

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

Agenda

Date: 8 February 2023, 10:30am to 1:00pm

Via [Zoom](#)

Chair	Lisa Murphy - Tauranga	Minutes	
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Mount Maunganui Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Kelly Hohapata – Whakatane Hayley Chapman - Tauranga	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome 5 minutes.	Theresa	
2	Apologies Moved: Seconded:	Chair	3
3	Interests Register	Chair	
4	Minutes of Meeting 15 December 2022 to be confirmed. Moved: Seconded:	Chair	4
5	Presentation: Lindsey Webber, CEO, Western Bay of Plenty Primary Health Organisation		
6	Health Sector Update		
7	Matters Arising See attached and advise Maria of any updates.	Chair	6
8	Matters for Discussion/Decision 8.1 Chair's Report. 30 minutes. 8.2 Health Service Provision 8.2.1 Health Consumer Councils 2023. 8.2.2 Recruitment and succession. 8.2.3 BOP Locality Planning. 8.2.4 Path Lab Services. 8.2.5 Home-based care in WBOP.	Chair	

9	Correspondence 9.1 Inwards: Email from Pete Chandler. 9.2 Outwards: None	Chair	10
10	General Business 10.1 None.	Chair	
11	Round Table 15 minutes.	Chair	

12	Council Only time. <i>30 minutes.</i>		
13	Next Meeting Wednesday 8 March 2023		
14	Karakia Whakamutunga	Theresa	

HEALTH CONSUMER COUNCIL MEMBER ATTENDANCE

2022/23

Member	April	May	June	July	Aug	Sept	Oct	Nov	Dec	Feb	Mar
Hayley Chapman							•	•	•		
Rosalie Liddle Crawford	A	•	•	•	A	•	•	•	•		
Kelly Hohapata			•	A	•	•	A	•	•		
Theresa Ngamoki	•	•	•	•	•	•	•	•	A		
Lisa Murphy	•	•	•	•	•	•	•	•	•		
John Powell	•	•	•	•	•	•	•	•	•		
Florence Trout	•	•	•	•	•	•	•	•	•		
Adrienne von Tunzelmann	•	•	•	•	•	•	•	•	•		
Tessa Mackenzie (Resigned 12.04.22)	•	-									
Grant Ngatai (Resigned 11.04.22)	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: 15 December 2022, 10:30am to 1:00pm

Venue: Kawakawa Room, Education Centre, Tauranga Hospital

Or via [Zoom](#)

Chair	Lisa Murphy - Tauranga	Minutes	
Members	Adrienne von Tunzelmann, Deputy Chair - Tauranga John Powell – Mount Maunganui Rosalie Liddle Crawford – Mount Maunganui	Florence Trout – Tauranga Theresa Ngamoki – Whakatāne Kelly Hohapata – Whakatane Hayley Chapman - Tauranga	

Item No.	Item	Lead	Page
1	Karakia timatanga/Welcome	Lisa	
2	Apologies Theresa, Debbie, Maria, Kelly Moved: Rosalie Seconded: Hayley	Chair	
3	Interests Register	Chair	
4	Minutes of Meeting 9 November 2022 to be confirmed. Moved: Adrienne Seconded: Florence	Chair	
5	Presentation: None		
6	Health Sector Update See email update attached.		
7	Matters Arising See attached and advise Maria of any updates. Remuneration to be discussed.	Chair	
8	Matters for Discussion/Decision 8.1 Chair's Report. <ul style="list-style-type: none">• There is likely to be more zoom meetings in 2023.• Will request HCC members to be added to Grand Round invitation list. 8.2 Health Service Provision 8.2.1 Aged care – New group formed. Terms of reference linked to health priorities. 8.2.2 Home-based care in WBOP – Leadership shown by Dot. Stewart's group. 8.2.3 Pathlab services – Write a letter to Mike Agnew regarding closures. 8.2.4 National Consumer Health Forum – A member linked in to this.. 8.2.5 HCC 2022 Yearly Review – Members to send comments to Chair asap. 8.3 Letter of thanks to Pete Chandler – Write letter of appreciation asap.	Chair	

Item No.	Item	Lead	Page
9	Correspondence 9.1 Inwards: None 9.2 Outwards: None	Chair	
10	General Business 10.1 <u>Staff Christmas Lunch</u> – 11:00am – 2:00pm Thursday 15 December 2022 Location - Old CEO Carpark (Corner Cameron Rd and 20 th Avenue). Please bring your ID card and wear a mask when lining up. Limited seating available. Rain or shine. Due to the heightened Covid risk and bad weather only a few members will attend. 10.2 Karakia – Spirituality is most important process and inclusive language. HCC accepts all karakia at meetings given by anyone present.	Chair	
11	Round Table <ul style="list-style-type: none"> • Epilepsy awareness. • Health problem awareness in community, includes fundraising. Compassion fatigue common in 2022. • A lot of sickness, not related to Covid. • Home-based care groups, research for people's health experience, lifecourse (childhood – adult – older age). National Science Challenges – 10 year research project. 	Chair	
12	Meeting moved into Council Only time. <ul style="list-style-type: none"> • Remuneration. 		
13	Next Meeting Wednesday 8 February 2023 Wish you all a very Merry Christmas and a safe and happy holiday.		
14	Karakia Whakamutunga	Hayley	

