

# Agenda

## Health Consumer Council

Date: 13 October 2021, 10:30am to 1:00pm

Venue: Kawakawa Room, Education Centre, Tauranga Hospital  
or Via [Zoom](#)

<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Grant Ngatai, Deputy Chair - Tauranga Adrienne von Tunzelmann, Deputy Chair - Tauranga Sue Horne – Tauranga John Powell – Mount Maunganui	Florence Trout – Tauranga Rosalie Liddle Crawford – Mount Maunganui Tessa Mackenzie – Tauranga Theresa Ngamoki – Whakatāne	
<b>In attendance</b>			

Item No.	Item	Lead	Page
1	<b>Karakia timatanga/Welcome</b>	Grant	
2	<b>Presentation:</b> 10:30 Richard Li, CIO – Digital and Data Group.		
3	<b>Health Sector Update</b>	Debbie	
4	<b>Apologies</b>	Chair	
	Moved: Seconded:		
5	<b>Interests Register</b>	Chair	
6	<b>Minutes of Meeting</b> 8 September 2021 to be confirmed.	Chair	
	Moved: Seconded:		
7	<b>Matters Arising</b> See attached – to be updated.	Chair	
8	<b>Reports of participation in other groups - Community Feedback</b>	Chair	
9	<b>Matters for Discussion/Decision</b>		
	8.1 Chair's Report – attached.	Chair	
	8.2 Meeting Schedule		
10	<b>Correspondence</b> Outwards: Letter of congratulations to DHB Board Chair. Inwards: Acknowledgement from DHB Board Chair. Letter of Resignation from Sue Horne.	Chair	
11	<b>General Business</b>	Chair	
12	Meeting moved into Council Only time.		
12	<b>Next Meeting</b> 10 November 2021		
13	<b>Next Board Meeting</b> Wednesday 27 October 2021 Agendas available here just before each meeting: <a href="#">Bay of Plenty District Health Board (BOPDHB)   Bay of Plenty District Health Board   Hauora a Toi   BOPDHB</a>		

Item No.	Item	Lead	Page
14	Karakia Whakamutunga		

## HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2021/22

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Jan	Feb	Mar
Terehia Biddle (Resigned 26/7/21)	-	-	●	-	-	-						
Rosalie Liddle Crawford	●	●	●	●	A	●						
Sue Horne	●	●	●	●	A	●						
Theresa Ngamoki	A	A	●	A	●	A						
Grant Ngatai	●	A	●	●	●	●						
Tessa Mackenzie	●	●	A	●	●	●						
Lisa Murphy	●	●	●	●	●	●						
John Powell	●	●	●	●	●	●						
Florence Trout	●	●	●	●	●	●						
Adrienne von Tunzelmann	●	●	●	●	●	●						

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



BAY OF PLENTY  
DISTRICT HEALTH BOARD  
HAUORA A TOI

## Minutes

# Health Consumer Council

Date: 8 September 2021, 10:30am to 1:00pm

Venue: Via [Zoom](#)

<b>Chair</b>	Lisa Murphy - Tauranga	<b>Minutes</b>	Maria Moller
<b>Members</b>	Grant Ngatai, Deputy Chair - Tauranga Adrienne von Tunzelmann, Deputy Chair - Tauranga Sue Horne – Tauranga John Powell – Mount Maunganui	Florence Trout – Tauranga Rosalie Liddle Crawford – Mount Maunganui Tessa Mackenzie – Tauranga Theresa Ngamoki – Whakatāne	
<b>In attendance</b>	Lisa, Adrienne, Grant, Sue, John, Florence, Rosalie, Tessa, Debbie, Maria		

