

MINUTES

WAHARUA KŌPITO (CONSUMER COUNCIL)

28 February 2023

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, Caroline Tyrrell

In Attendance: Lisa Varga (PA to Interim Hospital & Specialist Services Lead)

Karakia and Welcome

- Paula opened the meeting with karakia.
- Jane advised that Jo Witko, Te Whatu Ora Consumer and Whānau Voice Team – Workstream Lead would be joining the meeting to provide an update on the Consumer Council transitional role and functions and also around the whānau reimbursement policy. A draft of this policy was circulated by Jane late last year.

Apologies

- An apology was received from Dinnie Moeahu.

Conflict of Interest Register

- *Request that Council members forward any conflicts of interest to Jane for inclusion on future registers.*

Previous Minutes and Matters Arising

Trust Fund Application

- No application has been submitted; there is some funding that sits inside the Clinical Governance Unit that can be accessed by the Council. Need to continue working with Bevan.
- No replacement for Jake however Bevan will be supporting the Council until a replacement is found.

Diligent

- The Co-Chairs will get an update when they meet with Gillian and Tanya next week.

Access Radio

- This has been completed.

Patient Stories

- Did not get a chance to plan a roll out for this year, it is on the list of things to do.

Community Rehabilitation Project Scope

- Gabriella wanted to receive a summary of Belinda's thoughts; Paula will follow-up.

Patient Safety & Quality Committee Structure

- Paula will follow-up with Bevan.

Year One Successes

- Still to come.

Maternity Issue

- This will need to be followed up to see if a letter was provided to the young woman, Nicola does not think this has happened.
- Needs urgent attention from Bevan.
- Nicola to provide something in writing and Jane and Paula will add to the agenda for the meeting they are having with Gillian and Tanya.

The Council approved the minutes of 29 November 2022.

Council-only time from 4.14pm to 4.35pm

Consumer Engagement Advisor Recruitment Update

- The recruitment process has not reached interview stage, reviewing CVs received. There has not been anyone appropriate, maybe a couple of question marks.
- Te Whatu Ora use a recruitment tool which allows us to modify the recruitment criteria so it fits our need.
- Paula will share the contents of Bevan's email later in the meeting.

Te Whatu Ora Consumer and Whānau Voice Team, Workstream Lead

- Jo Witko joined the meeting at 4.42pm and introductions were made.
- Working out how teams are established nationally, locally and by district – Jo understands this is not far away from being finalised. Consultation coming out but no timelines as yet.
- A National Director has been appointed – Hector Matthews previous GM for Māori/Pacific with the Canterbury district. Trying to get his head around the work programme.

Reimbursement Policy

- There is a need for a national reimbursement policy. All districts pay different amounts of money across New Zealand, this needs to be consistent. Jo is working with Jane and a number of other consumer engagement managers.
- The roles that are similar to Jake's throughout DHBs are all different; Jo is working with those roles, consumers and the Health Quality & Safety Commission (HQSC) to look at developing a national reimbursement policy. Going through all district reimbursement policies and pulling out some of the good bits. There is a draft policy that needs to go back to the working group.
- Feedback that has been received since the reforms is now there is no reporting to a Board, Consumer Councils are feeling quite disconnected. Don't know what the structure is going to be so hard to think about what is needed.

- Going to put out some comms in relation to the Code of Expectations and the fact we don't want to lose the Consumer Councils. Until we know what is happening next need to support Consumer Councils to recruit and to pay consumers. Going to ELT, district leaders, engagement leaders and Consumer Councils to help with clarity.

Raymond joined the meeting at 4.55pm

- Belinda commented that she is involved in three or four types of things now and they are all reimbursed differently; it is not about the money it is about the communication, power structures and power dynamics. Does the policy cover things like being the only consumer in a particular space and are you the only one it effects?
- Jo responded that there was a debate within the working group; some people want the policy to be an engagement policy which would include not only having one consumer. If it were to be an engagement policy it would be quite large. Need to get the reimbursement policy out as soon as possible.
- Jane noted that one concern when talking about lived experience and going into communities and getting insights, is that we sometimes forget that our whānau are on benefits etc and if the payment is too big what impact does it have on the benefit.

