

Consumer Council

Wednesday

8 February 2023

2:00pm – 4:00pm

**Waitematā Room, Level 1, Whenua Pupuke Building
North Shore Hospital Campus**

In person attendance with Zoom option available

CONSUMER COUNCIL

8 February 2023

Venue: Waitematā Room, Level 1, Whenua Pupuke Building North Shore Hospital Campus

Time: 2:00pm – 4:00pm

<p><u>Consumer Council Members</u></p> <p>Lorelle George (Consumer Council Chair) Ngozi Penson (Consumer Council Deputy Chair) Neli Alo Samuel Cho Boyd Broughton (Te Rūnanga o Ngāti Whātua) Insik Kim Ian Ramos Ravi Reddy Kaeti Rigarlsford Vivien Verheijen</p>	<p><u>Ex-officio - Waitematā DHB staff members</u></p> <p>Samantha Dalwood – Disability Advisor Brad Healey – Interim Lead – Hospital and Specialist Services Waitematā</p> <p><u>Other Te Whatu Ora Health New Zealand Waitematā Staff members</u></p> <p>Ravina Patel – Manager, Patient Experience Jacky Bush – Quality and Risk Lead and Manager Geraldine Kirkwood - Complaints and Adverse Events Manager Janine Pratt – Project Manager, Facilities Services Group Matthew Knight – Project Director, Facilities Services Group Brad Marais - Project Manager, Facilities Services Group Haitham Alrubayee - Program Director, Facilities Services Group Te Aniwa Tutara – Project Manager, He Kamaka Waiora</p>
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APOLOGIES:

Brad Healey

Boyd Broughton

Representative of Te Whānau o Waipareira

AGENDA

Disclosure of Interests (see guidance)

- Does any member have an interest they have not previously disclosed?
- Does any member have an interest that might give rise to a conflict of interest with a matter on the agenda?

WELCOME

KARAKIA

1. AGENDA ORDER AND TIMING	
2. Welcome / Karakia / Introduction	
3. CONFIRMATION OF MINUTES	
2.05pm	3.1 Confirmation of the Minutes of Meeting (26/10/22)
	3.2 Actions Arising from Previous Meeting
4. DISCUSSIONS	
2.15pm	4.1 Patient Experience Report – Ravina Patel
	4.2 Update on name for gynaecology service – Ravina Patel
5. INFORMATION ITEMS	
2.30pm	5.1 Overview of Complaints and Compliments – Jacky Bush & Geraldine Kirkwood
2.55pm	--- Working Tea Break ---
2.55pm	5.2 Chair's Update - Lorelle George, Chair
	i. New member to represent the Rodney area
	ii. New member to replace recently resigned student representative
	iii. Consumer Councils' Transitional Role and Functions (Te Whau Ora document) Waitematā Consumer Council 2023
3.10pm	5.3 Facilities Update (Verbal) – Janine Pratt, Facilities Services Group
3.30pm	5.4 Māori Cultural Competency Training (Verbal) – Te Aniwa, Tutara He Kamaka Waiora
6. ANY OTHER BUSINESS	
3:45pm	6.1 Community Concerns
3.50pm	6.2 Area of interest for future meeting
3.55pm	6.3 Meeting evaluation

**Te Whatu Ora Health New Zealand - Waitematā
Consumer Council
Member Attendance Schedule 2023**

NAME	Feb 2023	March 2023	May 2023	June 2023	July 2023	Sep 2023	Oct 2023	Nov 2023
Lorelle George (Chair)								
Ngozi Penson (Deputy Chair)								
Neli Alo								
Samuel Cho								
Boyd Broughton (Te Rūnanga o Ngāti Whātua)								
Representative of Te Whānau o Waipareira								
Insik Kim								
Ian Ramos								
Ravi Reddy								
Kaeti Rigarlsford								
Vivien Verheijen								
Brad Healey								
+Samantha Dalwood								
Student representative								

- ✓ *attended*
- ✘ *apologies*
- * *attended part of the meeting only*
- ^ *leave of absence*
- + *ex-officio member*