Item No.	Item	Lead	Page
1	<b>Karakia timatanga/Welcome</b>	Grant	
2	<p>DHB Board Chair and CEO - Consumer engagement. CEO met with HCC. Sharon unable to attend today.</p> <p>HCC proposal circulated and went to Board. Well put together proposal. Thank you.</p> <p>Current and future structural changes that will come into play shown in a slide presentation. This is the CEO's interpretation of how we will operate in the Bay according to information provided so far from Transition Unit.</p> <p>Board to be abolished by 1 July 2022.</p> <p>Some corporate components will remain at hospital level but some will move to regional and national level.</p> <p>Meeting regularly with Waiariki Leadership Group which includes Education, Police, MSD - focusing on overall wellbeing in our communities.</p> <p><u>Questions:</u></p> <ul style="list-style-type: none"> <li>Where will private providers fit?</li> </ul> <p>Bulk of work prior to 1 July 2021 is transferring legal obligations of each DHB to Health NZ. There will a cross check process but all of the existing essential services will be transferred to Te Manawa Taki HNZ.</p> <ul style="list-style-type: none"> <li>Members are interested in how the localities will be determined?</li> </ul> <p>There is a workstream around localities. Info was fed back to Transition Unit around how we function and with who. Pete has proposed some sub-localities that require special consideration as they are unique localities.</p>	Chair	

Item No.	Item	Lead	Page
	<ul style="list-style-type: none"> <li>• Public health areas appear to have been decided as 12 and 4 regional authorities.  This was an original concept from the Heather Simpson report. Model is now that DHB's will be abolished and hospitals will operate under the regional hubs. No details yet on how hospital will operate under the regional hubs.</li> <li>• How are we shaping the model to accommodate vulnerable groups?  Lot of engagement happening at moment with many groups by the Transition Unit. Not at a DHB level. It is a key consideration.</li> <li>• How are we going to connect services in the community to the community?  Have been developing directory of services. Should be going live shortly. Will let you know when it is available.</li> <li>• Is there any role members could take to assist with assisting the needs of the sub-localities?  This is the time to give your consideration to what you recommend so that when the time comes, you can give your locality recommendations and how they should function under the model. Can you provide the contacts to send these recommendations to. Wait until regional bases are established to feed this into.</li> <li>• What are the plans for integrated patient management with the new model?  National digital team are very active at moment. Are using some of our strategies to mould the new system. Will share strategy.</li> </ul> <p>Proposal – well received, challenging. Once we start having face to face Exec meetings again. Would like to go through it point by point with the Execs. If there are any changes, please let Pete know. Will come back to members once it has been put in front in Execs.</p> <p>HCC has felt excluded in last few years from projects and engagement. Would like to go through the larger mainstream projects and issues.</p> <p>Great to see sub-localities considered seriously. Will strongly advocate for these sub-localities.</p> <p>Model is looking encouraging in regard to inequity.</p> <p>Can you advise where HCC can be involved in whole of health approach.</p> <p>CEO will undertake to come back on proposal before next meeting, 13 October.</p>		

Item No.	Item	Lead	Page
3	<p><b>Health Sector Update</b></p> <ul style="list-style-type: none"> <li>• Averil left last Friday. Asa Hobson has been appointed.</li> <li>• New person has been appointed into Jerome's role. He is currently in Auckland. Tim's role may be re-thought.</li> <li>• Consumer engagement in clinical governance is very important.</li> <li>• Proposal was well received.</li> <li>• Status of the hospital? Tauranga – 80%. Whakatane – 71%.</li> <li>• Talking with Immigration regarding allowing staff into the country to fill vacancies.</li> <li>• Did we send staff to Auckland to assist? No.</li> <li>• IOC (Integrated Operations Centre) looks at hospital operations. Is now looking wider in the community to see where there are gaps and how to work collaboratively. <ul style="list-style-type: none"> <li>○ Are there more senior staff available at vaccine centres just in case of adverse reactions? All nursing staff at vaccination centres have been fully training regarding adverse reactions.</li> </ul> </li> </ul>	Debbie	
4	<p><b>Apologies</b> Theresa.</p> <p style="text-align: right;">Moved: Sue Seconded: Florence</p>	Chair	
5	<p><b>Interests Register</b> – None.</p>	Chair	
6	<p><b>Minutes of Meeting</b> 12 August 2021 to be confirmed.</p> <p style="text-align: right;">Moved: Adrienne Seconded: Florence</p>	Chair	
7	<p><b>Matters Arising</b> See attached – to be updated.</p> <ul style="list-style-type: none"> <li>• HCC Email – are we going to set up an independent email address? Ask IT about access to the HCC email inbox.</li> <li>• Group Email – can be set from your own computer.</li> <li>• COTS – Dr Sarah Mitchell would like to attend a meeting to update, perhaps November. Adrienne attended a meeting with Dr Mitchell and Sarah Nash which was very interesting.</li> </ul>	Chair  Maria	