Health Consumer Council Monthly Meeting Matters Arising 2022/23

Meeting Date	Action required	Who	Action Taken	Completed / in progress
09.03.22	Remuneration for Clinical Governance meeting attendances and other meetings.	Jonathan (CGC only)	10.06.22 Maria emailed Jonathan to ask about remuneration for member attendances to the Clinical Governance meetings. 13.12.22 Maria sent email provided by Lisa to Jonathan for his information. The chair of a group that a member attends is responsible for paying the member for their attendance. Members should ensure they establish the reimbursement terms <u>before</u> attending meetings.	
10.08.22	1. How is this information retained? 2. Ask Comms if they can copy Northland's EOI and put the fillable pdf on our website.	Maria	1. Once completed, the online form is sent to an email address, in this case the HCC email address. 2. Comms are in the process of adding this form to the website.	In progress
14.09.22 12.10.22	Laboratory Closures – Closures need to be publicised more. Write a letter to General Manager, Planning and Funding re: impact and more advertising.	Debbie John	Matter raised with Mike. Have agreed to take a more proactive approach to communicating closures as per following article. https://www.nzherald.co.nz/bay-of-plenty-times/news/mount-maunganui-and-greerton-pathlab-	In progress

Meeting Date	Action required	Who	Action Taken	Completed / in progress
			clinics-temporarily-closed/SA4TWPZJALZ6PBCDMY3M7PCILE/	
12.10.22	Circulate notes from Community Health Liaison Group – will seek permission from Chair.	John		
09.11.22	8.1.1 Sunlive Article SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First Did hospital publish a response?	Debbie		
09.11.22	Hospital & Specialist Operating Model – Send feedback to Maria for combining.	All	Received feedback from Florence only.	
10.08.22	Contact Hayley to see if she is still interested in becoming a member.	Maria	Emailed Hayley. She is still interested. Sent her updated EOI for completion.	Close
08.06.22	Aged Residential Care – Staffing issue.	Vanessa Russell	Vanessa presented at the 10 Aug meeting.	Close
09.02.22	Create information pack for prospective new members.	Maria	Refer prospective members to website for profiles, TOR and past meeting info.	Close
13.10.21	When will meetings including Execs resume?	Jonathan	10.06.22 Maria has emailed Jonathan. Wait to see what transition brings.	Close
09.02.22	Send EOI form to suitable people.	All	On hold due to transition. Close for now.	Close
13.04.22	Consumer Health Forum Aotearoa – Copy of summary to be circulated.	Adrienne	13.07.22 Did not receive, therefore close.	Close

Meeting Date	Action required	Who	Action Taken	Completed / in progress
13.04.22	Rural Engagement – Interim Health and Maori Health Authority Zoom – slides to be circulated when received.	Lisa	Videos and screenshots did not come through, so close.	Close.
13.04.22	Topics of closed part of March meeting need to be added to March minutes. March minutes will then need to be confirmed at May meeting.	Lisa	Lisa to follow up with Rosalie. 08.06.22 Cannot find information, therefore close. See minutes of 08.06.22 meeting.	Close.
14.09.22	Send letter to Mental Health and Addiction Services in response to their letter.	Maria Lisa	20.09.22 Draft sent to Lisa. 29.09.22 Final sent to MHAS.	Close
13.07.22	Security risk with members having DHB information on personal devices.	Debbie	The issue is not with the security of the device rather how the recipient of the data manages it. Simple rules to keep information safe: <ul style="list-style-type: none"> • Have a password on your device. • Only keep information for as long as you need it. • Delete once no longer required. • Empty recycle bin regularly. 	Close
10.08.22	Representative from PHO to attend a meeting.	Debbie	Lindsey Webber, CEO, WBOPPHO has been invited to the Nov meeting.	Close
13.07.22	Training Courses and Health & Safety Training	Maria	Will keep sending through courses for members to attend.	Close
14.09.22	Who is Riki's counterpart?	Lisa		Close

Meeting Date	Action required	Who	Action Taken	Completed / in progress
13.07.22	Hospital capacity and progress data for sharing with members.	Debbie	Trying to source some info to share. Provided in emailed Health Sector Update report 13.12.22.	Complete
09.11.22	TOR – Needs to be rolled over. Currently states “Under Review”	Debbie	This is fine until further information is determined from transition.	Close
09.11.22	Annual review – send out document with headings.	Maria	12.12.22 Sent out in email to all members.	Close
09.11.22	Send out link to national positions.	Maria	Who we are – Te Whatu Ora - Health New Zealand	Complete
14.09.22	Articles regarding medical imaging. Find out what this is about. John sent you an email with the link to this article.	Debbie	Mike Agnew, Planning and Funding was emailed regarding this question, but a response was not received.	Close

From: [Pete Chandler](#)
To: [Maria Moller](#); [Central Coordination](#)
Cc: [Lisa Murphy](#); [Adrienne von Tunzelmann](#)
Subject: RE: Letter from Health Consumer Council
Date: Wednesday, 28 December 2022 2:26:16 pm
Attachments: [image001.png](#)

Thanks to you all for your lovely letter and just to assure you that your letter setting out opportunities for the future is included within my handover briefings!

Nga mihi

Pete Chandler

Interim District Director

Hauora a Toi Bay of Plenty

Cameron Road, Tauranga 3143 | Private Bag 12024, Tauranga 3243

From: Maria Moller
Sent: Friday, 23 December 2022 1:52 pm
To: Central Coordination
Cc: Lisa Murphy; Adrienne von Tunzelmann
Subject: Letter from Health Consumer Council

Dear Pete

Please find attached a letter from the members of the Health Consumer Council.

Kind regards.

Maria Moller (she/her)

PA to Senior Advisor Governance and Quality

Hauora a Toi Bay of Plenty

Te Whare Kokiri (DHB 2), 210 17th Avenue, Tauranga | Private Bag 12024, Tauranga 3143

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