

## MINUTES

### WAHARUA KŌPITO (CONSUMER COUNCIL)

2 May 2023

4.30pm

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, Graham Walker, Caroline Tyrrell, Raymond Tuuta, Dinah King

**In Attendance:** Bevan Clayton-Smith, Manager – Clinical Governance Support Unit; Lisa Varga – PA to Interim Hospital & Specialist Services Lead

#### **Karakia and Welcome**

- Jane opened the meeting with karakia.
- Paula noted that Raymond had to leave the meeting at 5.40pm.

#### **Apologies**

- An apology was received from Ngāpei Ngatai due to a bereavement; Paula acknowledged her and her family.
- An apology was also received from Dinnie Moeahu.

#### **Immunisation across Taranaki and Consumer Council**

- Paula welcomed Sarah Le Leu, Portfolio Manager – Governance Planning & Funding to the meeting. Also present were Claire McLean, Pou Mātanga – Māori Pandemic Response & Equitable Outcomes Specialist along with Peeti Watene, Pou Haumanu: Māori and Equity, Strategy and Commissioning for Impact Projects, Child Health and First 2000 Days.
- Round the table introductions were made.
- Sarah thought it would be useful to talk through some of the pieces of work currently being undertaken and new initiatives.
- A slide was presented showing the life span of our community from preconception to 65 years of age and the immunisations that our community should be receiving over time.
- A meeting was called a month ago for every organisation who had been participating or giving immunisations in the community; it was found that there were a couple of organisations engaging with the same people. Found out where everyone was working and who was doing what so gaps could be recognised.
- It is not just about the baby’s journey, it is about whanau in its entirety.
- For the last two months Claire has been seconded to another role attached to the specialist team in the CACC clinic. Patients come to see a specialist GP and either before or after the appointment, catch them to provide vaccinations. This has been quite successful. It is also vital to catch some of the whanau.
- Claire is also running an outreach clinic on a Wednesday; gets phone numbers of those who do not have a GP. In the assessment can also see other issues for the whanau. Gives advice on where immunisations are carried out.

- Belinda commented on the languaging and graphics of the slide showing the lifespan for immunisations; gender families come in all shapes and sizes – this is very much heterosexual based. Sarah took this feedback on board.
- A further slide showed immunisations measured at eight months, two years and five years. New Zealand European are tracking at 82%, 83% and 88% respectively with these figures being lower for Māori.
- Graham asked if the Consumer Council could do anything to assist. Spread the word amongst your networks around the importance of immunisation was the response.
- Jane commented that South Taranaki are doing well however they did have spikes in April and May 2022 – what caused those spikes? Non-Māori spiked at a different time to Māori. Bevan thought it could be to do with accessibility into mainstream health services, there is always going to be a lag. This was seen with the COVID 1 and 2 vaccination. Claire commented that Māori are concerned about the components of the vaccine and the effect it has on them and from what they have read. Jane would be interested in knowing what the concerns were.
- Jane queried if Mpox was included in terms of Taranaki? Yes it is.
- Wes enquired into the vaccination rates for Mpox for Taranaki. Sarah did not have that information but would be happy to get it.
- Graham asked how Taranaki's vaccination rates compared to bigger centres. Sarah responded that for childhood immunisation Taranaki was fourth or fifth bottom.
- Paula thanked Sarah, Claire and Peeti for joining the meeting.

#### **Counties Manukau Consumer Council**

- Renee Greaves, Consumer Engagement Advisor to Counties Manukau joined the meeting.
- Renee has been involved in the Consumer Council for eight or nine years.
- Since the presentation in December 2022 the landscape has changed.
- Taranaki's Consumer Council has been set up for nearly a year; challenging for everyone to engage, where to engage and how to create reach in the organisation. Acknowledged context that we are all in.
- Counties Manukau Consumer Council has been tracking along for eight or nine years, starting to see lag effects of COVID-19 come through on both the business pipeline and the ability to do things. Seeing it as a chance to constantly pivot.
- Need to constantly think about when we do meet, what are the key elements we want to discuss and where are they coming from. Understand what is happening in each pocket of the community.
- Work commitments in the last 12 months have changed, impacted by workforce issues in the country not just limited to health.
- Looking at reshaping, looking at what has been successful in the past and what do we want to see past these reforms.
- Most will be shaped or on hold or staff that support the Councils are under the HR restructure. Where does that work sit; based on the consultation proposal it looks like it will sit under the Innovation & Improvement space.
- Another thing discussed is while we have a lull/speed bump, work out how we market ourselves. What was our purpose 12 months ago, what is the purpose now and goals post this reform, what are professional skills you bring.
- Renee has offered to catch up with Jane and Paula every month to six weeks and is free to meet with Consumer Council members as well.

- Belinda commented that she is a consumer advocate in three different paid spaces and a particular tension at the moment is that they are reimbursed at widely different rates. Is there going to be some national standardisation? Renee responded that Council members need to be treated as professionals; work in progress currently is a national policy around remuneration to try to broaden the scope that includes support/acknowledging expertise and everything that comes with it. Sitting with Te Whatu Ora Comms Team at the moment and waiting to have conversations with Te Whatu Ora Finance. Not unusual to get different rates in different places. Renee is happy to share Counties Manukau's current policy and talk about what they are trying to achieve in the national policy.
- Bevan commented it is important to also have other supporting documents i.e. job descriptions, process for bringing someone on board, what are the contractual obligations.
- Renee noted that what we are after is a whole toolkit; how you support people, how you onboard them. National conversations about how we have a standardised orientation for Consumer Councils. Pulling together what you do have and sharing amongst the network you create. Hector needs to build a stakeholder list of the districts, reconnect Councils over and above the Chairs. What is Te Whatu Ora responsible for and what is the Health Quality & Safety Commission (HQSC) responsible for. A lot of opportunities to say this is what we need to support consumer engagement but do it right with equality and integrity.
- The biggest piece of advice Renee could offer was that whatever state your Council is in it is not failing – dealing with long-term effects of COVID-19, Te Whatu Ora change, how Te Whatu Ora and HQSC will work together, and the person who was your key support is not in post right now.
- Paula thanked Renee for joining the meeting noting that she will circulate Renee's contact details to the Council members.

