



Minutes of the Te Kāhui Mahi Ngātahi | Consumer Advisory Group to the Health Quality & Safety Commission Board

Co-chairs	Russ Aiton & Angie Smith
Members in attendance	Mary Schnackenberg, Boyd Broughton, Frank Bristol, Delphina Soti,
PIC in attendance	DJ Adams, Allison Anderson, Dez McCormack (minutes), Anne Buckley
Apology	Deon York, Jodie Bennett, Maine Johnson
Guests	

The hui was held via zoom on 4 April 2023.

The hui began at 10.00am.

1. Welcome and karakia

Russ welcomed everyone to the hui and DJ Adams opened with karakia.

2. Whakawhanaungatanga for Boyd Broughton

This was Boyd's first hui with the group and a round table Whakawhanaungatanga was completed.

3. General business

3.1. The minutes were confirmed as true and correct. Moved by Frank and seconded by Mary.

3.2 Action items were discussed:

15 Nov – Angie provided updates to interests register. Completed

10 Feb – CHFA registration – ongoing push to increase registrations with regular stats being looked at and targeting some groups. E.g. representation at Polyfest was a good opportunity to push. Completed from actions list. Stats will be regularly updated to group thru PIC report.

10 Feb – Re link: [County Health Rankings Model | County Health Rankings & Roadmaps](#). Dez not heard back from inquiry to Director, HQI. CAG wish to pursue this inquiry as the dash board is a good way to measure health ranking and the associated equity filtering. Frank raised with Richard Hamblin again via email on 12 April. Carried forward as action item.

10 Feb – World Patient Safety day. This is underway and discussions held with the patient safety team. ELT have a paper re proposed approaches. Looking at doing

some videos around consumer engagement to promote this day. It's for the workforce and so to support them, but include info on the new consumer code. The CAG will be kept updated as development progress. Keep as action item.

3.3 Interests register – Frank advised updates and will be updated on the next register.

4. Brief He Hoa Tiaki | Partners in Care (PIC) report (verbal)

Allison provided a verbal update. Full written report for end of quarter will come once all stats & financials are compiled.

The PIF review for the commission has been completed and we will share outcomes in due course.

The forum event in Ōtautahi | Christchurch in May is well underway and progressing to plan.

We are in contact regularly now with Hector Matthews, the new consumer & whānau engagement manager with Te Whatu Ora. They are still developing their workforce development plan for regions so more to come on this.

Allison covered the development & testing of the new client relationship management database (CRM) we are transitioning to keep a better track of the engagements we are having both internally, but more importantly externally. This is a commission wide role out and PIC will be a major user.

Finalising four co-design projects with videos and will be launched in Christchurch in May.

Bula Sautu meet Feb 3rd and will be in report when released.

The Commission's new Te Reo name Te Tāhū Hauora and identity (logo) was launched last week, followed by Janice Wilson's official farewell. Part of the day included a presentation by Ministry of health staff on an Anti-racism programme.

We continue to look at ways of increasing the Forum database with specific targeting. E.g., attendance at Polyfest and via organisations. Forum numbers are steadily increasing.

DJ gave a brief on attending the Polyfest. They spoke with approx. 800 people.

5. Environmental scans

Mary Schnackenberg

Mary spoke of the work in her business producing documents for Govt. departments in braille and recordings. Some challenges in marketing so the public know these exist on websites etc. There are on-going accessibility issues

Had meetings with Pharmac & Auckland consumer council at te Whatu Ora, office of ombudsmen. Various Consumer engagement and advice is progressing well, trying to influence the present and future decisions. Mary quoted an Air NZ saying - "we don't inherit the earth from our ancestors, we borrow it from our children" which is an awesome responsibility as a consumer advisor.

Delphina Soti

Team at Vinnies quite affected with illness (flu, Covid etc.) at the moment and a lot of staff are away which is putting pressure on services. Really noticing the financial hardship as a major issue. More trying to get access to kiwi saver.

Huge delays to see Dr. unless you go to emergency Dr's which is extra expensive. \$100.00 plus for a visits which people simply can't afford. Mental stress is very prevalent and the housing issues following the floods continue.

Huge lack of Pacifica clinicians in mental health, there's been an exodus of staff.

Frank Bristol

Cost of food and accommodation severely impacting locals in Whanagnui and additional mental health needs are increasing.

Good progress with consumer engagement in the localities re consumer input. Now included in the process in Advanced care planning/end of life work, with consumer reps involved. Same for data & digital, inclusion of consumers in these conversations with whānau considerations.

Frank drafting a paper to LLT – local leadership team (new name for ELT) to get consumers representation in all the groups that manage & lead health care in Whanagnui which includes having the new code considered.

increase in FTE for the lived experience in acute mental workforce contract.

