

# Consumer Council

**Wednesday**

**26 October 2022**

**2:00pm – 4:00pm**

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**VENUE**

**Seminar Room - Āwhina Waitākere Simulation Centre  
Ground Floor, Waitākere Hospital**

**In person attendance with Zoom option available**

# CONSUMER COUNCIL

## 26 October 2022

Venue: Āwhina Waitākere Simulation Centre, Ground Floor, Waitākere Hospital  
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 Alexa Forrest-Pain (Te Rūnanga o Ngāti Whātua) Rose Cosgrove (Te Whānau o Waipareira) Insik Kim Ian Ramos Ravi Reddy Kaeti Rigarlsford Vivien Verheijen Eden Li (Student Representative)</p>	<p><u>Ex-officio - Waitematā DHB staff members</u></p> <p>Samantha Dalwood – Disability Advisor Tim Wood – Acting Executive Director Commissioning and Community Services</p> <p><u>Other Te Whatu Ora Health New Zealand Waitematā Staff members</u></p> <p>Dr Andrew Brant – Interim Regional Director Ravina Patel – Manager, Patient Experience Dr Karen Bartholomew – Director Health Outcomes Michelle Lambert – Research Fellow, Ngāi Tahu Māori Health Research Unit – University of Otago Emma Farmer – Director of Midwifery – Waitematā District</p>
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### APOLOGIES:

Dr Andrew Brant – Interim Regional Director

### 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

	<b>1. AGENDA ORDER AND TIMING</b>
	<b>2. Welcome / Karakia / Introduction</b>
	<b>3. CONFIRMATION OF MINUTES</b>
2.05pm	3.1 Confirmation of the Minutes of Meeting (14/09/22) 3.2 Actions Arising from Previous Meeting
	<b>4. DISCUSSIONS</b>
2.10pm	4.1 Patient Experience Report (Tabled) – Ravina Patel
	<b>5. INFORMATION ITEMS</b>
2.25pm	5.1 Chair's Update
2.40pm	5.2 National Science Challenge Healthier Lives Study – Dr Karen Bartholomew and Michelle Lambert
3.00pm	--- Break –
3.10pm	5.3 Waitākere Primary Birthing Unit Update – Emma Farmer
3.30pm	5.4 Localities Update (Verbal) - Tim Wood
	<b>6. ANY OTHER BUSINESS</b>
3:45pm	6.1 Community Concerns
3.50pm	6.2 Area of interest for future meeting
3.55pm	6.3 Meeting feedback

**Waitematā District Health Board  
Consumer Council  
Member Attendance Schedule 2022**

<b>NAME</b>	<b>Feb 2022</b>	<b>Mar 2022</b>	<b>May 2022</b>	<b>June 2022</b>
Lorelle George (Chair)	✓	✓	✓	✓
Ngozi Penson (Deputy Chair)	✓	✓	✓	✓
Alexa Forrest-Pain	✓	✓	✓	✓
Neli Alo	✓	✓	✓	✓
Maria Halligan	✓	✓	✓	✓
Insik Kim	✓	✓	✓	✓
Samuel Cho	✓	✓	✓	✓
Ian Ramos	✓	✓	✓	✓
Ravi Reddy	✓	✓	x	✓
Kaeti Rigarsford	✓	✓	✓	✓
Vivien Verheijen	✓	✓	✓	✓
+Dale Bramley	✓	✓	x	x
+Samantha Dalwood	✓	✓	x	✓
Eden Li (Student representative)	✓	✓	✓	✓

**Te Whatu Ora Health New Zealand - Waitematā  
Consumer Council  
Member Attendance Schedule 2022**

<b>NAME</b>	<b>August 2022</b>	<b>Sept 2022</b>	<b>Oct 2022</b>	<b>Dec 2022</b>
Lorelle George (Chair)	x	✓		
Ngozi Penson (Deputy Chair)	✓	✓		
Alexa Forrest-Pain	✓	✓		
Neli Alo	✓	✓		
Rose Cosgrove (Te Whānau o Waipareira)	✓	x		
Insik Kim	✓	✓		
Samuel Cho	✓	✓		
Ian Ramos	✓	✓		
Ravi Reddy	x	✓		
Kaeti Rigarsford	✓	✓		
Vivien Verheijen	✓	✓		
+Andrew Brant	x	x	x	x
+Tim Wood	x	✓		
+Samantha Dalwood	✓	✓		
Eden Li (Student representative)	✓	✓		

