

---

Chair (Acting): Frank Bristol  
Members: Mary Schnackenberg, Russ Aiton, Maine Mareko, Jodie Bennett, Delphina Soti  
In attendance: Dr Chris Walsh, Deon York, DJ Adams, Lauagaia Jeffries, Allison Anderson  
Dez McCormack (Partners in Care team)  
Guest: Dr Te Raina Gunn  
Apology; Muriel Tunoho

The meeting commenced at 9:45am

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

Frank welcomed the group and DJ opened with a karakia.

### **2. Mini whakawhanaungatanga**

Everyone shared their background and spoke of why they are involved in consumer work.

### **3.1 Previous minutes**

The minutes were moved as correct and accepted. Russ moved. Maine seconded.

### **3.2 Interests register**

Mary & Frank have updates. To email Dez.

Russ previously advised updates which are included.

### **4. He Hoa Tiaki | Partners in Care (PIC) report**

Deon gave the update. The written report provide by Allison follows.

Since the 29 March meeting the He Hoa Tiaki team has focused on delivering the second consumer health forum Aotearoa event and analysing feedback from the consultation on the code of expectations for health entities' engagement with consumers and whānau. Subject to sign off, the code has been completed. The consumer health forum Aotearoa and the code are therefore mostly progressed.

The focus over the last two months of this financial year will therefore be the content and organisation, and presentation of Te Kete o Hiranga | the centre of excellence for consumer and whānau engagement and completing our programme plan for 2022/23.

We welcome our newest team member, Brittany Jones. New to the Commission, Brittany has most recently worked as a research technician for the University of Otago Wellington since graduating from the University of Otago with a Master of Applied Science in quantitative genetics. She studied this and her undergraduate degree, a Bachelor of Biomedical Science, in Dunedin but she is a Wellingtonian born-and-bred. Brittany has fit right into the team and is already helping us to provide and plan more opportunities for capturing and analysing consumer data, which helps the programme to provide more rich and targeted projects for consumers and whānau.

## Key achievements

- The second consumer health forum Aotearoa event was hosted by the Commission on 7 April, Te huarahi ki pae ora | The journey to healthy futures.
- All feedback on the draft code of expectations for health entities' engagement with consumers and whānau has been reviewed and themed (169 in total).
- The draft code has been significantly updated to reflect feedback.
- The updated code has been reviewed by the group who originally worked with the team to develop it and all subsequent changes incorporated.
- The consumer health forum Aotearoa (CHFA) update has been published with a summary of the key themes from the second consumer health forum Aotearoa.
- The co-design e-learning modules are progressing on-time. The project will wrap-up mid-June in time for a 'launch' of the modules early July.
- The centre of excellence has adopted a working title: Te Kete o Hiranga, however we want to know what you think it should be called. Advisors are currently consulting and compiling examples and best practice ideas.
- The Let's Plan resources have been updated and printed. They are now available in print, audio, NZSL, large print and Braille formats. Print translations are also available in the following twelve languages: Te reo Māori, Cook Islands Māori, Fijian, Hindi, Kiribati, Niue, Rotuman, Simplified Chinese, Samoan, Tokelauan, Tongan, and Tuvaluan. These are all available for ordering here: [Let's plan to leave Hospital](#) and [Let's plan for your next healthcare visit](#).
- A new guide for health care professionals [Three steps to meeting health literacy needs](#) is also available to order through He Hoa Tiaki. This guide available in both English and Te reo Māori builds on our earlier publication *Three steps to health literacy*.

## Planned activities for end of financial year

- The code of expectations for health entities' engagement with consumers and whānau has been sent to the Minister of Health with an accompanying briefing. It is hoped that a formal launch of the consumer health forum Aotearoa and the code can take place, with the time and date to be confirmed.
- The 'centre of excellence' needs a clear presence on the Commission's website and must be up-and-running by mid-June.
- The planning for three additional co-design modules is underway. We will focus these more intently on the consumer audience, and give more insight, engagement framework options, and cultural considerations for co-designing with both Māori and Pacific populations.
- We are looking at producing professional videos with the speakers of the last consumer health forum event.

To add to this report, Deon mentioned around 700 members are now on the CHFA. We will undertake future promotions to increase this membership.

Deon added some more reference to the feedback given on the code and the changes that had been made. Much of the feedback will be included in the guide to be produced on implementation practices etc. for the code.

