

Minutes of the Te Kāhui Mahi Ngātahi | Consumer Advisory Group (CAG)

Co-chairs	Russ Aiton & Angie Smith
Members in attendance	Jodie Bennett, Lisa Lawrence, Mary Schnackenberg, Lisa Lawrence
Māori Health and Consumer team in attendance	Carlton Irving, DJ Adams, Hariata Bell, Jim Wiki
Apologies	Dez McCormack, Peter Jansen, Boyd Broughton, Delphina Soti

The hui was held online on 7 February 2025.

The hui began at 9.30am

Welcome and karakia.

Russ welcomed everyone to the hui and Angie opened with karakia.

1. Standard business

Previous minutes approved. No action items.

Interests register, Angie sent an update to Dez and will update for next meeting.

2. Update from Director and questions

DJ provided an update on the Māori Health and consumer team Q2 report. The report is included as Appendix 1.

The Q2 report includes information about the regional workshops in West Coast, consumer forum opportunities, and engagements with stakeholders such as Whaikaha.

DJ discussed the code of expectations review and highlighted that people are taking on average 58 minutes to fill the survey, showing consideration of their responses to the survey. DJ and Hariata are working on a thematic analysis for the review.

The QSM reporting for September 2024 was published to the dashboard on 5 December. Conversations with Ministry of Health regarding the QSM and staying consistent with receiving QSM input from regions.

Carlton advised he will be away on clinical work and taking leave from Te Tāhū Hauora beginning April. Discussions regarding business as usual are underway, but he will still be across the work going on. Peter Jansen will also be absent for a time.

Meetings with IMPBs, how Te Tāhū Hauora will work alongside them and how we connect them with what we are doing.

Carlton is meeting with the National Mortality Review Committee next week to discuss perinatal mortality review and the high statistic of suicide. Jodie offered her availability and lived experience to this mahi if needed.

DJ will send the Q2 report to the group alongside the minutes.

DJ will share data regarding how many people followed the newsletter link to the QSM. The Communications team have advised that 11 people clicked the link to the QSM from the December CHFA newsletter.

3. Board paper feedback – Learning and Improving from harm

Martin discussed the Board paper, Learning and Improving from harm.

The paper is about releasing a high-level infographic summary on adverse event data and learning and improving from harm data. Reporting data with explanatory commentary. Have worked with different agencies and included info from the insights report, including soft data.

Discussions on process being developed around residential mental health and addiction reporting, and what is occurring. Now a requirement for adverse event reporting from community providers such as community mental health providers.

Question asked if resources were looking at preventative measures around adverse events. This is being addressed in the NQF and where we can focus at a whole of sector on specific area.

The group supported the Board paper and the shift in mindset and description – “Learning and improving”.

4. Environmental scans

The group discussed their environmental scans.

The summary of scans is attached as Appendix 2.

It was agreed the approach and process to providing member scans and the subsequent board scans paper are working well. Overall, the point made to keep messaging succinct and keep in mind that we are representing communities that perhaps don't have a platform to the board.

Angie noted the scans from Kōtuinga Kiritaki Consumer network and how they can feed into Board scans paper. Also noted attending the regional consumer council, Te Ikaroa Central and discussions about their prescriptive terms of reference.

Mary noted discussions about elderly care and dementia. Carlton mentioned the team are working alongside the Aged Residential Care mahi and have connected with the Health and Disability Commissioner's team recently, looking at guidelines for in-care and homecare of elderly, aged care and caring for the frail. Supporting a health research council fund looking at how homecare is going for Māori and non-Māori in the community.

Jodie noted that she had written a submission on behalf of her organisation regarding the Repeal and Replacement of the Mental Health Act and have subsequently been offered a verbal submission to the Select Committee.

Lisa noted maternity and access to education has stopped due to the Parents Centre Aotearoa (nationwide provider) closing after 48 years, with no alternate provider in place. Discussed GP access for whānau who have historical debt. Whānau do not want to take their children to the GP due to how they are being engaged with reception staff.

Angie asked how Te Kāhui Mahi Ngātahi can support regarding the closure of the Parents Centre Aotearoa. Possibility of taking it to the Board.