- ✓ *attended*
- x *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**

<b>Committee Member</b>	<b>Involvements with other organisations</b>	<b>Last Updated</b>
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
Alexa Forrest-Pain	Member, Auckland Council Youth Advisory Panel	09/08/22
Lorelle George (Chair)	Consumer Advocate – Harbour Hospice, Clinical Governance Committee	10/10/22
Rose Cosgrove	Daughter has a fixed term contract with Te Whatu Ora Health New Zealand – Waitematā	11/08/22
Insik Kim	No declared interest	03/07/19
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), Independent candidate, Kaipātiki Local Board	25/07/22
Ian Ramos	nil	03/08/22
Ravi Reddy	Board Member – Hospice West Auckland Senior Lecturer – Massey University Honorary Academic – University of Auckland	19/02/20
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
Eden Li (Student Representative)	nil	14/09/22

## 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.*

## **2. WELCOME AND INTRODUCTION**

### **3. CONFIRMATION OF MINUTES**

3.1 Confirmation of the Minutes of Meeting 14/09/22

3.2 Actions Arising from Previous Meeting

### 3.1 Confirmation of the Minutes of Meeting 14/09/22

#### **Draft Minutes of the meeting of the Consumer Council of Te Whatu Ora Health New Zealand - Waitematā**

**Wednesday, 14 September 2022**

Waitematā Boardroom, Level 1, 15 Shea Terrace and  
by video conference commencing at 2.00pm

#### **CONSUMER COUNCIL MEMBERS PRESENT:**

Lorelle George (Chair)  
Ngozi Penson (Deputy Chair)  
Neli Alo  
Samuel Cho  
Alexa Forrest-Pain (Te Rūnanga o Ngāti Whātua)  
Insik Kim  
Ian Ramos  
Kaeti Rigarlsford  
Vivien Verheijen  
Ravi Reddy  
Eden Li (Student Representative)

#### **ALSO PRESENT:**

Samantha Dalwood - Disability Advisor  
Ravina Patel - Manager, Patient Experience  
Tamzin Brott – Covid-19 Executive Lead and Chief Allied Health, Scientific and Technical  
Professions Officer  
Tim Wood – Acting Executive Director Commissioning and Community Services

#### **KARAKIA**

Ngozi Penson led the Karakia.

#### **APOLOGIES:**

Apologies were received and accepted from Rose Cosgrove.  
Neli Alo arrived at 2.15pm

#### **WELCOME:**

Lorelle George, Consumer Council Chair welcomed everyone to the meeting.

#### **DISCLOSURE OF INTERESTS**

There were no updates or additions to the interest register.  
There were no interests declared that might involve a conflict of interest with an item on the agenda.

#### **1 AGENDA ORDER AND TIMING**

Agenda items were discussed in the order listed.

### **3 CONFIRMATION OF MINUTES**

#### **3.1 Confirmation of Minutes of the Consumer Council Meeting held on 14 September 2022**

The Minutes of the Consumer Council Meeting held on 3 August 2022 were received and approved.

#### **3.2 Actions arising from the previous meeting**

There were no actions arising from the previous meeting.

### **4 DISCUSSIONS**

#### **4.1 Patient Experience Report (Agenda pages 15-18)**

Ravina Patel (Manager, Patient Experience) joined the meeting in person for this item. The report was taken as read.

Matters covered in the discussion and response to questions included:

- Korero Mai project
  - The Patient Experience team are currently working on reactivation of this programme focused on patient deterioration. Korero Mai is for patients or family/Whanau members to escalate concerns about the deterioration of the patient's condition. There is a 24/7 0800 number available, as well as a number that can be texted.
  - The phone lines are monitored by the Duty Managers. The use of this line has reduced since August 2021.
  - The team are now visiting the wards to ensure that both staff members and patients are aware of the service. Patient Experience team will visit about 20 wards to survey 3 staff members and 5 patients in each ward across both hospitals. Volunteers will be engaged in the survey process to assist the team
  - The survey will identify training required for new staff members and new ways to promote the availability of the service to patients/family/whanau.
- Food parcels
  - Due to Covid-19 restrictions easing up the Patient Experience team will be handing back the food parcels service to the Social Work team. From January to mid-August 2022 a total of 816 food parcels (for both staff and patients) were provided.
- National patients' survey:
  - The team are working with national stakeholders (team recruited by Te Whatu Ora based in Wellington) to streamline the surveys as part of the transition to the new entity. This will enable a consistent and improved consumer engagement across New Zealand.
  - The team are working closely with the Institute of Innovation to seek feedback on the Hospital at Home Service. The aim is to reach out to communities to get feedback on their experience accessing care from the medical team, as well as any other resources and unmet needs. This feedback will help identify any gaps in the service to address them and improve outcomes.
  - Māori and Pacific scores are still low: it is important to note that service users from these communities prefer face to face interaction to providing online feedback,