### **Previous Minutes**

- From Council-only time at the meeting of 28 March 2023, a request was made for the minutes to be available as soon as possible after the meeting so they can be reviewed and any amendments made.
- Paula highlighted that if a Council member has said something and it has not been interpreted correctly or captured in the minutes, it is the responsibility of all Council members to ensure the minutes are accurate.
- The Council accepted the minutes of 28 March 2023.

### **Task List**

#### Conflicts of Interest

- Responsibility of the Council members to raise any conflicts at the beginning of the meeting.
- The list does not need to be circulated and this action can be removed from the task list.

#### Patient Safety & Quality Committee Structure

- Waiting on framework for consumer engagement.
- Bevan noted that Katy Sheffield, Director of Allied Health is currently reviewing the Patient Safety & Quality Committee and how it relates to various groups.
- Paula thought it might be useful to invite Katy to brief the Council on the work of the Patient Safety & Quality Committee.

### Feedback to Stakeholders

- To be carried over to the next meeting.

Nan left the meeting at 6.05pm.

### Red Pathway into Hospital

- The Disability Action Group has not met since the last Consumer Council meeting, this has gone any further.
- Caroline has checked out the Taranaki Electricity Trust as an option for alternative funding.
- Graham thought the best step forward was to try and get a meeting with Steve Berendsen, Programme Manager – Base Redevelopment.
- Paula will have further discussions with Gillian and Tanya regarding the valet and shuttle services, feels this is quite an opportunity. Potentially a project that the Consumer Council can say they have informed Te Whatu Ora – Taranaki on and worked in partnership on an outcome that is impacting on peoples' access to services.
- In relation to disabled carparks, Te Whatu Ora – Taranaki has the correct amount of disabled carparks for its size. Ainsley would like to know if these were being monitored after hours also particularly around the Emergency Department.

### Diligent

- Bevan provided feedback from Te Whatu Ora – Taranaki's IT Department:
  - The Council should identify clearly what they want from the software broken down to need to have/like to have.
  - If they have an opportunity to look at various options or talk to what other organisations are using then they should identify these products to help narrow down the search.
  - Once they have this pulled together then they will need to submit an Initiative User Request which can be found in the ICT Portal available from the home screen within Citrix.
- The Council are wanting document access and a forum for sharing.
- Bevan suggested MS Teams. Paula noted that the issue with Teams is that members would have to have a DHB email.
- The Council were asked to provide some clear information around what they would like the software to do; need to do a bit more thinking about that and formulate a response to the email.
- Jamie reiterated that a subdomain can easily be added to Wiki, would not cost any money and is trivial to maintain.

### Patient Stories

- This has stagnated.
- Paula suggested off the back of Renee's korero and being mindful that the Council has been business since the get go, given there are no presenters scheduled for the next meeting it could be an opportunity to have a workshop.
- The next meeting is scheduled for 30 May 2023 and Paula would prefer face to face.
- Will do some preparation so we have got direction.

## **Kaupapa Tuatahi**

Bevan provided the following updates:

### Te Whatu Ora – Taranaki

- Renee spoke very well about Te Whatu Ora national development.
- Not a great deal of detail in Tier 5-6 in relation to things like complaints, consumer/patient engagement and incidents.
- One aspect not included is disability and how it aligns with Pae Ora. Some aspects of disability are coming out of the Office of the Chief Executive, how does it fit and align with consumer/whanau voice.
- Taranaki has not been recognised as having consumer engagement.

Jane left the meeting at 6.30pm.

### Gender Identification

- This is about removing bias.

### HQSC Adult Hospital Experience Survey

- There are 26-35 measures, patient satisfaction has been over 80% with Māori satisfaction being at 15%.
- Somewhere we could always do better is provision of information and provision of being informed.
- Bevan will circulate the results.

**Action: Bevan to share the results of the survey with Waharua Kōpito on an ongoing basis**

### Privacy Week

- Privacy Week next week, some comms coming out within the hospital environment.
- A lot of webinars around privacy in the digital age.
- Belinda noted her concern that when getting examined by a doctor they do not ask for your consent before touching you and they also bring in other doctors but don't explain why they are there. Paula will raise this at the next meeting of the Co-Chairs with Gillian and Tanya.

### Consumer Advisory Role

- Bevan has formulated a draft remuneration policy; also developed an Expression of Interest form, application form and a process of what to do.

### **Community Discussion**

- Dinah raised the Connector bus; still an ongoing problem for people with mobility issues. No change.
- Belinda would like to know more about the overarching procedure and expectation in the hospital for clinicians to receive feedback on their practice and how they could be improving. Never seen any evidence in a clinical setting. How are clinicians expected to keep improving their practice? What does it look like, how could we be part of that and what are the inputs into improving clinical practice?

**Close of Meeting**

- We closed the meeting with karakia at 6.56pm.