Russ noted that Takiwā Poutini held a neurodiversity workshop for a day which many organisations supported. Noted the upcoming regional workshops in the West Coast, interested in the engagement and how attendees respond.

5. Content for Scans Board paper

The group discussed the content of the scans Board paper and endorsed what had been prepared.

The Board paper (after presentation to the Board) will be shared with Kōtuinga Kiritaki Consumer Network. Group noted to keep in touch with DJ about this.

Scan summary has been done well, and the group approves the paper. A few final edits are required for sign off.

6. 'Progressing consumer engagement in primary care' review resource

DJ provided an update on the review of the 'Progressing consumer engagement in primary care' resource.

The team are taking an existing guide that was published in 2019, which precedes the Code of expectations and Pae Ora Act. The team is working with the communications team on where we can add the code, and where Te Tiriti can be added within the resource at a high-level.

Consider how the Consumer health forum can be engaged to provide feedback on the primary care guide.

There is a short timeframe on incorporating the primary care context within the implementation guide (on website). We are providing an opportunity for Te Kāhui Mahi Ngātahi to discuss any expectations from them for the review. Some points raised:

- Consumer voice to stay strong all the way through of the resource.
- Missing that 'what's in it for me?', need to weave a consumer voice through.
- Updated examples, the 'how' of successfully engaging with consumers.
- Demonstrate an updated lens on how consumer engagement has progressed, where we are currently and where we need to go.
- Hold the good stories of how consumer engagement came about.
- Find language to help primary care understand the return on investment.
- Insights report that called on healthcare services, GPs – feedback around primary care, utilising the report in the resource.
- Understanding engagement fatigue, utilise other resources. Great example from NZ Blood.

7. Prep for 20 February Board strategy meeting

Lisa is an apology for the 20 February Board strategy meeting.

Board chair requested a presentation to the Board regarding three main areas for consideration. The Co-chairs will present this on behalf of this group.

8. Wrap of day and any other business

Te Reo Māori naming

Jim joined the meeting to discuss the naming of the Māori Health and Consumer team.

Te Pūkāea Matatika will be the new name for the Māori Health and Consumer team.

We discussed this with Te Kāhui Piringa recently, agreed to take time to follow a tikanga process in bringing the name to life and bringing others on this journey. The name will be brought to life at the all-staff day (2 April).

Jim noted that Ahuahu Kaunuku and He Hoa Tiaki names will be put to sleep on this journey as well. Acknowledging Ahuahu Kaunuku and He Hoa Tiaki, the people and the work they did in this space. Opportunity for Te Kāhui Mahi Ngātahi to provide any acknowledgement or writing towards this, that can be spoken at the all-staff day.

Succession planning and the EOI process for Te Kāhui Mahi Ngātahi

Discussion about the appropriate processes for EOIs to Te Kāhui Mahi Ngātahi. DJ noted that there is a Leadership Progression paper for Ngā Reo Māhuri members, that we can include and integrate.

Consider including the appointment and terms of each member in the interest register so the group can have visibility of the membership and enable forward planning.

The team will work on process and matrix of skills

9. Karakia and close

Angie closed the meeting with karakia.

Actions list

Date	Action	Responsibility
7 Feb	Share the Q2 report with the members	DJ
7 Feb	Share the data on clicks from the December CHFA newsletter to the QSM	DJ
7 Feb	Develop a paper – Succession planning and EOI process	DJ

Next hui – 20 February 2025 (Board Strategy Day) followed by 26 March via Teams

Appendix 1

Māori health and consumer team Q2 report

The following are highlights for Q2 (Oct - Dec) of the 2024-25 financial year.

In October, Carlton Irving joined Te Tāhū Hauora as the new Director of Māori Health and Consumer. In November, Hariata Bell joined the team as the Māori Health and Consumer Advisor, she was previously the programme coordinator for the Mental health and addiction quality improvement programme. Both were welcomed with mihi whakatau. Also, in November, DJ Adams was appointed as Senior Consumer Advisor. The current number of staff is now five.