which could be a reason why scores reflect low numbers. Unfortunately, due to lack of resources the team are not able to reach out to services users in the community in person, but continued efforts will be made to see how the scores could be improved

- Volunteers' update:
  - Currently we have many volunteers waiting to be allocated to their roles. This was due to prioritising the return of the students from Westlake Boys and Westlake Girls High Schools. Once they have returned to their previous roles the team can assess gaps in the services and allocate the incoming volunteers to vacating roles.
  - Volunteer onboarding process usually takes 2-4 weeks from the interview time due to the thorough screening process that includes police check, health screening/blood tests and induction with the organisation.
  - The volunteer shop at Waitākere hospital will now be open every day and the team are now looking into setting up a shop at the North Shore hospital.

The Consumer Council thanked Ravina Patel for her work.

#### **4.2 Hidden Disabilities Sunflower lanyard (Agenda pages 19-22)**

Samantha Dalwood (Disability Advisor) presented this item. The paper was taken as read.

Matters covered in the discussion included:

- Waitematā district has signed up to Hidden Disabilities Sunflower lanyard scheme to raise awareness to staff of patients that may need additional support. The aim is to raise awareness of invisible disabilities, and to be part of a global movement that helps people to feel confident and empowered.
- Staff training has started with a focus on parking, security, front desk, orderlies and Health Care Assistants and information will go out across the organisation.

The Consumer Council thanked Samantha Dalwood for her work.

## **5 INFORMATION ITEMS**

### **5.1 COVID-19 Update – Omicron (Verbal update)**

Tamzin Brott (COVID-19 Executive Lead and Chief Allied Health, Scientific and Technical Professions Officer) provided an update on COVID-19.

Matters covered in the discussion:

- There has been no change to the mask wearing requirements across our sites. Staff and visitors across clinical and non-clinical sites are still required to wear procedural masks as a minimum. This will be reviewed regularly.
- Similarly, we are waiting for further guidance regarding our regional visiting policy.
- Since the last Consumer Council meeting COVID-19 numbers (patients and staff) have settled. As of 8 September, the Auckland Metro rates have declined to 5.3%, with a 7-day rolling average of 6.1%. As of the 6<sup>th</sup> of September, a decrease in overall COVID-19 case notifications, hospitalisations and wastewater quantity of detection indicates that COVID-19 incidence is declining.

- However, the healthcare workforce continues to report case rates higher than that of the general population at 7 per 1,000 compared with 4.9 per 1000 respectively, indicating that community infection rates are higher than those reported.
- Staff incidence has tapered off in the past couple of weeks with approximately 2-3 new positive staff a day at Te Whatu Ora Waitematā. As of 3 August, 99.3% of Waitematā District staff are boosted and 68% of staff have had their flu vaccination.
- Hospitalisations have been steadily decreasing since the week beginning 18 July. Regionally we see around 20-30 new positive hospitalisations a day (60-70 at the last Consumer Council meeting).
- There are approximately 100 active COVID-19 patients in Northern region hospitals each day (200-250 last time we meet). Modelling shows the numbers should continue to drop until November/December when a surge is predicted with similar numbers peaking around the same as May/June this year

### **Current areas of focus**

- Supporting our staff with general wellbeing
- Continuing to ensure training up to date
- Supporting booster pop ups and/or visits to offsite teams and services
- Continue to monitor modelling and ensure we are ready in the event of the predicted surge towards the end of the year occurring

The Consumer Council acknowledged Tamzin's update and thanked her for her time and thanked her team for a wonderful work they have done as part of the COVID-19 response.

