

Te Whatu Ora

Health New Zealand

Hauora a Toi Bay of Plenty

Health Consumer Council

Annual General Meeting

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 5 minutes.	Lisa	
2	Apologies Theresa, Debbie, Maria Moved: Seconded:	Chair	3
3	Interests Register	Chair	
4	Minutes of Meeting 9 November 2022 to be confirmed. Moved: Seconded:	Chair	4
5	Presentation: None		
6	Health Sector Update See email update attached.		8
7	Matters Arising See attached and advise Maria of any updates.	Chair	10
8	Matters for Discussion/Decision 8.1 Chair's Report. 30 minutes. 8.2 Health Service Provision 8.2.1 Aged care. 8.2.2 Home-based care in WBOP. 8.2.3 Pathlab services. 8.2.4 National Health Forum. 8.2.5 HCC 2022 Yearly Review. 8.3 Letter of thanks to Pete Chandler.	Chair	
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.	Chair	14

11	Round Table <i>15 minutes.</i>	Chair	
12	Meeting moved into Council Only time. <i>30 minutes.</i>		
13	Next Meeting Wednesday 8 February 2023		
14	Karakia Whakamutunga	Lisa	

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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	•	•	•	•	•	•	•	•			
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.

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Minutes

Health Consumer Council

Date: 9 November 2022, 10:30am to 1:00pm

Venue: Kawakawa Room, Education Centre, Tauranga Hospital
Or via Zoom

Chair	Lisa Murphy - Tauranga	Minutes	Maria Moller
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	Action
1	Karakia timatanga/Welcome 15 minutes for introductions.	Theresa	
2	Apologies None. Theresa left the meeting at 11am. Moved: Seconded:	Chair	
3	Interests Register None	Chair	
4	Minutes of Meeting 12 October 2022 to be confirmed. The word “Lab” needs to be changed to Collection Centres. Rosalie to send topics for Council only time. 8.1.4 Adrienne was to formally note this. Moved: Hayley Seconded: Florence	Chair	
5	Presentation: 10:30am-11:00am <u>Palliative Care Improvement Programme</u> Fiona Burns, Programme Manager and Prue McCallum, Clinical Lead, Palliative Care <u>Palliative Care Programme in Eastern Bay of Plenty - Prue McCallum Co-Lead, Innovation and Improvement and Theresa Ngamoki, Palliative Care co-Lead.</u> Slides shown and shared with members. What is palliative care? What are an individual’s needs? Primary palliative care, many groups can support. Our services need to meet an individual’s needs. Whanau often provide most of the support. Eastern Bay of Plenty doesn’t even have standard palliative care available. Have set up an interim palliative care team to fill the gap. Good palliative care can keep people out of hospital. Also using an out of hours virtual service, it is from Auckland. Having an independent review of palliative care in the Eastern Bay. Are awaiting results. This came about by the consumer voice/HCC. Will identify the gaps. 11:00-11:30am <u>Telehealth – Using technology to help people access healthcare</u> Meg Grawberg, Telehealth Clinical Director	Chair	

Item No.	Item	Lead	Action
	<p><u>Telehealth- Using technology to help people access healthcare – Meg Grawberg, Telehealth Clinical Director</u></p> <p>Slides shown, ask for these. Will send them through. Role of the team to help whanau be supported in health.</p> <p>Healthcare used to deliver healthcare digitally in many formats. Most common is telephone appointments. Video appointments are becoming more popular. There is sometimes concerns that this will mean no human interactions.</p> <p>Asked for feedback on video appointments. Positive comments included saving time and money, missing less work and didn't need childcare. Also whanau could also attend. Good to talk without a mask. People can sometime hear better. 97% said they would do it again.</p> <p>Also asked for feedback from healthcare professionals. Frustrating when technology wasn't working properly.</p> <p>It will not be appropriate for everyone.</p> <p>Did a trial from Whakatane who zoomed to a Dr in Tauranga. Patient attended clinic in Whakatane with a nurse. Was very successful.</p> <p>Have engaged with a number of groups in the community for feedback and are continuing to speak to groups. Will be speaking to Age Concern early next year. Would be happy to speak to University of the 3rd Age (U3A).</p> <p>Rural Woman would also be another good group to speak to. Will provide details.</p> <p>Service groups should also have this promoted to them as some still insist on face to face appointments.</p> <p>Do you have a survey that people could complete? Yes, have sent this out to people who have had telehealth appointments. Send out survey to members of this group.</p> <p>Would be good to link in with younger people via social media with a link to the survey.</p> <p>What specialists are covered? And GP's? Members of the public could give feedback to their healthcare professional that they would prefer a telehealth appointment.</p> <p>If the cost is the same, people might not be so keen. Although they would be saving on travel costs. Hospital specialist appointments would not have a charge. Specialist will often share scans, results etc. Does the technology allow this? Yes this information can be shared via video. Will come down to confidence of practitioner.</p> <p>Also providing assistance to those who need technical help, localities etc.</p> <p>Privacy concerns – using enterprise zoom not the free version. Have done extensive work on ensuring security. There is always a risk but there are things put in place to ensure it is secure.</p> <p>Older devices can also be an issue. Internet connectivity in rural areas can be an issue. Perhaps hubs where people could go might be helpful.</p>		