A new role for Māori Data Governance Lead is advertised and closes 27 January.

Consumer health forum Aotearoa



Te Tai o Poutini West Coast Regional Consumer Workshops

The programme for the workshops is confirmed and promoted. Registrations are slowly being received with the team taking every opportunity to promote in their meetings with stakeholders. We appreciate the support of our consumer advisory members to socialise the workshops with their whānau and connections.

Hokitika: Wednesday 19 February 2025

Reefton: Thursday 20 February 2025

Greymouth: Thursday 20 February 2025 – Health providers hui

We will share resources developed to inform consumers and whānau about the health system and opportunities for engagement to contribute and influence improvement. The ‘honouring our stories’ kaupapa will also be shared with attendees. The code of expectations, particularly the review, will feature as a specific workshop item and feedback and comments will be integrated into the outcome report.

Consumer forum opportunities

The following opportunities were shared with the consumer health forum Aotearoa (CHFA) –listed on the webpage here:

- Collaborative Aotearoa Telehealth Patient Voice Survey - current
- Code of expectations review survey - current
- Ambulatory Care and Community Health design guidance review
- Mental Health Intensive Care design guidance review
- Renal Dialysis Unit design guidance review
- Rheumatic Heart Disease Echo Screening Study
- Kōtuinga Kiritaki | Consumer Network
- Ngā Reo Māhuri | Young Voices Advisory Group

- FIT for symptomatic project equity group

Update and News

Two newsletters were emailed to the CHFA to the members on 30 October and 16 December.

October issue included:

- Message from the Director's desk
- Review of the code of expectations
- New Aotearoa New Zealand System Safety Strategy Rōpū
- Collaborative Aotearoa Telehealth Patient Voice Survey
- Aotearoa Patient Safety Day 2024

December issue included:

- Message from the Director
- The code of expectations review
- Regional workshops update
- Quality and safety marker (QSM) update
- Surgery and risk in Aotearoa New Zealand | Te pōkanga me te tūponotanga i Aotearoa
- Register of Chinese Medicine Practitioners: Supporting Safe and Effective Care
- Aotearoa Patient Safety Day 2024 update

Read the October update [here](#) and the December update [here](#).

Forum membership

The total number of individuals who have signed up to the consumer health forum Aotearoa forum members is 960 (increase of 18) We continue to encourage new membership. You can keep the forum growing by sharing [this sign-up link](#) with those in your networks:

The following table shows the breakdown of members by ethnicity from end of quarter 3 2023-2024 through end quarter 2 (31 Dec 2024).

Ethnicity	Quarter 3 2023-24	Quarter 4 2023-24	Quarter 1 2024-25	Quarter 2 2024-25
Māori	Quarter 3 total: 181 (19.7%)	Quarter 4 total: 190 (20.2%)	Quarter 1 total: 190 (20.2%)	Quarter 2 total: 195 (20.3%)
Pacific	Quarter 3 total: 91 (9.9%)	Quarter 4 total: 91 (9.6%)	Quarter 1 total: 91 (9.6%)	Quarter 2 total: 93 (9.7%)
Asian	Quarter 3 total: 46 (5.0%)	Quarter 4 total: 53 (5.6%)	Quarter 1 total: 53 (5.6%)	Quarter 2 total: 54 (5.6%)
Pākehā/Caucasian	Quarter 3 total: 504 (54.7%)	Quarter 4 total: 507 (53.9%)	Quarter 1 total: 509 (54%)	Quarter 2 total: 519 (54.1%)
Middle Eastern/ Latin American/ African	Quarter 3 total: 19 (2.1%)	Quarter 4 total: 19 (2.0%)	Quarter 1 total: 19 (2.0%)	Quarter 2 total: 19 (2.0%)
Other ethnicity or ethnicity not specified	Quarter 3 total: 80 (8.7%)	Quarter 4 total: 80 (8.5%)	Quarter 1 total: 80 (8.5%)	Quarter 2 total: 80 (8.3%)
Total	Quarter 3 total: 921	Quarter 4 total: 940	Quarter 1 total: 942	Quarter 2 total: 960

Engagements

The Māori Health and Consumer team has been busy as we continue engagement with our stakeholders – consumers, whānau, the community and the health sector.