### **Questions raised:**

- A question was raised on the district's Monkey pox response in view of a possible pandemic. Tamzin told the meeting that there have been up to 5 cases with one at Wāitemata District. There has been no community transfer and all cases have been from overseas.

Link provided by Tamzin below has up to date information from the MoH:

[Monkeypox \(MPX\) | Ministry of Health NZ](#)

2.50pm to 3.00pm – the meeting adjourned for a short break.

### **5.2 Overview of Te Whatu Ora, Māori Health Authority and Localities (Verbal update)** (Agenda pages 24-43)

Tim Wood (Executive Director Commissioning and Community Services) provided a verbal update and spoke to his presentation.

Matters covered in the discussion and response to questions included:

- The New Zealand health system has transitioned into two health authorities – Te Whau Ora - Health New Zealand and Te Aka Whai ora -Māori Authority.
- The changes were enacted from the 1<sup>st</sup> July 2022 in line with Pae Ora (Healthy Futures Act 2022) which replaces the Health and Disability Act under which the DHBs were originally structured. Under the Pae Ora legislation there is a requirement for

the Minister to develop a government policy statement to provide guidance and set the expectation for the first two years for the health sector.

- The aim of the new organisation is to promote, protect and improve health for all New Zealanders, with strong emphasis on equity of health outcomes for Māori. It honours the Treaty of Waitangi, and it builds towards pae ora (healthy futures) for all New Zealanders
- The act establishes three new entities within the Ministry of Health
  - The Public Health Agency led by Andrew Old, which focuses on delivering a strong public health response within the country and develops the strategy and the requirements of the systems. Public Health Services division, led by Nick Chamberlain, is the delivery arm. This agency works together with the Public Health Agency.
  - Health New Zealand/Te Whatu Ora is the national organisation that leads and coordinates the health services across the country
  - Māori Health Authority/Te Aka Whai Ora is an independent agency that focuses on improving the health outcomes for Māori, based on a strong partnership with Te Whatu Ora.
  - Iwi-Māori Partnerships Boards (IMPB) are working in collaboration with Te Whatu Ora. Each locality is expected to have a close relationship with their IMPB.
- The Māori Health Authority will also manage their own funding and be accountable for all Māori services provided for Māori, in addition to the hospital services that Health New Zealand provides to Māori communities.
- Tim also advised that he is currently working on designing a framework of consistency for services such as Labs and X-rays across the country. Two Taskforces have been set up, one to address the shortage of labour force and how to best attract overseas workers and one to focus on increasing immunisation rates for children to reach 85% rate
- Tim also advised that all Localities will be set up by 3 June 2024. There is a focus on local communities having a strong voice. The localities will oversee how local resources are being used to respond to local needs.

The Consumer Council acknowledged Tim and thanked him for his in-depth update.

Neli Alo left the meeting at 3.50pm.

### **5.3 Chair's Update (Verbal)**

The Chair provided a brief overview of points discussed at the two recent Consumer Council Chairs' meetings she attended. Due to time restrictions, she will send the information to members by email.

## **6 ANY OTHER BUSINESS**

### **6.1 Community Concerns**

No community concerns were raised.

### **6.2 Area of interest for future meeting**

No comments or issues were raised.

### **6.3 Meeting evaluation**

The Chair commented that the meeting ran out of time again. The members thought it had been constructive but would like to know more about what is happening to the consumer voice in the new health system.

The Chair thanked the members and attendees for their time.

The meeting closed at 4.00pm.

SIGNED AS A CORRECT RECORD OF THE MEETING OF TE WHATU ORA HEALTH NEW ZEALAND -  
WAITEMATĀ – CONSUMER COUNCIL MEETING HELD ON 14 SEPTEMBER 2022.

\_\_\_\_\_CHAIR

## **4. DISCUSSION ITEMS**

### **4.1 Patient Experience Report (Tabled)**

## **5. INFORMATION ITEMS**

- 5.1 Chair's Update
- 5.2 National Science Challenge Healthier Lives Study – Dr Karen Bartholomew and Michelle Lambert
- 5.3 Waitākere Primary Birthing Unit Update – Emma Farmer
- 5.4 Localities Update (Verbal) – Tim Wood

5.2

**Title:** Healthier Lives Research Project Consumer Group recruitment

**Date:** 26 October 2022

**Recommendations:**

The recommendations are that you:

a) Discuss the progress of the research project and outline the important role that the Consumer Group has played in the overall project	Yes/No
b) Outline the commitment required to be involved in the next phase and whether current Consumer Council members are interested	Yes/No

