

# Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

Agenda

Date: Wednesday 11 October 2023, 10:30am to 1:00pm

Venue: Kahakaharoa Meeting Room, DHB 1 Building, 17<sup>th</sup> Avenue Business Park  
(Old Planning and Funding Building)

<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome		
2	Apologies  Moved: Seconded:	Chair	
3	Interests Register	Chair	
4	Presentation No presentation this month.	Chair	
5	Health Sector Update 10.45am	Debbie	
6	Minutes of Meeting 13 September 2023 to be confirmed.  Moved: Seconded:	Chair	
7	Matters Arising See attached, advise Maria of updates.	Chair	
8	<p><b>Matters for Discussion/Decision</b></p> <p>8.1 Chair's Report</p> <p>8.1.1 Consumer Engagement QSM – Update.</p> <p>8.1.2 Advanced Care Planning.</p> <p>8.1.3 Path Lab Services - Update.</p> <p>8.1.4 CAR 3.6 Transition, transfer and discharge – for noting.</p> <p>8.1.5 Health Consumer Council – Role, functions, remuneration and recruitment.</p> <p>8.1.6 National Chairs' Meeting with Hector Matthews, Director Consumer Engagement and Whanau Voice and Jo Moon, Improvement Facilitator – Consumer Engagement re: Rapid Review.</p> <p>(a) Consumer Councils 2023 – a brief overview.</p> <p>(b) National Stocktake of Consumer Engagement.</p> <p>(c) Microsoft Teams Folder: Collaborative work and document sharing activated – request for information on networks.</p> <p>8.2 Health Service Provision</p> <p>8.2.1 Path Lab Services – General discussion. <a href="https://www.pathlab.co.nz/locations">https://www.pathlab.co.nz/locations</a></p> <p>8.2.2 Home-based aged care in WBOP – research proposal update.</p>	Chair	Adrienne

Item No.	Item	Lead	Page
	8.2.3 HCC Strategic Planning – Areas of focus: possible actions (paper attached). For discussion.		
9	<b>Correspondence</b> Inwards: NA Outwards: NA	Chair	
10	<b>General Business</b> 10.1 Article of interest <a href="https://www.rnz.co.nz/news/national/499797/te-whatu-ora-finds-significant-risks-at-labs-workers-catch-typhoid-from-samples-exposed-to-fumes">https://www.rnz.co.nz/news/national/499797/te-whatu-ora-finds-significant-risks-at-labs-workers-catch-typhoid-from-samples-exposed-to-fumes</a> 10.2 BOPHCC web page <a href="http://www.bopdhb.health.nz/Bay-of-Plenty-Health-Consumer-Council-(BOPHCC)- Te-Whatu-Ora- Health-New-Zealand- Hauora-a-Toi-Bay-of-Plenty">Bay of Plenty Health Consumer Council (BOPHCC)   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a>	Chair	
11	<b>Round Table</b> 12:00pm	Chair	
12	<b>Council Only time</b> 12:30pm	Chair	
13	<b>Next Meeting</b> Wednesday 8 November 2023	Chair	
14	<b>Karakia Whakamutunga/Closing</b>		

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Hauora a Toi Bay of Plenty

## HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2023/24

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Hayley Chapman	•	•	•	•	•	•					
Rosalie Liddle Crawford	•	•	•	•	•	•					
Shelly McLauchlan			•	•	A	•					
Lisa Murphy	•	•	•	•	•	•					
John Powell	•	•	•	•	•	•					
Florence Trout	•	•	•	•	•	•					
Adrienne von Tunzelmann	•	•	•	•	•	•					
Kelly Hohapata <i>Resigned 18.04.23</i>	-										
Theresa Ngamoki <i>Resigned 09.07.23</i>	•	•	A								

- Attended.
- A Apology received.
- Absent, no apology received.

# Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

## Minutes

**Date: Wednesday 13 September 2023, 10:30am to 1:00pm**

**Venue:** Kahakaharoa Meeting Room, DHB 1 Building, 17<sup>th</sup> Avenue Business Park  
(Old Planning and Funding Building)

<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Papamoa Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Hayley Chapman – Tauranga Shelly McLauchlan - Opotiki	

