

MINUTES

WAHARUA KŌPITO (CONSUMER COUNCIL)

27 June 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, Graham Walker, Dinah King, Dinnie Moeahu, Ngāpai Ngatai

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

Karakia and Welcome

- Shelley opened the meeting with karakia.

Apologies

- Apologies were received from Caroline Tyrrell and Raymond Tuuta.

Previous Minutes

Patient Safety & Quality Committee Structure

- Still waiting on framework for consumer engagement.
- Bevan noted this was sitting with Jane and Paula and had also been sent to HR.
- Paula thought it would be a good idea for herself, Jane and Bevan to meet prior to Bevan leaving to sit down and go through the document together; the document could then be sent to the rest of the Council to look at and comment on at the next meeting. Bevan will be at Te Whatu Ora – Taranaki on 17-18 July 2023 and suggested the three of them catch up then.
- Jane would like to invite Katy Sheffield, Director of Allied Health to the next meeting in relation to the Patient Safety & Quality Committee.

Diligent

- Working at national level on how we use Microsoft Teams as a repository.

Patient Stories

- To remain on the task list until we have more clarity around what is happening.

Nicola joined the meeting at 4.12pm

- Dinah commented that she was not noted as being present at the May 2023 meeting; this will be amended. She further noted that she had emailed some feedback through in relation to the May 2023 minutes that had not been included on the agenda for discussion.

Tanya Anaha, Tahuu Rangapu Chief Māori Health & Equity Officer

- Paula acknowledged Tanya and welcomed her to the meeting.
- Tanya's specific role was supposed to be transferred to Te Aka Whai Ora's monitoring team however Te Whatu Ora – Taranaki recognised equity as important and if this role transferred over there would be a gap. At this stage, Tanya has been kept on in that position around equity in Māori health.
- Tanya has an interest in the consumer voice and heard mention of those whanau who are not attached to a GP service and what is happening for our whanau who are not attached to a GP. There is a small team working around those who are not registered.
- Dinah noted she is aware of a lot of South Taranaki residents who are not registered but also aware of GP services who have closed their books. Where do people go? Tanya will take this query back to the Commissioning team, there is a project currently being done and Tanya will ask for an update in that space. Will bring back to the next Consumer Council meeting.
- Graham would like more to be happening in the immunisation space, better equity and more funding.
- Dinnie asked Tanya what her involvement was with Punanga Ora. Tanya responded that Punanga Ora are legislated to be the whanau voice in the locality space. Tanya's role is to support Punanga Ora. Punanga Ora are representative of the iwi in the space of whanau voice and covering whanau voice for localities planning. Tanya's role with Punanga Ora is a support role and she meets with the lead every week. Te Aka Whai Ora hold the partnership with Punanga Ora in regards to that health setting. Need all three of our consumer voices around these tables. Role is to keep communication lines from Te Whatu Ora with Punanga Ora open to enable and support them.

Tanya left the meeting at 4.25pm

Belinda joined the meeting at 4.25pm

Implementation Guideline – Anne Buckley, Health Quality & Safety Commission (HQSC)

- Round the table introductions were made.
- The Implementation Guide is to support the sector side of the partnership with consumers and implementing the Code of Expectations. The Guide itself is available for consumers on the HQSC public website and there is opportunity for consumers to give feedback.
- The Guide is being developed as a resource to support organisations in implementing the Code of Expectations. It is a living document that will be updated – looking at six monthly updates.
- The Code of Expectation has been translated into many languages.
- The Code was tabled in Parliament in August 2022, formally launched by the Minister of Health.
- The Code applies to Te Aka Whai Ora, Te Whatu Ora, PHARMAC, NZ Blood Service and Te Tāhū Hauora. The first reporting will start in September 2023.
- Collaborative effort by a working group of key health entities and consumer representatives.
- The plan was to go live at the end of June 2023 however it is now up and functioning.
- A comms plan will be signed off this week, suite of resources given to all of the health entities charged with implementing the Code of Expectations so they can disseminate through their organisations.
- An ongoing reference group will continue to feed through what the sector is needing in terms of practical tools.
- Paula acknowledged the Te Tāhū Hauora web-based resource noting it is user friendly.