- Mental Health and Addictions programme – Te Tāhū Hauora
- Whānau Voice Leadership Group – cross agency
- Improving Together: – Improvement advisors programme
- National Clinical Network – Trauma – cross agency
- Consumer engagement and whānau voice – Health NZ
- Northern Regional Consumer Council secretariat – Health NZ
- Rare Disorders New Zealand
- Digital Health Equity Network – cross agency
- Chinese Delegation Concerning Primary Health – visit with Te Tāhū Hauora
- Code of expectations review:
 - Carterton Medical Centre Community Health Forum
 - Te Omanga Hospice Consumer Advisory Group
 - Manatū Hauora Disability Policy Team
 - Whaikaha

Code of expectations, implementation guide and the code review.

The cross-agency Consumer Voice Reference Group accepted the framework for the review that sets out the aims and plan for the review which will be completed by June 2025.

The review was an agenda item on Te Tāhū Hauora consumer advisory groups – Te Kāhui Mahi Ngātahi, Kōtuinga Kiritaki and Ngā Reo Māhuri.

Other stakeholders including consumers, whānau and the health sector were engaged through hui, presentations, focus groups and workshops.

The consumer and whānau survey was developed with consumer input. The survey was promoted with our consumer advisory networks, CHFA, and stakeholders. At the end of Q2 (31 December 2024) 38 responses were received. The survey will continue to be promoted up till the closing date 7 February 2025.

Quality Safety Marker for consumer engagement (QSM)

The September 2024 submissions were published to the public dashboard on December 5. A story in the December CHFA News and update invited consumers to check out how health entities are reporting consumer engagement and enactment of the code of expectations.

A report was drafted and will be presented to Te Tāhū Hauora executive leadership team (ELT), Te Kāhui Piringa - the Māori advisory group and Te Kāhui Mahi Ngātahi Consumer Advisory Group (CAG) and will inform a briefing paper to the Minister of Health following the March 2025 submission round.

Website analytics & Summary of consumer hub website traffic

Summary

Data for the October-December 2024 period shows engagement with the code of expectations implementation guide content has slowed significantly. Traffic and engagement is down by more than 50% across the board.

It's important to note a drop in online engagement is normal through the Christmas and New Year periods when people tend to be on holiday and/or offline. The drop in traffic and engagement with the code of expectations content mirrors the drop in traffic more generally to the Te Tāhū Hauora website.

We would expect engagement to pick up again from the second half of January.

A pattern emerging over time is the repeated views of a page by the same people – particularly the first three resources. This is a good reflection of the value of these resources to the people using them.

The Code of expectations for health entities' engagement with consumers and whānau page is the 28th most viewed page on Te Tāhū Hauora website, out of more than 3,000 pages.

The next report will cover the period of the consumer hui in Te Tai o Poutini West Coast (and its promotion) which should drive traffic to these pages and engagement with this content.

The broader focus on the promotion of the code of expectations in 2025 will similarly help to reach new audiences and strengthen engagement.

2024/25: 1 October – 31 December, 2024

Websites and video resources	October – December 2024	1 April – 30 September 2024	1 October 2023- 11 April 2024
Engaging consumers and whānau Te mahi tahi me ngā kiritaki me ngā whānau here	Views: 233 Users: 132	Views: 588 Users: 360	Views: 573 Users: 337
Code of expectations for health entities' engagement with consumers and whānau Te tikanga mō te mahi tahi a ngā hinonga hauora ki ngā kiritaki me ngā whānau here	Views: 868 Users: 578	Views: 2,338 Users: 1,425	Views: 1,526 Users: 1,282
Code of expectations for health entities' engagement with consumers and whānau here (This page hosts the code translations and accessible formats)	Views: 585 Users: 415	Views: 1,334 Users: 873	Views: 1,596 Users: 1,067
Code of expectations implementation guide Te aratohu tikanga (new landing page here)	Views: 136 Users: 95	Views: 476 Users: 293	Views: 700 Users: 391