Item No.	Item	Lead	Page
1	<b>Karakia timatanga/Welcome</b>	Adrienne	
2	<b>Apologies</b> Nil	Chair	
3	<b>Interests Register</b> Nil	Chair	
4	<b>Presentation</b> No presentation this month.	Chair	
5	<b>Health Sector Update</b> 10.45am No Update today.	Debbie	
6	<b>Minutes of Meeting</b> 8 August 2023 to be confirmed. Moved: Florence Seconded: Adrienne	Chair	
7	<b>Matters Arising</b> See attached, advise Maria of updates.  8. Have invited Sarah Marshall to a meeting but have not heard back. Lisa to ask for an update on pregnancy injuries. 12. Shelley's profile. She will complete her profile wording. 14. Maria to send out some time and date suggestions. 15. Toirawhiti locality link <a href="https://www.toitutairawhitilocalities.co.nz">Toitu Tairawhiti – Rangatiratanga   Mana Motuhake   Whanau (toitutairawhitilocalities.co.nz)</a> 16. Adrienne will try to contact the deputy chair about attending an HCC meeting. 17. Consumer Engagement Quality Safety Marker – Pritika will come back with some information. 20. Pathlab – see 8.1.1 below. 21. BOP GP Healthcare Services – close. 22. Our website – advanced care plan – hard to get find.	Chair	Lisa Shelly Maria  Adrienne        Maria
8	<b>Matters for Discussion/Decision</b> 8.1 Chair's Report 8.1.1 Path Lab Services. Update from Dianne McQueen – looking at taking up physio space and in second week of training. Will update HCC when a firm date known. Mentioned at last CGC meeting, will speak to them again about the service. Other pathology providers in Auckland and Wellington are struggling to provide services – NZ Doctor	Chair	Lisa

Item No.	Item	Lead	Page
	<p>article. <i>What are the contracting obligations, are these being met?</i></p> <p>8.1.2 Presentation to National Chairs by Gabrielle Nicholson, Quality Improvement Manager, Te Aho o Te Kahu, Cancer Control Agency.</p> <p>8.1.3 National Chairs meeting with Hector Matthews - Director Consumer Engagement and Whānau Voice.</p> <p>8.1.4 Health Consumer Council – Role, functions, remuneration and recruitment – No final decision to report. <i>No further progress about HCC nationally. A rapid review is being done and an update will be sent by Hector.</i></p> <p>8.1.5 Microsoft Teams Folder – Collaborative work and document sharing – now activated. <i>Microsoft Team's folder has been activated. Hector will use the information supplied to support the development of the HCC framework. Lisa provided information about this HCC.</i></p>	Debbie	
	<p><b>8.2 Health Service Provision</b></p> <p>8.2.1 Path Lab Services – General discussion. <a href="https://www.pathlab.co.nz/locations">https://www.pathlab.co.nz/locations</a> See 8.1.1.</p> <p>8.2.2 Home-based aged care in WBOP – Research underway. First phase is to go out into community to interview people. Better and preferred option for most people. Waikato University has agreed to provide a student to do Phase 2, the analysis of the data. Asking questions like “What kind of homebased care would help support people in their own home.” “What current services could be redesigned.”</p> <p>8.2.3 Tauranga Community Health Liaison Group. They have excellent presentations, wide ranging. Parkinson’s support services presented at August meeting. Fastest growing neurological condition in world. Traditionally known as an old persons disease, but now affecting more younger people. Would be good for HCC to know more about this group.</p> <p>8.2.4 Hospital and Specialist Services – Articles for noting: <a href="https://www.sunlive.co.nz/news/326626-senior-hospital-doctors-walk-off-the-job.html">https://www.sunlive.co.nz/news/326626-senior-hospital-doctors-walk-off-the-job.html</a> <a href="https://www.sunlive.co.nz/news/326557-senior-hospital-doctors-dentists-set-to-strike.html">https://www.sunlive.co.nz/news/326557-senior-hospital-doctors-dentists-set-to-strike.html</a> <a href="https://www.sunlive.co.nz/news/325563-physiotherapists-on-month-long-strike.html">https://www.sunlive.co.nz/news/325563-physiotherapists-on-month-long-strike.html</a></p> <p>8.2.5 Trinity Koha Dental Clinic – caught up with Marty. Working up in the islands outreach 3 weeks at a time, in Fiji at the moment. Following up with five people who have been helped by the Trinity service, going to write their stories, follow on effects of receiving dental care is amazing. Will send through the stories when they are done.</p> <p>8.2.6 HCC Strategic Planning – Areas of focus: possible actions (paper attached). would keep active on agendas. Use it as a checklist of what we are doing. Make a note to show we are taking these actions. e.g. watching Pathlab developments. Create a record to show we are doing this stuff. Progressive records. Adrienne will draw a draft table.</p> <p>8.2.7 Council fluoridation – <i>has anyone heard of any updates? No.</i></p> <p>8.2.8 United Nations Decade of ... Spellacy. No one to talk to. Where are the channels for talking to someone about day to day health issues.</p>	<p>Adrienne</p> <p>Adrienne</p> <p>Rosalie</p> <p>Rosalie</p>	

Item No.	Item	Lead	Page
9	<b>Correspondence</b> Inwards: NA Outwards: NA	Chair	
10	<b>General Business</b> 10.1 Professional Development – Te Whariki a Toi Education Training Platform. <i>Has anyone had a look. Wasn't sure how to use it or what was relevant to members. Mentimeter – is there a course? Would be useful for feedback.</i> 10.2 BOPHCC web page <a href="#">Bay of Plenty Health Consumer Council (BOPHCC)   Te Whatu Ora   Health New Zealand   Hauora a Toi Bay of Plenty (bopdhb.health.nz)</a> See <i>Matters Arising</i> . 10.3 Whakatane Centenary – was not aware it was happening. Debbie sent an email to organiser early on to ask whether HCC would be invited. No, limited invites.	Chair	Maria
11	<b>Round Table</b> 12:00pm  CGC – Florence and Lisa are still reviewing controlled documents. Most documents are just being rolled over.	Chair	
12	<b>Council Only time</b> 12:30pm	Chair	
13	<b>Next Meeting</b> Wednesday 11 October 2023  Meetings for the rest of the year will be in the Te Whare Whakamana Building, the same meeting room as today's meeting.	Chair	
14	<b>Karakia Whakamutunga/Closing</b>		

