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Chair: Rowena Lewis  
Members: Frank Bristol, Mary Schnackenberg, Muriel Tunoho  
In attendance: Dr Chris Walsh, Deon York, Dez McCormack, Allison Anderson, DJ Adams,  
LJ Apaipo (Partners in Care team)  
Apology:

The meeting commenced at 9.03am

### **1. Welcome & karakia**

Rowena welcomed the group and DJ opened with a karakia.

### **2. Whakawhānaungatanga**

We had an introduction from members with new staff members – DJ & LJ. Mention made of the mihi whakatau for new staff on 1 December and an invite will be forwarded to Muriel, as she is local.

#### **3.1 Previous minutes**

Frank mentioned some minor amendments which he will email thru. With these amendments, the previous minutes from 14 October were accepted as true and correct. Action items were completed. Frank moved and LJ seconded.

Rowena also raised the paper to the board re additional CAG members. Discussed progress on new appointments and interviews being arranged. A CAG member should be on the panel for interviews. Chris mentioned we are also advertising for Consumer network members and there maybe people that apply that would be suitable for CAG.

#### **3.2 Interests register**

Mary added an inclusion for the register.

### **4. Partners in Care (PIC) report, budget, and deliverables. Progress on health review contract**

Deon and Allison have been involved in a budget bid for the commission for the next FY which will include on-going funding for the consumer voice work. We had the first Consumer Health Forum Aotearoa yesterday on feedback on the code and asking attendees about expectations from the new consumer health forum. There were two sessions. Thanks to Tanaya for managing the coordination of this on-line forum. Positive comments re length of time for feedback (i.e., until March 2022) and appreciation of being listened to and having trust developed.

Resources continue to be re developed. Working right now on Health Literacy and Let's Plan. Website upgrade continues for a consumer "hub" being developed for the commission website. Comms are working on a consumer-focused newsletter for all those that have signed up to the forum, so there will be a central point for regular consumer related updates.

The on-line co-design training package is progressing well. Allison is driving this work.

QSM visualisation is being worked on with an external company to better interact with the data.

Rowena added, regarding the comment re time for feedback on the code until March 2022, that the commission really needs to walk the talk. Example is Bula Sautu and the Quality COVID paper, where consultation/feedback from consumers is not being done at the beginning of projects, and consumer involvement comment is an afterthought. This is not satisfactory and has to change. Consumer partnership from the start of specific project work is required.

## **5. Members environmental scan**

### **Rowena**

Hard to access Doctors and get an appointment. Either a call to telehealth or some appointments are being held in car parks. A lot cannot be done medically until L2 in Auckland. Some people are suffering.

### **Muriel**

#### ***Māori, primary care and patient collaboration***

It is extremely busy vaccinating and supporting whānau in the Hutt Valley. Here is a brief example of collaboration with two general practices and Kokiri marae who have collectively been serving whānau in our communities for more than 30 years.

#### ***Kokiri marae***

Kokiri played a significant role in 2020 in leading the distribution of kai and care sanitation packs to thousands of whānau in our communities when COVID hit. They have continued their mahi in the vaccination rollout including the set-up of the Wainuiomata marae vaccination clinic and the roll-out of the Delta BUSTer mobile service in the Hutt Valley.

Because Kokiri does not have access to data of local Māori patients, the two practices have been able to assist in other practical ways by promoting the location of the mobile bus and Wainuiomata marae vaccination clinic by texting their patients directly or through word of mouth too.

#### ***Whai Oranga o te Iwi Health & Dental Service***

Whai Oranga is a full primary health service that opened 20 years ago in Wainuiomata in collaboration between HUCHS & Kokiri marae. They were part of setting up and promoting the vaccination clinic run by Kokiri at the nearby marae.

#### ***Hutt Union & Community Health Service***

HUCHS is a community owned low-cost primary health service. They started administering COVID vaccinations in September and increased capability with links into our communities. Set up a Steering Group including consumers from their patient advisory group to oversee their COVID vaccination Rollout Plan. Priority focus is on Māori and Pacific populations. They offer walk-in, as no appointments for vaccinations available at Petone and Taita clinics and a drive-thru clinic every Saturday in Pomare.

We are all working hard together to reach whānau in our communities to get vaccinated – specifically targeting Māori and Pacific across the Hutt Valley. This is despite the pressure of the clock counting down to open up Aotearoa, our race to increase the vaccination rates of Māori & Pacific locally and the push-back from a small and organised local group of antivaxers!

## ***EAG Mortality Review***

HQSC Board member Professor Peter Crampton is chairing the Expert Advisory Group which I have joined. The mahi is fascinating and Francis Health has been contracted to review the Mortality Review committees.

### **Mary**

Reaffirmed appreciation and acknowledgement of the HQSC work particularly following the Forum yesterday. Very encouraged by the engagement of participants. Congratulated PIC for work undertaken under such difficult circumstances (COVID).

Would like to see what legislation might be possible to strengthen the appointment process for board of directors of blind agencies. We need to be clear on responsibilities different organisations have.

An ongoing issue in blind community about reaching those not online. It is not all about funding resources - it is lack of exposure to technology and for some, minor learning disabilities. Face to face only way to overcome this but an 0800 number may go some way, as the commission is doing for the code consultation. The digital divide sadly is getting wider for blind people.

Mary continues with producing braille and audio visual. Smart speakers (Alexa) still require training to ask the right questions.

### **Frank**

As with everyone, very concerned about COVID and the effects in the mental health and addiction population. It has been hard for many to get vaccinated, and this has been recognised and worked on.

Have been rehearsing for dealing with the admission of a COVID positive person in the MHA inpatient unit at Whanganui.

A big piece of work is the MH Act repeal and replacement law. MoH have consultation underway over the Dec/Jan period.

MH and addiction leaders with lived experience are hoping to meet with the Transition Unit around the new health reforms

Acute in-patient volumes are still above capacity.

## **6. Discuss further topic for the board hui**

Preliminary discussions were held last week. Reflected on last year hui with board which was cordial. Re-emphasised points raised in four above about consumers being involved in the planning right from the beginning. And that the commission needs to itself act on the code and walk the talk.

Board should be praised for their work and say that CAG is there and ready to stand in this space to deliver on the consumer mahi.

Also mention the lack of consumer representation in the Transition Unit. This is being managed separately between PIC & TU.

To add, there is a lack of institutional knowledge with the number of people moving around to get promotion etc. This creates some issues with consistency and knowledge in various fields.

## **7. Summary of first consumer forum yesterday**

Some of this was discussed as part of 3.1 above. Time did not allow further detailed discussion on this.

## **8. Other business. Karakia & close**

DJ closed with a Karakia

**Next hui:** 8 Feb 2022 – zoom. Although this may change to in person so new members can be introduced.

### **Actions List:**

There are no action items