**Background**

In Aotearoa New Zealand there are persistent inequities in the health of Māori and Pacific peoples compared with other ethnic groups. Uptake and implementation of interventions, which includes treatments, procedures, practices, programmes and services, often varies by ethnicity, resulting in inequitable benefits and increased ethnic inequities in health outcomes. There is growing recognition in the field of implementation science about the need to take an equity-focused approach to implementation, which includes exploring what is being delivered, to and by whom and under what conditions, and what adaptations are required to facilitate successful and equitable implementation in a particular context and setting. Theories, models and frameworks (TMFs) can assist in the planning of equitable implementation pathways by providing a basis for understanding the factors that influence implementation and equity outcomes and guide the process of implementation.

**Implementation Science Research:** we have been funded, by the Healthier Lives, National Science Challenge, to undertake a two phase “implementation science” piece of research, which aims to identify the facilitators and barriers to the equitable implementation of health interventions in Aotearoa NZ.

This piece of work is being conducted using an implementation science framework and equity readiness assessment tool developed in Phase 1 of this research project, with the aim of developing an implementation pathway for evidence-based interventions in an area of strategic importance for the NZ health sector. Lung Cancer Screening is the intervention being utilised in this second phase of work to test the equity readiness assessment tool.

In Phase 1 we formally established a Māori consumer group and Kāhui which directly contributed to decision making during the course of the project. Meetings were held with both groups

throughout the project. Waitematā Consumer Council members were part of the group and contributed valuable insights and direction. Unfortunately we have had attrition of Consumer Council members for various reasons over time.

We would like to discuss with the Consumer Council about the opportunity, in this second phase of work, for the creation of a new subgroup of the Council to work with the Kāhui as this programme is tested alongside the Lung Cancer Screening Project. We seek input which, it is envisaged, will directly influence decision making, project direction and activities – in this phase more directly about the applicability of the tool in practice and in wider health sector settings.

The group are encouraged to provide their views and give whānau-centred advice and insights to the project team. They will continue to be involved until the end of the project in June 2024. Key areas where they will provide input include

- Providing feedback on promotional, participant information and other project materials as they are being developed
- Offer Māori whānau and community insights to create a program that will be of value to all Māori
- Ensure there is strong Māori patient/whānau focus across the entire program of work

### Key Issues

We are looking to replace 3 of the Project Consumer Council members who were part of the Phase 1 team. The reasons for the retirement were varied, including leaving Auckland for another employment opportunity, maternity leave and one left due to the difficulties with online meetings rather than the preferred kanohi ki te kanohi.

We are looking for 3–5 new members who will be involved in bi-monthly or quarterly meetings (depending on the speed of data collection and ongoing monitoring requirements) over the data collection and analysis period from January 2023 – June 2024.

### Contact for telephone discussion (if required)

Name	Position	Telephone	Suggested first contact	Sponsor
Michelle Lambert	Research Fellow – University of Otago	██████████		
Karen Bartholomew	Director Health Outcomes	██████████		

# Primary Birthing Unit - Objectives

1. To improve maternity service access for Māori, Pacific and teenage parents, and reduce perinatal mortality
2. To provide additional primary birthing capacity regionally as per 2015 Maternity Plan.
3. To create amenities which facilitate and support a reduction in caesarean section.
4. To increase access to pregnancy and parenting education for Māori, Pacific and teenage parents, by the provision of a dedicated facility.
5. To increase breastfeeding via access to safe donor breast milk, providing Auckland's first Milk Bank.

# Consultation and co-design

- 2017 extensive community consultation on primary birthing unit with over 1000 submitters and multiple hui through Waitematā district
- Project received support from Women's Health Action, Maternity Services Consumer Council and Waitākere Health Link
- 87% of submitters said they would support a unit and would recommend it to friends and family
- The business case was approved by Waitematā District Health Board (August 2021) and Regional Capital Investment Group (September 2021).
- Both Māori consumers and Māori midwives have been active members on the co-design group and have participated in the development of the unit.

# Location



# External view





# Birthing room



# Birth pool and bathroom



## **6. OTHER BUSINESS**

6.1 Community Concerns

6.2 Area of interest for future meeting

6.3 Meeting evaluation