 Co-designing with consumers, whānau and communities Hoahoa tahi me ngā kiritaki, ngā whānau me ngā hapori here	Views: 215 Users: 149	Views: 614 Users: 422	Views: 442 Users: 309
Video: Co-design explained in 30 seconds	Views: 21 Users: 18	Views: 69 Users: 65	Views: 49 Users: 36
Video: Co-design: making it business as usual	Views: 7 Users: 6	Views: 43 Users: 39	Views: 31 Users: 25
Video animation: The co-design process	Views: 27 Users: 20	Views: 105 Users: 86	Views: 63 Users: 50
 Using lived experience to improve health services Te whakamahi wheako mātau hei whakapai ake i ngā ratonga hauora here	Views: 163 Users: 125	Views: 541 Users: 369	Views: 364 Users: 265
Video: Co-design case study: Susanne Cummings here	Views: 12 Users: 11	Views: 34 Users: 33	Views: 26 Users: 22
Video: Consumers share how their lived experience contributed to health improvements here	Views: 7 Users: 6	Views: 46 Users: 39	Views: 23 Users: 18
 Improving equity through partnership and collaboration Te whakapai ake i te mana taurite mā te mahi tahi here	Views: 135 Users: 100	Views: 449 Users: 322	Views: 235 Users: 153
Video: Te Whatu Ora Taranaki consumer council members outline the importance of consumer engagement (no YouTube data available links to external Facebook page for Bryan Vickery Media Taranaki clicks avail on request).	Views: 4 Users: 4 Facebook total views: 954	Views: 15 Users: 14 Facebook total views: 953	Views: 10 Users: 8
Note: it is not possible to see the number of Facebook views by quarter.			

Video: Consumer voice: What does equity mean to you and your community?	Views: 33 Users: 32	Views: 69 Users: 64	Views: 88 Users: 63
 Accessibility and resourcing for consumer, whānau and community engagement Te whai wāhi me te whai rauemi mō te mahi tahi ki te kiritaki, te whānau me te hapori here	Views: 52 Users: 43	Views: 212 Users: 115	Views: 160 Users: 88
Video: Enhancing accessibility: how to begin	Views: 4 Users: 4	Views: 12 Users: 11	Views: 14 Users: 11
Video: Practical accessibility tips for producing consumer resources	Views: 7 Users: 5	Views: 12 Users: 10	Views: 11 Users: 8
Video: What is the code of expectations and are we achieving what's required?	Views: 3 Active users: 3	Views: 12 Users: 11	Views: 11 Users: 10

Aotearoa Patient Safety Day content

Video: Elevate the voice of consumers and whānau (YouTube) https://www.youtube.com/watch?v=AoF47AuZZs4	YouTube: Has had 705 views in total 27 views since last report (Sept 30)
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Appendix 2

Summary of Te kāhui mahi ngātahi members' environmental scan – 7 February 2025

Russ Aiton (West Coast)

Chair - National Chairs Group (Consumer Councils still operating)
Co-Chair – Te Kāhui Mahi Ngātahi Consumer Advisory Group (Te Tāhū Hauora)
Co-Chair – National Quality Forum (Te Tāhū Hauora)
Chair – Cornerstone Family Support Services (Greymouth)
Secretary/Treasurer – Mawhera Menzshed (Greymouth)
Member – Consumer Voice Reference Group (Te Tāhū Hauora)

Real time monitoring

There's holiday period for New Zealand, then there's holiday period for rural New Zealand or so it seems. Life and connectivity are getting back online and reaffirmations of networks and small things like who's moved on, who's arrived, what's happening both locally and nationally that may affect the mood of the Consumer and Community.

There are two events which stride across the Coast from an internal and external perspective both focusing on similar aspects of communication, engagement and resilience building. The first event has just happened here in Grey. Takiwa Poutini have held a successful "Neuro-know how" celebrating neurodivergence - This kaupapa is an opportunity to bring whānau, schools, organisations, and community groups together to learn, share resources, and provide support for our neurodivergent whānau. With interactive workshops, a Neuro Marketplace, and hands-on activities, workshops, sensory tools, and kai it was a day of empowerment, inclusivity, and community connection. The main speaker was a chap called Cam Calkoen who, via his own challenges faced with his CP, inspired community to be brave and engage. It was a very inspiring day.