## Health Consumer Council Monthly Meeting Matters Arising 2022/23

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
8	10.05.23	Invite Sarah Marshall of ACC to a meeting.	Lisa	Has made contact, but currently on leave. 12.07.23 Haven't heard back. Ask for information on pregnancy issues if she cannot attend a meeting.	
12	10.05.23	New member profile to go up on website.  Updated profiles to be sent to Maria.	Maria  All	Shelly's is the only one to go up. Will add once received.	
14	14.06.23	Reporting portal. Make an appointment with Debbie to go over.	John	18.07.23 Maria emailed John with time suggestions. 18.09.23 Maria emailed further date suggestions to Adrienne and John.	
15	14.06.23	Locality planning – outcome of workshop in Opotiki. Send through any questions to Shelly.	Shelly  All	12.07.23 Will contact Theresa as Jody is now on maternity leave. <a href="http://toitutairawhiti-rangatiratanga.govt.nz">Toitu Tairawhiti – Rangatiratanga   Mana Motuhake   Whanau (toitutairawhiti-localities.co.nz)</a>	
16	14.06.23	Invite deputy chair of Community Health Liaison Group to next meeting.	Adrienne		
17	14.06.23	Consumer Engagement Quality Safety Marker – due back in September. HCC to be consulted before it is submitted. Raised at CGC meeting.	Maria/Debbie	Contacted Asa who advised that she believes there is a new format. She will look into it. It has not been submitted for a while. Not sure that the September one will be submitted. Pritika will come back with some information.	

# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
20	12.07.23	Pathlab issues. Raised at CGC meeting.	Lisa	13.09.23 Update - In 2 <sup>nd</sup> week of training. Will follow up at next CGC meeting.	
22	12.07.23	Hauora a Toi Bay of Plenty website – feedback on content and ease of use.	All		
23	13.09.23	Website – Advanced Care Plan – hard to find.	Maria		
2	12.04.23	Are Covid vaccinations still mandatory?	Debbie	Not for non-clinical staff, so therefore not required for members.	Close
5	10.05.23	Notes from last month's review.	Adrienne Hayley	To be discussed at June meeting.	Close
1	08.03.23	Recruitment 1. Position description to be added to website once finalised. 2. Where can we advertise – OnePlace?	Lisa/All  Debbie	Lisa supplied Northland's position description, Debbie/Maria amended, sent to Rosalie for review. Loaded onto website.  Facebook page, HSQC.	Complete  Complete
4	12.04.23	Mental Health and Addiction Services Transformation – Email speaker.	Lisa	12.06.23 Email sent and received.	Complete
3	12.04.23	Cyclone Gabrielle – How is this affecting delivery of healthcare?	Debbie	Where other Districts have capacity, they are assisting.	Close
6	10.05.23	Options for appointments – look into what is currently being sent to patients.	Debbie	GP could specify restrictions when sending through referral.	Close
7	10.05.23	Locality planning – link.	Adrienne	Sent through on 10 May and again on 16 June. Also on Te Whatu Ora website.	Close



# (Meeting Month/Year)	Meeting Date	Action required	Who	Action Taken	Completed / in progress
11	10.05.23	Kawerau Issue	Debbie	Issues are similar everywhere. Te Whatu Ora has an extensive recruitment programme running.	Close
9	10.05.23	Childhood Dental Clinics – update from Marty.	Rosalie	Working with social services and iwi to find out where the most need is. Liaising with government to provide free dental services for free on a wider scale. Link provided <a href="https://www.youtube.com/watch?v=WZnUu_qt3ng">https://www.youtube.com/watch?v=WZnUu_qt3ng</a>	Close
10	10.05.23	New member to go to Community Health Liaison Meeting each month.	All	Adrienne will now attend as a representative of HCC.	Close
13	14.06.23	Pathlab – Otumoetai still to open. When is this likely?	Maria	Email sent out on 6 July to members with advice from Dianne McQueen, Pathlab that this collection centre will open in 3-4 months time, once staff training is complete.	Close
18	12.07.23	National Health Charter – Found a mistake in link sent out. Send to Lisa for passing on.	Florence	Sent information to Lisa.	Close
19	12.07.23	HCC Strategic Planning – Send evaluation discussion notes to everyone.	Adrienne/ Hayley	Done	Close
21	12.07.23	BOP GP Healthcare Services and waiting times – feedback.	All	13.09.23 To be closed.	Close