Item No.	Item	Lead	Page
8	<p><b>Matters for Discussion/Decision</b></p> <p>8.1 Chair's Report – attached.</p> <p>8.2 Membership Recruitment – identify gaps in membership diversity.</p> <ul style="list-style-type: none"> <li>• How much is left in the budget?</li> <li>• Staff aren't always the most appropriate choice as they have other priorities.</li> <li>• Length of commitment?</li> <li>• Geographical membership – Eastern Bay of Plenty. Ask Theresa who she thinks would be a good choice.</li> <li>• Youth, disability, cultural, gender.</li> <li>• A couple of diverse member possibilities are: <ul style="list-style-type: none"> <li>○ Katikati, 18/19yr old, advocates for cultural recognition for Maori in College, was youth mp, lead youth hui for adults as part of research project in Katikati, is a youth mentor.</li> <li>○ Pasifika of Tongan descent brought up within the culture, social worker, currently working as mentor with gangs in Tauranga, recently appointed to SocialLink Board, also sits on Awhina House (homelessness) lots of governance and community skills/experience/networks</li> </ul> </li> <li>• Perhaps members could be networking to these groups if we can't recruit from these groups.</li> <li>• Social and cultural competency.</li> </ul> <p>Discussion about recruitment with the uncertainty of the reforms. Consumer engagement will still be an important part of the new reforms. Will need to fully inform new member of upcoming changes before they agree to position.</p> <p>Could members who wrote notes on recruitment, please send them to Chair.</p> <p>8.3 Health and Disability Reform Update from Transition Unit. Link to Health and Disability Review Transition Unit – Latest Updates: <a href="#">Latest news and updates from the Transition Unit   Department of the Prime Minister and Cabinet (DPMC)</a></p>	Chair	
9	<b>Correspondence</b> None	Chair	
10	<p><b>Reports of participation in other groups - Community Feedback</b></p> <ul style="list-style-type: none"> <li>• Tessa – Katikati community worked together well. Stress and anxiety in this second lockdown has been huge. Has greatly affected staff and students.</li> <li>• Adrienne – Aged Concern. Last lockdown - often drawing on life experience. This lockdown – supports kicked in more quickly. Tenants in Council accommodation had their moves deferred.</li> <li>• Lisa – Level 4 lockdown experience with district nurse – not following PPE protocols. Covid-19 Vaccination Healthline service is still not operating efficiently.</li> <li>• Florence – Wrote to Dame Fran Wild, Chair of Plunket. CEO of Plunket commented on RNZ in August said that Plunket was not serving NZ well.</li> <li>• Grant – Working with Maori men in WBOP. Instability around housing and access to children.</li> </ul>	Chair	

11	<b>General Business</b> QSM scoring. One district had recorded 4's and 3's. Misinterpretation of how the scoring worked, they have now amended their scoring.	Chair	
12	<b>Next Meeting</b> 13 October 2021. Will advise if it can be face to face.	Maria	
13	<b>Next Board Meeting</b> Wednesday 29 September 2021 Agendas available here just before each meeting: <a href="#">Bay of Plenty District Health Board (BOPDHB)   Bay of Plenty District Health Board   Hauora a Toi   BOPDHB</a>		
14	<b>Karakia Whakamutunga</b>	Grant	