- Anne asked that the Council send through any specific organisations that should be included in the comms.
- Bevan noted the inequity in consumer engagement roles. Tried to recruit prior to Christmas then got frozen. Direct reporting line is out of Tanya and Gillian's hands however does have implications for doing the Quality Safety Marker work.
- Paula seconded Bevan's comments around the clinical engagement advisor roles; sees these roles as being essential to being able to implement the codes.

Co-Chairs Update

- From a national perspective and from the National Chairs' meeting, the National Consumer Reimbursement Policy is being completed in draft. Waiting on some feedback and will then advise on next steps.
- Trial of Microsoft Teams channel for consumers and staff.
- Languageing and recruiting – only have space for two people, have not put enough attention into this and got inundated.
- The HQSC are looking to contract Tania Niwa to do some work for them around some images and to get some insights in terms of how we see ourselves when we look at images and what resonates with us.
- Graham and Nicola attended a forum in Christchurch. Some takeaways for Nicola were the similar workshops, noting that there is some amazing mahi being done in our communities. Don't think we would have heard of it had she not been attending. There was a wide variety of consumers in attendance.

Te Whatu Ora – Taranaki Update

- Radio silence in terms of consumer engagement.
- Some other aspects of development include the privacy function coming out of the Office of the Chief Executive. Elements of clinical governance and consumer engagement that will come from multiple areas.
- With Bevan vacating his role, Ingrid Chamberlain is stepping in as interim. Ingrid has a clinical background as a nurse but also management expertise. Gillian is still seeking guidance; the role will be unfrozen in terms of the consumer role. Still an area to be confirmed along with the risk management advisor role.
- Jane suggested it might be timely to have Hector attend the next meeting.

Dinnie left the meeting at 5.55pm

Aged Care Commissioner Meeting

- Graham attended a zoom meeting with the Aged Care Commissioner, she asked whether Graham could facilitate a public meeting in New Plymouth that she could come and attend. Wants to meet with as many people as she can and wants to understand the situation for people in Taranaki who need aged care.
- Interface with Positive Aging, Grey Power, Stroke Foundation etc.
- Coming down from Auckland on 9 August 2023 for two days, meeting in the Council Chambers. Positive Aging are facilitating a working lunch at the hall across the road and are also funding the event.

- Everyone is invited to the public meeting, the lunch will be invite only – Jane and Paula will receive an invitation.
- Graham asked that if the Council wanted anyone else to be invited to the public meeting to let him know.

Community Discussion

Support Expo

- Last year a support expo was coordinated through The Retreat and suicide prevention network. The objective is to help communities see the services available that are designed for their wellbeing. The same process is happening this year during Mental Health Awareness Week in September 2023. The expo will be held in Waitara and Hawera. This will run back to back with “Shot Bro” – a show depicting one man’s struggle with depression. No charge for entry.
- Caroline attended the expo last year in New Plymouth as a Consumer Council representative. It would be good to have some kind of visual Consumer Council presence/table. Unfortunately the Council does not have any merchandise.
- The other aspect is how we might enable representation of our hospital services. NGOs and community providers will be represented along with Tui Ora. Hospital services were conspicuous by their absence last year.
- Jane will work with Jamie; feels the Council should have some visibility but primarily Te Whatu Ora and Hospital & Specialist Services should have a presence.
- Bevan commented that Jake had been working on a budget for the Consumer Council and he will speak to Kayla Jones, Management Accountant.