The second event yet to be is the Te Tāhū Hauora Health Quality & Safety Commission forums for consumers and health providers in Te Tai o Poutini West Coast end of February. Interestingly some of the same voices will be across both events and the common denominator is communication, transparency and equity in a rural setting.

National Consumer (Councils) Group

The group met just prior to the Christmas break and reiterated its interest in maintaining a supportive the "lights are still on" group as we go into 2025 with the next meeting in February. The aim is to be stationary and look for opportunity as well as the support and encouragement to its members to find the collateral flow of engagement pathways.

Comment

We wait to see what, if any, the recent political changes will bring to bear on consumer engagement, and the CAG will consider how to best support Te Tāhū Hauora in its endeavours particularly in the envelope of consumer engagement, Code implementation. Of interest is the building of competence and depth of its Consumer groups. What gaps can we reach into and across.

Angie Smith (Ngāti Kahungunu, Ngāti Ruapani ki Waikaremoana, Ngāi Tūhoe)
Te Matau a Māui Hawke's Bay Region

Kaiwhakarite Māori – mahi kiritaki | Consumer representative, Māori
Co-chair - Te Kāhui Mahi Ngātahi | Consumer advisory group
Co-chair - National Quality Forum
Member - Te Whatu Ora regional consumer council – central
Member - Consumer voice framework reference group
Member - Tihei Wairoa clinical governance group

Environmental scan/real time monitoring

Updated clinical governance framework (shared by Peter Jansen 21-Nov)

The newly published '*Collaborating for quality: a framework for clinical governance | He mahi ngātahi kia kounga: He anga hei whakahaere whare haumanu*' provides high-level guidance for implementing clinical governance in health and disability services in Aotearoa New Zealand.

I forwarded to all members of Tihei Wairoa, our local clinical governance group. Knowing the consumer and whānau content of the framework gives me an understanding of the monitoring process. Content is:

- Consumers and whānau are active partners - How and where are consumers engaged in all clinical governance activities?
 - Do we involve consumers in clinical governance activities?
 - Are consumers actively engaged in co-design?
 - Do consumers and whānau guide services on cultural safety and preference for care?
 - How do services provide feedback to consumers and whānau?
 - How is patient experience data used to improve care?
 - What are the decision-making processes in adopting innovations and new technologies?
 - How do consumers and whānau help determine the prioritisation?

Te Whatu Ora regional consumer council – Te Ikaroa central

- First meeting was 5-Dec, 10am-1pm, held in Palmerston North focused on whakawhanaungatanga.
- There were strong opinions on the Terms of Reference (TOR), but this will be left for the next meeting to discuss and endorse.
- Te Ikaroa RCC Meeting series will occur every 1st Thursday of the month, 9:00-11:00am. 6-Mar, 3-Apr, 1-May, 5-Jun, 3-Jul, 7-Aug, 4-Sep, 2-Oct, 6-Nov, 4-Dec
- I am disappointed that Hector Matthews' team has been disestablished.
 - From Mariette Classen (LinkedIn) - *It's difficult to share that Health NZ | Te Whatu Ora has proposed to disestablish the Consumer Engagement and Whānau Voice team. This team of talented, dedicated professionals has worked tirelessly to ensure the voices of consumers and whānau are heard, valued, and embedded in decision-making.*

Consumer Voice Reference Group (CVRG) (12-Dec) - bimonthly zoom meeting

- Agencies: Pharmac, Te Whatu Ora, HDC, NZ Blood, Manatū Hauora
- In a meeting of the CVRG, the agencies gave updates on how they are implementing the consumer code of expectations, and they all acknowledged the financial impacts at the moment. DJ shared a presentation of the framework for undertaking the review of the code and this will be shared with CAG. Resourcing is definitely a consideration for every

agency and so is the frequency of reviews in the future. No decisions have been made on this.