Transition of Consumer Council

- Jane is concerned that if there were to be a change in Government how safe are the Consumer Councils? The feeling is that National want to get rid of the Iwi Māori Partnership Boards. What does it look like for Consumer Councils? General feeling is that National doesn't care about consumer engagement.
- Jo noted that the Code of Expectations is going to be monitored with the first round in September 2023, will need to give evidence that we are adhering to the Code.
- In terms of the transitional situation, Jane thinks it would be beneficial to have a regional relationship manager to support consumer engagement and keep the regions connected.
- Jo responded that this has been discussed, having regional roles has been talked about. All of the Consumer Councils have struggled to get good diversity to represent the community. It will happen next round of the restructure. Consumer engagement has to happen at all levels; how do we develop frameworks at national level and coordinate at regional level.
- Paula thanked Jo for joining the meeting and congratulated her on the work done so far. Would love to maintain linkage.

Consumer Engagement Advisor Recruitment Update cont'd

- Paula shared the email from Bevan in relation to the recruitment of the Consumer Engagement Advisor.
- It does have implications for the Council, will have to do what we can in the meantime.
- We have an escalation process, Terms of Reference and a great group and have good community in-reach. These are the things we can continue to do.

Patient Safety Committee Structure

- Jake linked Paula with the appropriate people on the Medication Safety Committee (MSC) and the Infection & Prevention Control Committee (IPC) who put out an Expression of Interest. Shelley and Graham have an interest in the MSC, Angela had a community member who was interested also. Belinda was interested in the IPC.
- We have been advocating and supporting the idea of having at least one Te Whare Tangata Whenua and Te Whare Tangata Tiriti on a committee as a minimum.
- The committees have come back to say they are not sure what the recruitment/remuneration process is, it is a brand new space for them also.
- Paula had assumed that Te Whatu Ora would have a remuneration and engagement policy.
- Comment was made that the remuneration/engagement policy was only drawn up in 2020 and was up for review in 2022.
- Jane and Paula will take feedback directly to Gillian and Tanya.

Surgical Wait Times

- A South Taranaki kuia had an accident in August 2021 and was referred for surgery in October 2021.
- Called into hospital five times, two times prepped and the next person on the list – both surgeries were cancelled at the last minute.
- Up until before Christmas she was still able to get around, now confined to her bed. Usually an active 74-year-old.
- No feedback from the hospital.
- Two doctors on the go and both have sent through urgent requests however nothing has come of it.
- Jane noted that 60% of planned care patients have had extended wait times. Need to understand what we are doing about that. If everyone's planned care surgeries are deferred or delayed, what are we doing. It is particularly bad in Taranaki. Will speak to Gillian and Tanya.
- Paula noted that in looking at the escalation pathway, one of the steps is to gather more information – get some statistics to support that it is not just an isolated kuia. What are we going to do about it? Would reiterate to the kuia that it sounds like it should be a complaints process and if she needs support, we can link her with the right people.
- Paula asked Nan to pass on aroha, thinking about the kuia's situation.

Consumer Engagement Guidelines

- Gabriella Chitty attended the last meeting and Belinda offered to help with some things which she did follow through with.
- Through that process it made Belinda think about consumer input and that as a Consumer Council we should have input into some best practice guidelines.
- As consumers/patients/whānau asked to input into various things to help the system in some way, shape or form. Know that for a large part of the time, nothing changes/nothing happens.
- There needs to be best practice guidelines for both parties i.e. clinicians and patients. Need to adopt/ratify for use within our area/district.
- Jane will look into the Consumer Engagement Framework to get back off the ground.
- Paula suggested the Council could put together ideas and recommendations to pre-empt some co-design work.

Community Discussion – Graham Walker

- Feedback that Positive Aging would like to hear from the Consumer Council.
- Attended a meeting in Wellington last week – HQSC Consumer Health Forum and work the HQSC is doing in that space.
- Got a chance to attend something at Parliament hosted by Dr Ayasha Verrell; have a lot of hope that in her role things will move a lot quicker.
- As a Consumer Council we never put anything out to the stakeholders i.e. consumers. Wonder whether it is something that Ray and Graham could work on. The Council thought it would be valuable to have something that could go to stakeholders.

Red Path

- Correspondence received in relation to issues with the red path leading up to the hospital, it is going to be there for two more years:
 - Suggested it could be covered and the pitch altered to have a few flat areas
 - Somewhere to stop and catch your breath along the way
 - At the start of the red path, people have to walk through another carpark with barriers – these are a trip hazard
- Ainsley moved a motion to delegate authority to Graham and Caroline to inspect the site and make some recommendations on what has been discussed today about the red path.
- Graham has a contact who he will email directly and copy in the Co-Chairs.

Close of Meeting

- Angela closed the meeting with karakia.

Meeting finished at 6.12pm