**TE WHATU ORA HEALTH NEW ZEALAND - WAITEMATĀ
CONSUMER COUNCIL**

REGISTER OF INTERESTS

Committee Member	Involvements with other organisations	Last Updated
Lorelle George (Chair)	Consumer Advocate – Harbour Hospice, Clinical Governance Committee	10/10/22
Ngozi Penson (Deputy Chair)	Member, Metro Auckland Clinical Governance Forum Member, Ethnic Advisory Group (EAG), English Language Partners Northern Region Laboratory Network Point of Care Testing (POCT) Network Group, Co-Founder - Middle Eastern, Latin American, African (MELAA) Advisory group (MAG)	26/10/22
Neli Alo	nil	24/09/19
Samuel Cho	Committee Member, Waitakere Health Link Member, Metro Auckland Asian and MELAA Primary Care Service Improvement Group (Auckland DHB and Waitematā DHB) Member, Asian Health Action and Advisory Group (Counties Manukau Health)	28/07/22
Boyd Broughton		
Insik Kim	nil	07/12/22
Ian Ramos	nil	03/08/22
Ravi Reddy	Senior Lecturer – Massey University Honorary Academic – University of Auckland	07/12/22
Kaeti Rigarlsford	nil	03/07/19
Vivien Verheijen	Member, Consumer Advisory Committee - PHARMAC Board member, Companionship & Morning Activities for Seniors (CMA) Lay member of General Standards Committee, NZ Law Society	27/07/22
(Student Representative)		

Conflicts of Interest Quick Reference Guide

Any Consumer Council member who has or may have an interest in a transaction or issue under discussion by the Consumer Council must declare the interest in writing to the Interim Director Waitematā. The declaration must include sufficient information that the nature of the interest and the potential for it to conflict with the interests of Te Whatu Ora Health New Zealand is clear.

A Consumer Council member may be interested in a transaction or issue if they are:

- a party to, or will derive a financial benefit from, the transaction; or
- has a financial interest in another party to the transaction; or
- is a director, member, official, partner, or trustee of another party to, or person who will or may derive a financial benefit from, the transaction, not being a party that is (i) the Crown; or (ii) a publicly-owned health and disability organisation; or (iii) a body that is wholly owned by one or more publicly-owned health and disability organisations; or
- is the parent, child, spouse or partner of another party to, or person who will or may derive a financial benefit from, the transaction; or
- is otherwise directly or indirectly interested in the transaction.

If the interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the Consumer Council member in carrying out their responsibilities, then he or she may not be “interested in the transaction”. The decision as to whether someone is “interested in the transaction” must be made by the Interim Director Waitematā.

A Consumer Council member who makes a disclosure as outlined above must not:

- take part in any deliberation or decision of the Consumer Council relating to the transaction or issue; or
- be included in the quorum required for any such deliberation or decision; or
- sign any document relating to the entry into a transaction or issue or the initiation of the transaction or issue.

The disclosure must be recorded in the minutes of the next meeting and entered into the interest register.

The Consumer Council member can take part in deliberations (but not any decision) of the Consumer Council in relation to the transaction if a majority of other members of the Consumer Council permit the member to do so. If this occurs, the minutes of the meeting must record the permission given and the majority’s reasons for doing so, along with what the member said during any deliberation of the Consumer Council Committee relating to the transaction concerned.

Consumer Council members are expected to avoid using their positions for personal gain, or solicit or accept gifts, rewards or benefits which might be perceived as inducement and which could compromise the Consumer Council Committee’s integrity.

IMPORTANT

Note that the best course, when there is any doubt, is to raise such matters of interest in the first instance with the Chair of the Consumer Council who will determine an appropriate course of action.

Ensure the nature of the interest is disclosed, not just the existence of the interest.

Note: This sheet provides summary information only.

**ACTIONS ARISING FROM THE MINUTES OF THE MEETING OF THE
CONSUMER COUNCIL AS AT 17 JANUARY 2023**

Meeting Date/ Minutes ref.	Topic	Action / Status
07/12/22	Feedback on the pilot programme for Volunteers to give assistance with patient wheelchairs.	Ravina to provide an update at the meeting on 22 March 2023
07/12/22	Recruitment of consumer to represent Rodney area. Recruitment of two student representatives.	Lorelle/Samantha to provide update at the 8 February 2023 meeting