- Pharmac is also in the process of seeking approval to have a stall at Te Matatini o Te Kāhui Maunga 2025 being held from Tue 25-Feb to Sat 1-Mar
- 55 groups will perform on stage at Pukekura/Bowl of Brooklands in New Plymouth to an audience of approximately 70,000, and an expected 2.5 million viewers on TV or online.
- Details are yet to be confirmed and could be if appropriate, an opportunity to collect consumer feedback.

National Quality Forum (20-Nov)

- Minutes will be available to CAG once endorsed at the next NQF meeting.
- The Health Minister Dr Shane Reti confirmed the importance of consumer voice.
- It is really clear from the Minister, that he expects the Forum to establish clear links and working relationships with Health New Zealand's clinical networks and clinical governance.
- Beyond his speech, a question was asked that prompted him to speak of the importance of the Iwi Māori Partnership Board (IMPBs) in terms of where the consumer and whānau voice needs to be strongest, from a regional and local perspective.
- CAG horizon scanning – the challenge will always be put to agencies that in your work, it is critical you consider and make visible what it means for consumers / how consumers have been considered or involved. It is valuable to see the long list of work from agencies, but also a shift to prioritisation and looking at what can actually be delivered.
- Reflections from the Te Tāhū Hauora Board members:
 - The breadth of experience and wisdom within the Forum and present at the hui is valuable. There has been a huge amount of important information shared and the span of what has been covered has been broad.
 - Refining and agreeing the pathway and next steps following the Forum is critical – there has been a lot of information sharing and joining of the dots, but there needs to be agreement of how that translates to change. It is important to have a greater understanding about what the Forum's role will be in that, as well as honing in on some areas / ideas and prioritising.
- All agencies are to review their representation at the Forum and carefully consider which representatives will best contribute to achieving the purpose and outcomes of each hui (ideally two per agency).
- Templates will help guide the inclusion of agenda items for future hui. These are designed to ensure that all items brought for discussion are relevant, well-defined and robust, ultimately enabling us to make the most of our time together.
- This will also ensure any mahi that is presented to the Forum clearly outlines the equity issues, available data and the equity gaps (in particular what this means for Māori, Pacific and other key groups), and the equity partners and experts involved in the work.

Positive story and exemplar

Ata Rangi Maternity Unit, Hawke's Bay Hospital

- Awesome experience to support my niece giving birth to her baby, a beautiful and healthy 7lb 7oz boy, born 0208, 23-Jan-2025.
- I have the utmost respect for the skill and expertise of the midwives in the Unit and am grateful for the quality of care provided by all the staff.



Nau mai ki te ao e te mokopuna, Kiato Ikaika Grace

Mary Schnackenberg (Tāmaki Makaurau)

Environmental scan / real time monitoring

Comments I have previously made are still valid. The only people I know who are comfortable with their health situations have long-standing relationships with their GPs, practice nurses and clinical specialists. Waiting times to see GPs are excessive and frequently mentioned in the radio and tv media.

Services

I will be able to comment about hearing aids as I have my first fitting appointment on 10 February.

Jodie Bennett, (Tāmaki Makaurau)

A New Minister of Health

The Hon Simeon Brown has been announced as replacing the Hon Shane Reti as Aotearoa's new Minister of Health.

Pathways looks forward to engaging with Minister Brown as well as maintaining our regular contact with Minister Doocey regarding our perspectives of the mental health and addictions service sector.

Repeal and Replacement of the Mental Health (Compulsory Assessment and Treatment) Act 1992 'the Act'

Pathways submitted a submission to the Health Select Committee regarding the repeal and replacement of the Act, outlining insight and direction as to how specific aspects of the Bill can be enacted – based on a proven history of delivering mental health and addiction services that successfully promote hope and recovery.

Part of our submission included insights based on the foundations of person-centred care.

Pathways offers an evidenced model of community-level mental health services including peer specialist and acute alternative solutions (Tupu Ake [Auckland], Te Ao Marama [Christchurch] and day services Tatai Hono [Hutt] and Te Whare Toi Aroha [Auckland]).