## Health Consumer Council Monthly Meeting Matters Arising 2021

Meeting Date	Action required	Who	Action Taken	Completed / in progress
08.09.21	Members to network with community groups to find diverse membership for Council.	All		
14.07.21	HQSC offered workshop to members to show a couple of new tools/reports including Quality Alert, Quality Dashboard and COVID Effect App.	Lisa/All		
09.06.21	Chair to ask CE, Ops GM and Debbie Brown to meet with HCC future. Examples: Papamoa health needs excluded HCC involvement after the HCC raised the issue with management initially; EBOP EVERY discussions about future health care does not appear to include consumer voice.	Lisa		

Meeting Date	Action required	Who	Action Taken	Completed / in progress
14.10.20	Update groups you attend on Connex.	All	<i>Members to check Connex, working area "HCC Community Connections" and add details.</i>	<i>Ongoing</i>
09.09.20	Housing Shortage - Accessible Housing took over from Housing New Zealand. How is that going?	AV		<i>Ongoing.</i>
09.09.20	TOR: a) Recruiting Maori consumer members. Contact Marama for guidance. b) Source flowchart to be annexed.	TA  TA		
08.09.21	Ask IT who has access to DHB Health Consumer Council emails.	Maria	Emailed IT. IT advised that Maria is the only one that has access.	Completed 09.09.21
14.07.21	Invitation to Grand Round – held on Tuesdays. Send out invitation to members.	Maria	Will email info out for next Grand Round. Not occurring on a regular basis at present due to strikes and hospital alert level and Covid Lockdown Levels.	Ongoing
11.08.21	Health & Disability Sector Review Information including timeline.	Maria	Maria sent link to Transition site updates. A copy of the proposal document also sent to members.	Completed 02.09.21

Meeting Date	Action required	Who	Action Taken	Completed / in progress
14.07.21	Wordsmith covering letter to Board Chair. Finalise proposal. Send out.	Florence Lisa Adrienne	Done and passed to Lisa.	Completed
14.07.21	Send a copy of CEO Newsletter out to members.	Maria	Will email a copy the next time it is published.	Completed.
14.07.21	Add upcoming board meeting dates to bottom of minutes and agendas.	Maria	Will add these as they arise. Board agendas are on the BOPDHB website just before the meetings <a href="#">Bay of Plenty District Health Board (BOPDHB)   Bay of Plenty District Health Board   Hauora a Toi   BOPDHB.</a>	Completed.
09.12.20	Health & Disability System Review – members to read and feedback to DHB about where the consumer council should be involved.	All	Not sure if completed but closed.	Completed.
09.12.20	National Trauma Network correspondence – circulate to members.	Sue	Not sure if this was completed but closed.	Completed.
09.12.20	Webinar link for sharing with members.	Sue/Tim	Unable to be completed.	Completed.
09.06.21	Tim to draft the invitation letter attaching discussion paper, to reflect our proposed future consumer voice. Chair to review, circulate and send by early July. Suggested meeting	Tim	Provided to members.	Complete

Meeting Date	Action required	Who	Action Taken	Completed / in progress
	to align with the August HCC meeting.			
09.06.21	Send letter/press release of congratulations to Janet Peters for her Queen's Birthday Honour.	Adrienne, Rosalie, Lisa	Sent out to various news publications throughout NZ.	Completed
14.07.21	Send out last three CEO Newsletters to members.	Maria	Emailed 15.07.21	Completed
09.12.20	Meeting Summaries – find out if HCC has it's own email address and who monitors it?	Maria	Emailed address, no response. IT advised that Pritika, Averil and Tim have access to this email address. Not sure if anyone is monitoring it. The email address is <a href="mailto:Consumer.Council@bopdhb.govt.nz">Consumer.Council@bopdhb.govt.nz</a> . Relevant emails seem to be forwarded to the Chair. Will enquire again if this is happening. Maria now managing this email address, she is forwarding on relevant emails to Lisa.	Completed
14.10.20	Arrange for a member of the Tauranga Community Liaison Group to attend December meeting.	JP	JP & SH to extend invitation	Completed.
14.10.20	Perspectives sought on Consumer Engagement Quality and Safety marker and Whānau – centred co-design draft paper. Tim to send out zoom	All	On-going - led by Tim.	Completed. Paper circulated to Council.

