking for feedback around questions/themes/language; rehabilitation is quite a difficult concept to nail down.
- Graham would like to be involved.
- Gabriella is still in the phase of collecting information, has been waiting for this meeting and following through on Mary's suggestion on what comes through from a patient feedback perspective.
- Gabriella has some personal experience of engaging with consumers but not a lot at the moment.
- Belinda commented that there is a lack of understanding of what services are available/when they might be available/how you tap into them. General lack of information coming through to the consumer. Belinda is working a lot in language/words and would be happy to make some recommendations on "simple speak". Think about audience you are wanting to gain information from, how do they speak i.e. young people, rainbow community. What is relevant to them is different to other people. Encourage to think about not communicating with people the same way.
- In relation to interviews, think about things like who is asking the questions and what environment are the questions being asked in. Does the interviewer have training in handling difficult conversations. Don't be too structured, allow people space to tell their story.
- ***Gabriella would like to receive a written summary of Belinda's suggestions.***

Consumer Engagement QSM – Submission Paper

- Met as a QSM Steering Committee in the last couple of weeks, went through and rated each of the sections.
- Last time evidence was submitted were in the infancy as a Consumer Council. Had a memo regarding who the group were and orientation pack whereas now have examples of engagement of services with the Council.
- Recommended to have consumer engagement in relation to the Shared Goals of Care project.
- Access kiosks were too high from a disability point of view; there has been a change to those kiosks however they are no longer here.
- The Consumer Council were happy to endorse the Quality Safety Markers for this six month period.

Patient Safety & Quality Committee Structure

- Request for list of committees across Hospital & Specialist Services and also a procedure about involving consumers on projects.
- Asked who of the committees within that group were happy to have consumer engagement and representation from the Council as required. The Medication Safety Committee and the Infection Prevention Control Committee would both welcome consumer involvement.
- Ngāpai commented that the consumer needs to be acknowledged in the agenda, gets the opportunity to korero and also to share things to make sure they engage the consumer.

Jake will circulate the Terms of Reference for both groups with more information to be included in the minutes.

Year One Successes

- We have a Council!
- Two whare structure.
- Strong foundation from the beginning which has a lot to do with the structure of the Council.
- Jane commented the Council have been able to provide some feedback around complaints at a policy level.
- Jake and Mary are getting quite a lot of contact from services about the Council and would like to think in the future months, Te Whatu Ora and Te Aka Whai Ora are using as a gold standard.

The list of successes is to be circulated.

Co-Chairs' Appointment

- Jane and Paula's contracts are up for renewal at the end of December 2022.
- In discussion with Gillian the organisation wants to continue the status quo in the importance of maintaining stability and hope it is acceptable to the members. Looking at the appointment process around roles and how it will work in the future.
- Mary proposed that the Council continue with the Co-Chairs for the next 12 months; the Council were in agreement.

Community Discussion

Maternity

- A Council member was approached by a member of the community regarding a whanau experience in Te Whatu Ora maternity postnatal ward.
- Feel young mothers who have invasive procedures need support from their partner; there should be a whanau room for people to share and use the toilet.
- No toilets for father/whanau.
- No showers for father/whanau.
- No meals for father/whanau.
- Mary suggested this was a good example of where the escalation process could be used to take the issue to Gillian. Does not have to be a long letter however needs to be sent as it is with a couple of questions from this Council i.e. what is the policy and practice in this situation. Would be wise for the Council to find out what is happening in the new build.

Jake will draft a response to the young woman advising that her issues are being looked into.

Access Radio

- The sessions are going along well, Graham detailed times for those who were appearing in the next few days.

Escalation Process

- The Council were happy with the updated escalation flowchart.
- Ainsley queried whether as part of the quality process it would be possible to have a timeline and pathway around checking things that have been escalated are still on track.

General Business

- Paula thanked Gillian and Tanya for being open with direct lines of communication.
- The meetings for 2023 will stay at the same time on the same day – February to November.
- Paula thanked the support staff for putting the group together; you work tirelessly after hours and the Council really appreciates it. Nga mihi to you both for the insane work that you do for us and what you have done to help us get on our feet to represent the region. Truly grateful for your support and encouragement. Wish you both well on your next journey.
- Ngāpai commented that it had been amazing. It has been a long journey and wonderful to take with you, lots of robust conversations. Thank you both for the mahi you have done, it is a credit to you.
- Jane told Jake that it has been a pleasure working with him over the last couple of years. Jane thanked Mary and noted she has been a champion of the kaupapa. Really pleased she could see through to the end.
- Dinnie gave heartfelt thanks to Mary, came from an area where equity and equality was something that was a struggle. Your character has helped define ropu of this Consumer Council. Your legacy is part of our future. To Jake, your energy and positivity has been infectious. You are going to be an extraordinary father to your baby, look forward to seeing the amazing person your baby will become because of the love of her parents.
- Jake responded it had been an amazing journey, Mary has showed amazing longevity of making this happen. The support you have for this space is incredible, you ooze energy in this area. Thank you for the last couple of years, thank you for everything. To the Council, super excited for what is next. Wish you the very best for the next 12 months, seeing change every day with your kaupapa/korero being front and centre.
- Mary commented that it is about everybody and having the right people around you in order to achieve. Jake and myself have had the most amazing two years together, it has been fantastic seeing this group and how you work together. You are incredible. Thank you, it has been fantastic.

Close of Meeting

- Jake closed the meeting with karakia.

Meeting finished at 7.03pm