Deon spoke of the sponsorship of the DHB Consumer Council chairs hui on 16 June. The hui will be in Wellington with one representative from each DHB. Health NZ and the Māori Health Authority are being invited to speak.

Russ (as National Chair of the group) expanded on what the meeting might look like and what hopes to be achieved from the day.

Deon showed where the two new Let's plan resources are on our website, including braille & audio in English. The info is translated into 12 languages. We will advise when hard copies can be ordered thru a new on-line system called ECOS.

A request was made for audio in pacific languages. Dez to follow-up with Comms re audio in pacific languages. Is this part of the accessibility charter? (actioned)

Consider a promotional package for CHFA encouraging members to share with their networks to get involved in promoting our resources. Action item.

Also, consider what promotion can be done of the 0800 number.

Request made to get a story in the commission newsletter from Russ/Frank re consumer involvement in the pilot sites for the new health system.

## **5. Members environmental scan**

### **Mary Schnackenberg**

Watching with interest the new ministry for the disabled. No new name or appointment of the CEO or much info overall to date. It should be run to help disabled people live the most independent life as possible.

Funding for the disability support services is still unknown. We wait in hope.

Dire shortage of appropriate care for disabled in aged residential care.

“Enabling good lives” puts disabled people at the centre of services that are needed.

Community support not adequate with de-institutionalisation.

Pleased with the recent telehealth meeting with 100 plus clinicians and this is most useful.

Discussed what clinicians need to participate in telehealth.

I am on the Pharmac consumer advisory committee. Approaching consumers more frequently for input at early planning stages. Getting much better approach to surveys. Being more media proactive.

Supply chain challenges for medications have been shared and NZ has certainly done very well in getting required supplies.

My work on the Ombudsman's Disability Advisory Panel shows many people cannot represent themselves in cases of seclusion and intellectual impairment.

### **Frank Bristol**

Acute Mental Health demand is thru the roof. A peer support covid immunisation fund is being released.

### **Delphina Soti**

Society of St Vincent de Paul in Auckland is primarily involved in food emergency support, advocacy, social support and community and youth development.

The issue of food insecurity is on the rise again, with the increase of food costs and petrol costs and with winter approaching.

Vinnies averaging 500 referrals from families needing emergency food support. This support costs. There is a backlog for budgeting support.

Although COVID cases are on the rise again, only 10% of referrals for food are COVID isolation cases.

The Government is currently focussing on food support for COVID isolation cases. Government is subsidising 20% for funding for the families seeking emergency support who are not COVID isolation cases. This is only 100 families out of 500 per week.

There is a focus on the food co-op, community gardens as other means to procure food at affordable costs for low-income families. The hope is that the new Budget will address food insecurity.

Only 10-20% of Covid Isolation referrals are coming through MSD therefore families are not connecting with <https://mycovidrecord.health.nz/> and Covid Health lines to report that they have tested positive. Therefore, they are missing out on the wrap around medical support.

Feedback from families is that it is difficult to connect to website to register.

Mental Health issues are on the rise. More and more families and youth being referred as needing support, as well as staff. MSD offering funded support through Clearhead etc.

Although Employment at its lowest. Still a lot of working families are struggling with long hours, harder work and juggling 2-3 jobs. Most of jobs being offered are industrial jobs not suitable for older and those with health issues and young children to care for.

Great news that there is now free driver car licensing here in Auckland as this has been a real issue for low-income families and youth.

### **Jodie Bennett**

System framework feedback on Mental Health for next 10 years is due. Looking at local regional and national level requirements

In 2021, Kia Manawanui Aotearoa was launched. This is a long-term pathway to mental wellbeing, which sets out the high-level approach for all of government to work towards mental wellbeing – including the health, education, and social systems.

The next step was to translate that high-level direction into guidance for the mental health and addiction system and services and connect with the mental health and addiction sector for feedback.

A system and service framework is currently being developed that identifies the core components of a contemporary mental health and addiction system to support everyone to experience mental wellbeing and address mental health issues and substance related harm.

There has been widespread sector contribution to this, with feedback due by 27 May.