Item No.	Item	Lead	Action
6	Health Sector Update None.	Debbie	
7	<p>Matters Arising See attached and advise Maria of any updates.</p> <p>Clinical Governance – Send email provided by Lisa provided to Jonathan.</p> <p>Hospital Capacity – is this publicly available? Other regional information is available on HSQC. Send a link out.</p> <p>Comms Team currently in process of adding expression of interest form to our website.</p> <p>TOR needs a message added to website – ask Debbie. Needs to be rolled over. Currently states “Under Review”.</p> <p>Medical imaging - article – what is happening in this area? John sent an email with a link to the article.</p> <p>Laboratory Letter to Mike Agnew – John to do final draft.</p> <p>Send out list of positions in country.</p>	Chair	<p>Maria</p> <p>Maria</p> <p>Debbie</p> <p>Debbie</p> <p>John</p> <p>Maria</p>
8	<p>Matters for Discussion/Decision</p> <p>8.1 Chair’s Report. <i>30 minutes.</i></p> <p>8.2 Health Service Provision</p> <p>8.2.1 HQSC Presentation – see slides attached.</p> <p>8.2.2 Hospital & Specialist Services Operating Model – see slides attached. Feedback to be sent to Maria to combine.</p> <p>8.2.3 Outpatients booking presentation (feedback). Close.</p> <p>8.2.4 Sunlive Article – Leaked letter claims BOP patients choosing to die SunLive - Leaked letter claims BOP patients choosing to die - The Bay's News First Did hospital publish a response?</p> <p>8.2.5 Recruitment and Succession. Successful applicant email to be c.c.d to chair and co-chair. Need rural representation on council.</p>	Chair	<p>All Maria</p> <p>Debbie</p> <p>Maria</p>
9	<p>Correspondence</p> <p>9.1 Inwards: Dianne Marshall, Senior Service Development Advisor, Consumer and Whanau Voice Team – Input into Te Whatu Ora Feedback and Complaints System</p> <p>9.2 Outwards: As above.</p>	Chair	28
10	<p>General Business</p> <p>Next month: TOR, Lindsey Webber to come (20 minutes into meeting). Have a gap in between presenters.</p> <p>Annual review. Send out titles.</p> <p>Change community feedback heading to Round Table Session.</p>	Chair	<p>Lisa</p> <p>Maria</p>
11	<p>Reports of participation in other groups - Community Feedback <i>15 minutes.</i></p> <p>Lifecurve APP Presentation – a member tried to sign up for the App but was deemed not yet at stage of needing it. Will find out if you can re-apply in the future?</p>	Chair	Maria

Item No.	Item	Lead	Action
	<p>Clinical Governance – Jonathan has turned the meeting into active participation and debate. Trying to shorten meeting. It is now running more efficiently.</p> <p>Hayley has joined the Consumer Health Forum but hasn't heard anything. Meeting tomorrow in Wellington. Have had zooms in the past. Over 800 members.</p> <p>Crisis in Aged Care. Age Concern Tauranga is convening a small informal group to collaborate on advocacy for addressing the growing shortage of aged care facilities and services. The group includes Rural Women NZ (Tauranga) and Grey Power, involving also the Tauranga Community Health Liaison committee. A letter by Rural Women NZ (Tauranga) highlighting the parallel challenges being faced in home-based support services is being circulated. These services help people remain living independently and safely in their home for as long as possible, and can defer entry to residential care or hospitalisation. There is an overlap with home-based palliative care services. Would be good to have rural representation on the Council.</p>		
12	<p>Meeting moved into Council Only time. <i>30 minutes.</i></p> <ul style="list-style-type: none"> • Iwi Health Provider in the new health system. • Consumer Engagement Frameworks. 		
13	Next Meeting Wednesday 14 December 2022		
14	Karakia Whakamutunga	Theresa	

From: Debbie Brown
Sent: Tuesday, 13 December 2022 12:02 pm
To: Lisa Murphy
Cc: Maria Moller
Subject: HCC - Health Sector Update

Kia ora Lisa

This email serves as my regular update as unfortunately both Maria and I are unable to attend the meeting on Thursday due to commitments with the arrangements for staff lunch.