Pathways welcomes the Health Select Committee and/or the proposed 'Advisory Committee' to connect with us to gain insight from a peer-influenced workforce.

Draft Mental Health and Wellbeing Strategy

A follow up to my previous discussion with the CAG/Board, regarding the draft Mental Health and Wellbeing Strategy referenced in the Pae Ora (Healthy Futures) Bill.

A contact at Manatū Hauora (Ministry of Health) has confirmed that there is currently discussion on devising a plan to create the draft. I reiterated the importance of including a consumer/Lived Experience voice at a leadership level, as opposed to consultation with further down the track. At present there is said to be one Lived Experience voice proposed to be 'at the table'.

Kia Mataara Training – Peer Training

Te Pou will be bringing the highly successful Kia Mataara peer training to the Aotearoa New Zealand consumer, peer support and lived experience (CPSLE) workforce this year.

This transformative training, originally developed and implemented by Pathways for their peer workforce, has been shared with Te Pou to offer to the wider mental health and addiction sector.

Te Pou will deliver their own trainings, and Pathways will continue to deliver it also, to strengthen and develop their peer workforce.

Kia Mataara peer training is a unique programme designed by educators and peer leaders within Pathways that delicately weaves te ao Māori principles with the national CPSLE competencies. The result is a rich and considered training experience specific to Aotearoa New Zealand that provides valuable skills, knowledge, and insights for the mental health and addiction peer workforce.

Pathways believes in the power of Lived Experience and the impact of a peer workforce, particularly in light of the current and ongoing workforce shortages within our mental health sector.

Lisa Lawrence (Ngāti Kahungunu ki Te Wairoa, Ngāti Ruapani) - Te Tau Ihu a Waka a Maui

Kaiwhakahaere – Motueka Family Service Centre
Komiti Mema – Te Tumu Whakaora, Nelson Bays Primary Health
Board member – Q Youth Nelson
Lead Agent – Safe Families Motueka
Chair – NZ Psychologist Board, Lay member

Environmental scan/real time monitoring – National level

The Health and Disability Commission Advocacy Service offer free local and regional workshops to consumers on the topic of engaging with and utilising the HDC Patient Code of Rights. I am curious on whether there has been an exploration of the relationship with this outreach and engagement arm of the advocacy service to also explain and begin engagement the Te Tāhū Hauora championed Code of Expectations. There may be some untapped symmetry that could be leveraged to engage consumers. Why hold two separate workshop/education sessions, when we could be working together?

Environmental scan/real time monitoring – Local level, Te Tau Ihu

Pregnancy and newborn education classes have ceased due to the Parents Centre Aotearoa winding up after 48 years. Rising delivery costs and reductions in their funding contract were critical factors in this decision. There is with no alternate delivery organisation in place. Hapu māma are now without this important health education and health literacy programme with no

lead time to source an alternative programme of care. The local PHO have taken initiative and are seeking community partners that can deliver these life stage critical programmes. Both services (ante natal and post-natal) have been proven to improve uptake of childhood immunisations and breastfeeding rates.

Whānau continue to report that living costs are rising and this often impacts decision making around accessing their GP. Those that have historical debt with their GP are reluctant to take their children to health appointments due to the difficult way they are treated by the reception staff. There is no clear separation between the health needs of the child and the adult's private debt. The flow on from this is that the entire whanau are not receiving preventative care (i.e. immunisations and wellness checks) and this risks an increase in access health care later down the track. People are presenting with their health conditions later rather than early and in a state of high acuity, needing more interventions.

Community enquiry and interest has resulted in local education sessions and workshops on menopause and what to expect. Local GP's and practice nurses are running these in the evening at a local library for all people interested in learning strategies on navigating this life phase. The purpose of these health literacy sessions is to better inform people prior to engaging with their GP and practice nurses so that that can make better use of their primary health care consultations. Patients are therefore able to better advocate for getting their needs understood and met.

Whanau continue to report that when they are referred to secondary services and waitlisted, their referrals are declined or later removed from waitlists despite still having their presenting complaint not managed or monitored. This is impacting health and wellbeing, and eroding faith and confidence in health services and in the overall system.

END