### **Russ Aiton**

Very pleased for the West Coast to have the opportunity to be involved as one of the Locality Pilot schemes by Health NZ/ Māori Health Authority. The challenge is to ensure that the consumer voice is at the centre of any initiative in delivering health to the communities here. A further challenge for the Localities team is putting together a meaningful three-year plan and how it will be communicated operationally to staff and socially to community and NGO groups.

The new mental facility gets underway here on the coast, driven primarily by WCDHB mental health staff and operational managers. We have the opportunity to engage the teams working on the internal design and community delivery of MH services across the age range. Plans are soon to be available, and we need to ensure transparency of information and manage expectations of stakeholders. The media has an interest in this facility.

The Consumer Council is considering how to link with the PiC project Consumer Forum and how the Locality, Regional and National levels will landscape across to the Pilot Localities. It's an excellent and exciting opportunity to link in early under the innovative project statement of the West Coast submission.

## **Maine Mareko**

Sitting on Youth intervention team. Huge shortage for mental health professionals and this is holding up quick resolution for youth justice matters.

Inquiry on Wakari hospital report is quite poor.

Food parcels in huge demand for COVID cases.

## **6. PIC Programme plan for 2022/23 to 2024/25**

Allison and Deon presented a high-level PowerPoint presentation for the next three years. The plan focused on the four workstreams that have been established. These are:

Workstream one: Strengthening a centre of excellence for supporting the health sector to engage with consumers, whānau and communities (Whakamaru & Kōwhiringa)

Work stream two: Supporting and growing a consumer forum which embeds and enables the consumer and whānau voice to be heard across the health system (Pātuitanga)

Work stream three: Building consumer and whānau leadership and capability (Rangatiratanga)

Work stream four: Measuring progress and responding to the consumer, whānau, and community experience of the health system (Ōritetanga)

The programme plan is currently a work in progress and will also be discussed at the consumer network hui next week

There was general discussion around more promotion of the work He Hoa Tiaki /PIC are involved in.

## **7. Update on Te Ao Māori Framework**

Dr Te Raina Gunn presented the framework including a breakdown of where this mahi started in 2019.

There were various aspects to consider, and numerous groups engaged with to formulate the framework. Ultimately a QSM will be developed to measure the implementation and use of the framework.

Questions were raised re rural input which Te Raina addressed.

The paper going to board is about the pilot of the framework and the next steps proposed.

## **8. Board paper feedback**

Chris gave a brief on what feedback is sought and general process around Board papers.

### **Statement of performance expectations (SPE)**

There is no other method mentioned to get feedback other than through surveys. There is much more to be gained by seeking in person feedback – soundbites/quotes etc. Could other forms of feedback be considered.

There was no other specific feedback.

### **Te Ao Māori framework**

This was discussed as part of Te Raina's presentation and there was no specific feedback

## **9. Centre of Excellence. What does this look like?**

DJ presented a PowerPoint of our proposal to date on what the Centre of Excellence looks like, and the background in how the Centre of excellence has been formulated and structured.

Lauagaia outlined the Pacific hub and what this might look like.

There was discussion around the preferred te reo name for the Centre of Excellence.

#### **10. QSM - Te Tiriti framework refresh**

Chris gave a history of the Quality & Safety Marker (QSM) and DJ added comment.

We will have further discussion at the next hui.

Dez to send out the Māori framework presentation to CAG.

#### **11. CAG vacancy**

Following Rowena Lewis leaving the group, Chris spoke of a potential replacement that would be a good fit for the group. That person will be approached and if willing, a Board paper will be prepared recommending the appointment.

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

DJ closed with a Karakia

**Next hui:** 28 June 2022 – Joint session with Te Rōpū in morning. CAG hui in afternoon

#### **Actions List:**

Date	Action	Responsibility
17 May 2022	Frank & Mary to advise updates to Interests register	Mary advised changes
17 May 2022	Dez to follow-up with Comms re audio in pacific languages for the resources (. Is this part of the accessibility charter? (Item 4)	Dez has feedback from Comms. (Jocasta emails).
17 May 2022	Consider a promotional package for CHFA encouraging members to share with their networks, to get involved in promoting our resources that are available. (Item 4)	Dez to discuss with our team
17 May 2022	What promotion can be done of the 0800 number	Dez to discuss with our team
17 May 2022	Get a story in the commission newsletter from Russ/Frank re consumer involvement in the pilot sites.	Dez to F/up with Zelda.