Meeting Date	Action required	Who	Action Taken	Completed / in progress
	meeting invite and slides to discuss further with members.			

## **BAY OF PLENTY HEALTH CONSUMER COUNCIL**

Sharon Shea MNZM

Chair

**Hauora a Toi Bay of Plenty District Health Board**

29<sup>th</sup> September 2021

Kei te rangatira, tēnā koe

E te mareikura, e kawē ai ngā tumanako, ngā moemoeā o ngā iwi  
o te takiwā o Toitehuatahi.

On behalf of the Bay of Plenty Health Consumer Council, may I offer our warmest congratulations on your appointment as both Co-Chair of the Māori Health Authority and board member of Health New Zealand. The leadership you have given to the BOP DHB's work towards achieving better health outcomes, and in particular equity and fairness, in our region's health and disability services will, we know, be reflected in the key part you will play in shaping a health system that meets the needs of our populations and communities.

As a voice for consumers in the Bay of Plenty, we look forward to contributing to the strong community focus in the health reforms, and to consumer participation in the development of health and disability services in our different communities.

We wish you the very best in your new roles. Please do get in touch with us if we can be of assistance.

Kia noho ora mai kei ngā pākau a ō tupuna

Nāku iti noa, nā

**Lisa Murphy**

**Chair**

**Bay of Plenty Health Consumer Council**

Health Consumer Council - Chairs Report  
September 2021

Key Topics:

- Consumer Engagement
- Whanau & Consumer-centred Healthcare Council
- DHB Update
- HCC Membership recruitment
- Reporting of meetings attended
- Meeting schedule

The DHB CEO met with HCC members at the September HCC Zoom meeting. The purpose, to discuss consumer engagement and developing a more strategically integrated, and well resourced partnership between the HCC and DHB. The HCC requested endorsement of the proposal document 'Creating a system of Consumer voice', which align with the new Health reforms. DHB CEO also provided a Health sector and Transition Unit update. The discussion was open, positive, and encouraging.

Whanau & Consumer-centred Healthcare Council meeting schedule will be revisited once the new Person Centred Experience Lead has been appointed.

The Senior Advisor Governance and Quality further Heath Sector and DHB updates.

Members identified gaps in membership diversity, skills matrix, interests, and geographic representation for a strategic approach to recruiting of new members.

Chairperson attended the National HCC Chairs meeting, and Chairs meeting with the HQSC. These focussed on Consumer Engagement Quality and Safety Marker and Health NZ Transition Unit. Heath Consumer Council members continue to be forwarded updates. Clinical Governance Committee meeting was attended by both representatives.

Meeting schedule to include an extraordinary meeting to be held in December 2021.

Lisa Murphy  
BOP HCC Chairperson



**BAY OF PLENTY**  
DISTRICT HEALTH BOARD  
HAUORA A TOI

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1 October 2021

Lisa Murphy  
Chair  
Bay of Plenty Health Consumer Council  
**BAY OF PLENTY DISTRICT HEALTH BOARD**

Tatu mai a tatu, Torona mai a torona,  
Tū mai ngā māngai i tēnā whānau, i tērā whānau,  
Hei whakapai ngā rātonga hauora,  
Mai i ngā kurī a Whārei ki Tihirau,  
Mai i Maketū ki Tongariro,  
E mihi atu, e mihi atu, e mihi atu rā.

Tēnā koe Lisa

Thank you for your letter and kind words on behalf the Health Consumer Council, regarding my recent appointments.

I feel deeply honoured to have the opportunity to be part of these important inaugural entities, to improve access and delivery of health services for all in Aotearoa, New Zealand and more particularly to bring to the fore, fairness and equity in all that we do.

I wish the Health Consumer Council every success in being part of this transformational pathway.

Noho ora mai, nā

**SHARON SHEA MNZM**  
Board Chair

cc Pete Chandler, Chief Executive