Survey

- Eighteen (18) months ago The Retreat applied for funding through Venture Taranaki’s Curious Minds Project to conduct research into how physical environments can support/impact people who are accessing services in a state of distress – be that mild, moderate or acute. The key lens is from a suicide prevention approach but also providing better spaces for people experiencing trauma.
- The Retreat is doing this work to make sure our environments are well designed to support people. Want the research to benefit the community and more widely, anyone thinking of setting up or configuring environments. The focus is on the physical environment i.e. waiting room, reception, holding room etc. Jamie has not been able to locate any New Zealand research.
- Scoped up the project and explored with Emergency Departments (ED), has also done some survey work with those who had attended ED or are attending ED when experiencing stress to see what factors in the environment were helpful or unhelpful.

Nan left the meeting at 6.14pm

- Now at the point of looking to begin the survey, handing the survey to people when they arrive at the facility. Accompanied by a Koha to acknowledge their time. The team at the Taranaki Base Hospital ED was approached with this prospect and it has been refused. Not something the staff are prepared to undertake. Would be keen for that decision to be revisited if it could be with a consumer voice lens.

- Bevan suggested that in terms of promoting this, Jane and Paula could have a conversation with Gillian. Jane further suggested that Jamie link in with Piki Mathieson, Pou Matanga Manaaki Mana Specialist in ED.
- Ainsley is in support of Jamie and feels it needs to come from the Consumer Council that this be revisited.
- Jamie will send the Council some background to the project and the survey. Does not think this will be able to move forward if there is no advocacy from the Council.
- Recommendation from the Council is to support Jamie in his work and recommend that Te Whatu Ora Hospital & Specialist Services be approached to take another look at this project.
- Bevan commented that there are Mental Health consumer engagement representatives in place in Mental Health Outpatients. Might not get into the ED space but there are other avenues.
- Paula queried if ED sent rationale for refusing to have the survey. No rationale received, just a flat no.

Inpatient

- Belinda wanted to bring a case to the Council but was unsure if the Council were actually able to make any changes. Bevan brought up the complaints/my feedback process that could be used by patients.
- Belinda spent quite a bit of time in the last two weeks with a friend who was a previous cancer sufferer and had been free from cancer for two years. Went to her GP who said it could be a stroke, could be vertigo and sent her away. Belinda went back to her and said not to wait, told her to go to the hospital. She spent 24 hours in ED – arriving at 9am – and didn't get onto the ward until the following morning.
- When she got onto the ward got a scan and the cancer had returned and was very widely spread, too late for treatment. Passed away last week having never left the hospital. In hospital for two weeks from time of message to passing away.
- Belinda spent a lot of time on the ward with her, it was hard in terms of the fact that no one seemed to know what to do with someone who was palliative. Don't want to blame individuals, not about that. There were simply no nurses. Assuming this is a staffing thing.
- Didn't really see anyone, didn't get to talk to anyone, really difficult process. From a whanau/friend perspective, you can see staffing issues at the hospital. They are being felt through a friend/family perspective.

The Council asked what Belinda's plans were. The family have sold their house in Taranaki, staying in Wellington for the next couple of months while they find out how long Belinda's mother has, she has been diagnosed with terminal brain cancer. Waiting to hear what is happening with that, will be around for the rest of the year then heading overseas.

Pronouns on the Hospital System

- Wes brought up the fact that there are very few title options on the hospital system i.e. Mr and Mrs – there is no "x" as an option.
- Bevan suggested that Wes email his concerns through to the Customer Services team.

Close of Meeting

- Jane thanked Bevan, acknowledged he has done an insane amount of work not just now – goes back to the beginning of COVID-19. From the Council, thank you very much for doing what you can under very constrained circumstances. Wishing you all the best and are sure we will always cross paths.
- Bevan responded that it is a bitter sweet moment in a way, haven't done enough in the consumer space. Regardless of what happens it is about accountability, tried to do what I can. Thank you for allowing me to be here, hope it doesn't get delayed going forward.
- Paula thanked Bevan for doing what he has done for the Council so far, looking forward to what you achieve in Tui Ora.
- Ngāpai closed the meeting with Karakia and thanked Bevan for his mahi.

Meeting closed at 6.50pm