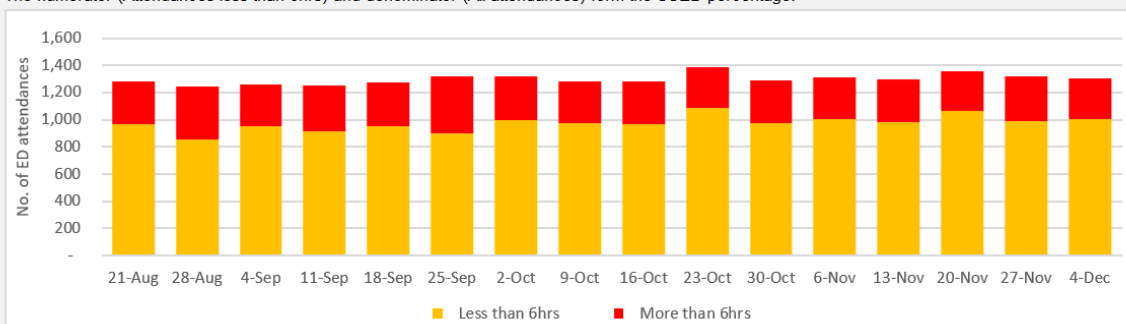
Health Sector Update

- COVID - seeing increase in cases, starting to implement strategies to minimise risk of spread eg, masks in all areas, working from home, non f2f meetings.
- Lunch will have seats available however people are being encouraged to take food away and eat in smaller normal working groups. HCC can use the seats available.
- Pete Chandlers last day with us is 30 December 2022.
- We are now working as a team of teams. As part of the Unify to Simplify Strategy some Exec roles will have new reporting lines in the New Year.
- Based on your request for information regarding "Hospital Capacity" I provide the following which we can present at each meeting or send out as we receive it.

Number of ED attendances by ED length of stay

Week ending	21Aug	28Aug	4Sep	11Sep	18Sep	25Sep	2Oct	9Oct	16Oct	23Oct	30Oct	6Nov	13Nov	20Nov	27Nov	4Dec
All attendances	1,283	1,248	1,261	1,253	1,274	1,322	1,321	1,283	1,282	1,388	1,287	1,312	1,297	1,355	1,319	1,307
Less than 6hrs	967	854	951	912	953	898	994	976	968	1,087	975	1,003	984	1,064	990	1,004
More than 6hrs	316	394	310	341	321	424	327	307	314	301	312	309	313	291	329	303

The numerator (Attendances less than 6hrs) and denominator (All attendances) form the SSED percentage.

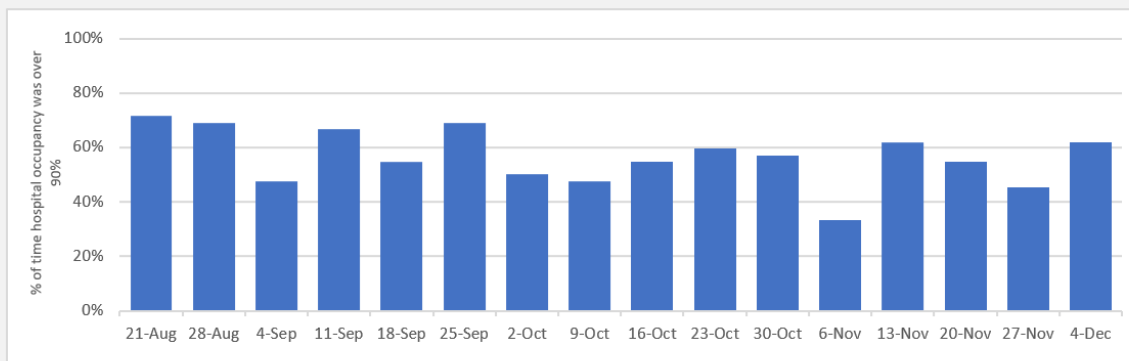


Percentage of time hospital occupancy over 90% - all censuses

Week ending	21Aug	28Aug	4Sep	11Sep	18Sep	25Sep	2Oct	9Oct	16Oct	23Oct	30Oct	6Nov	13Nov	20Nov	27Nov	4Dec
No. all censuses	30	29	20	28	23	29	21	20	23	25	24	14	26	23	19	26
% all censuses	71%	69%	48%	67%	55%	69%	50%	48%	55%	60%	57%	33%	62%	55%	45%	62%

Data caveat: This DHB reports hospital occupancy at 8am, 2:30pm and 9:30pm censuses.

This DHB reports 2 facilities so 'No. all censuses' has a maximum of 42.



Please let me know if there is anything else you would like me to cover.

Ngā mihi/Kind Regards

Debbie Brown (she/her) RN, PGDipHSc

Senior Advisor Governance and Quality/Privacy Officer
Hauora a Toi Bay of Plenty

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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 ¹¹
			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 ¹²
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
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

Christmas luncheon 2022

The Tauranga Te Whatu Ora Hauora a Toi Bay of Plenty Christmas 2022 staff luncheon will be held at:

Tauranga 11am to 2pm on Thursday
15 December

Location Old CEO car park corner of
Cameron Road and 20th Avenue

The Exec Team and their PA's will be serving the food, giving them the opportunity to thank staff for their continued goodwill and dedication to the patients, while often working in stressful and demanding situations.

You must wear a mask when queuing for your lunch.

We suggest that you take your lunch away to eat with your colleagues.

If the day is wet the lunch will continue as described above.

Please bring your ID card

Menu

Salads

- Carrot & Coriander Salad
- Green Salad & dressing
- Potato Salad

Dessert

- Fruit Salad

Other

- Meat - Minute Steak
- Meat - Chicken
- Vegan protein Rosti
- Bread Roll

Drink

- Water bottle