Health reform restructuring causing stress in staff and providers etc. as some people are having their positions disestablished. Cost of living/inflation really hitting hard. This naturally has an impact on health in general.

Russ Aiton

Russ echoes sentiment above re cost of living. Lack of workforce is a major issue on the coast and the hospital is looking at strategies/process to put in place to manage, especially with the expected flu/cold season approaching. Approaching retired workforce and people to get them involved. Additional shifts being done.

Also restructuring is a concern as some people look to lose their jobs, creating tension that rubs off into the community when they present to health system.

ED waiting times are increasing.

Pilot locality group now out consulting in the community – which sadly aren't really engaging.

National chairs group had Hector Matthews speak with them. Urged for the link with consumer councils and localities be promoted. Hector still forming his consumer team so action in this area might take some time. National remuneration policy still in draft. It's tied in with the operational model still being rolled out.

Angie Smith

Highlight has been to finally talk to the project lead in Wairoa for the localities and receive insights into developments. Draft has been made available. Concerned around the consumer/whānau voice not being involved at the start of projects. i.e. true Co-design. Some issues internally with collaboration amongst teams.

The plan doesn't include any reference to the consumer voice at this stage. Budgets will be challenging.

The clean-up of silt etc. after cyclone Gabrielle continues. Huge resilience from whānau.

DJ offered to look into visits to localities (Wairoa/Whanganui) to speak about the importance of consumer engagement and the code.

6. update on Code of expectations implementation guide

Anne provided an update on progress of the guide, also reiterating that the guide was directed at the health sector (as opposed to consumers). Also mentioned the other entities that were involved, including Angie & Russ as consumer reps, and the MoH also as monitor of the implementation of the code. Initial content covered off co-design. Feedback was to make the material more engaging for the health sector. Our Comms team have had input in this regard.

The guide will be a living document and updated regularly in 6 monthly intervals and it will be in the form of a series of linked web pages with a landing page for navigation. Content pages will link to co-design, lived experience, reducing inequities in health thru partnership with consumers, whānau and communities; and accessibility.

The thought approach is around we are starting with "what is strong - not wrong" and building from that. We are looking at best practice examples to highlight. Explaining co-design and what it means is a focus. It's an overarching guide that each locality/service will adapt to their services.

Producing the guide is a He Hoa Tiaki SPE.

7. Update on He Hoa Tiaki programme plan for 2023/24

Allison covered off some of this in the PIC update. The plan is a work in progress to also include the SPE & SOI from Minister. Two SPE's will be:

Another large event (forum) in the next FY and,

Consumer engagement around the code of expectations and new the guide. Socialising the code etc. The reference group will be on-going.

This year is about maturing last years projects e.g. Ngā Pae Hiranga, the guide, completing co-design etc, and growing the Forum by targeting groups.

Bula Satu will have a strategic aim added and will be further progressed.

Consumer capability building/upskilling and training of consumers around the code will also be in the plan.

The QSM will continue to be managed and promoted along with the suite of co-design resources.

8. Update of events in Ōtautahi | Christchurch in May

Dez gave an update on the Forum in May and associated meetings either side. And some logistics on dinners etc. more info will be updated.

(since this hui, we have moved into the auditorium. A larger space for many more attendees)

9. Other business

Russ raised the 1st issue of the CAG time alone. Suggestion was made to have this immediately following a CAG hui. Unfortunately technology won't support this as HQSC hosts can't hand over host rights to an external account holder, so Russ would need to send one from his account.

2nd issue was in regard to co-opted member(s). Mary talked about having another member from the network on the CAG. This would be to contribute to providing feedback on the board papers. The suggestion was to put an EOI to consumer network members as to who was interested/could make the commitment.

The whole question of co-opting needs to be further considered and the He Hoa Tiaki team will have a separate discussion and come back to the co-chairs. The terms of reference would need amending as well as budget considerations. The issue of increasing membership of CAG, by co-opting and change to the terms of reference to more than eight members would require board sign off.

Mention also made of a "swat" analysis Frank & Jodie are doing of the group of the CAG.

10. Karakia and close

DJ closed with karakia.

Actions list

Date	Action	Responsibility
10 Feb (carried forward)	F/up with HQI re link at bottom of Franks report and if we have anything like this. (Frank emailed Richard Hamblin after this hui on 12 April)	Dez/Frank
4 April	Frank followed up on a request he had for names etc. of local registrations on the forum – so they can be targeted with local activities.	Allison/Tanaya (completed 18/4) Tanaya emailed Frank)
4 April	DJ to extend invitation for visits to localities to promote consumer engagement and the code	DJ
4 April	Further conversation to be had with the co-chairs around co-opting etc.	Dez

Next hui – 29 May via zoom