
Chair: Rowena Lewis
Members: Frank Bristol, Muriel Tunoho
In attendance: Dr Chris Walsh, Deon York, Dez McCormack (Partners in Care team)
Apology:

The meeting commenced at 9.00am

1. Welcome & karakia

Rowena welcomed the group and Dez opened with a karakia.

2.1.1 Previous minutes

The previous minutes were accepted as true and correct.

2.1.2 Action items

Action items were discussed and updated. (See list at end of minutes.)

Re: No response to attempts at communication with the DPO coalition. Dez to send Frank relevant emails and Frank will follow up with Leo MacIntyre who at times chairs the DPO. We will continue to pursue contact as it is important we meet with them around the disability work we are doing.

Re: suitable Te reo name for the Terms of Reference (TOR) requires further discussion. See agenda item below.

All other items have been actioned and list updated. Any items not actioned will continue to appear for follow-up.

2.1.3 Interests register

No changes to the register.

3. Partners in Care (PIC) update and deliverables

Chris outlined some of the activities that the team have been involved with since the last CAG meeting. This covered the main topics of:

Co-design projects. An update of where we were with the difficulties faced by many involved in the co-design projects. i.e. COVID-19 and the vaccination process has made it difficult for some teams to complete the project. We have five groups involved now. We will engage a report writer to finalise and edit these for the website.

QSM: up take of reporting from District Health Boards (DHB's) has been positive and we have received input from 19 DHB's. There are mixed results from some DHB's. A process for assessing the data is being undertaken by the Health Intelligence team in consultation with the PIC team.

There is an in-person hui on 9 June with the QSM pilot sites advisory group as a final meeting of this group.

Work continues to progress with Health Literacy NZ on an update of the health literacy resource and early discussions continue around the development of a co-design resource.

The PIC team is currently pulling together a Pacific consumer workshop for 27 May to discuss the pending publication of the Bula Sautu report. A consumer response (report) will be produced following this workshop.

There is much talk around the newly announced health reforms (which is a later agenda item). This will require refining our work programme and priorities including the employment of addition staff in the PIC team.

The senior Executive leadership team (ESLT) are still considering the commissions involvement in the proposed Rainbow Health forum for 2022, following the limited financial sponsorship offered by the Ministry of Health. This is in part due to the reprioritisation of work after the health review announcement.

Note: Subsequent to this hui, ESLT have decided not to proceed at this stage with a Rainbow Health forum. A further update will be provided at future hui.

4. Members environmental scan

Rowena

Reading the information released about the health review and thinking about how it will impact and influence the commission and PIC.

Mentioned again about the pacific workshop and various questions/statements around Pacific consumers and their exclusion from the Bula Sautu report. Any contracts around this and other reports need to have the consumer input included.

Muriel

Hutt Union has been invited to do presentations about their experience of co design; thinking more about how to do something more sustainable around co design and engaging with consumers/whanau and not just a 'one off' project.

Their service is promoting and doing flu vaccinations and they have engaged with patients who have had these and created videos of them talking about their experience of being vaccinated.

They want to create consumer leaders in their organisation as part of co-design.

Muriel is now working one day a week there. They need to record and track their services engagement more 'not good at doing the recording but just do the mahi; their governance board has patients and staff on it.

Discussed the importance of building trust and relationships between staff and patients and the role of nurses in this i.e. 'my nurse asked me to come along'.

Muriel has had both Covid vaccinations, (being a front-line worker) and had some info to share around preparing after the 2nd injection that restful days are required. There was some minor effect for her.

Frank

Working with a couple of Health & Disability Commission (HDC) complaints around discrimination, the example being people presenting to services with mental health histories and this being the primary focus of their engagement.

Involved in whole of health with Whanganui DHB consumer engagement within a treaty structure.

The mental health and wellbeing commission now set up and mental health directorate at the MOH and the patient experience person at the MOH is Martin Burke, nationally networked consumer work being done here.

13-14th May they are holding a mental health consumer hui called 'strengthening our voices' funded by Te Pou and this is well subscribed to; digital tools being used and an EOI now out for this work.

Access and Choice is a flagship programme for the government and this programme is being used in primary care with training by Te Pou, how its implemented is an issue as this is an imported programme and seems to be working with 80% of the population but the question arises of is it creating more inequity for Maori. One size doesn't fit all. what about the remaining 20%?

Balance Aotearoa had a meeting with the Minister of Health and transition unit about the health review (disability discussed); peer support workers who are working in crisis teams is a new development.

5. Confirm CAG new terms of reference including new te reo name.

There was continued discussion around a te reo name for the group. At the last hui, there was a request to better align the group's te reo name. Muriel noted that we need to look at the process as the suggested name from Ahuahu Kaunuku was not adopted and we need to consider cultural safety and mana when a name is offered up.

The discussion around a name that is accepted across the board, and the process will be discussed further at the next hui - a joint meeting with the Consumer network and CAG on 2 June.

As mentioned in the last minutes, the various inclusions and imbedding of Te Tiriti o Waitangi throughout the TOR have been accepted. It is just the Te Reo name to formalise.

6. Discuss new health reform announcement and next steps

There was a big discussion around the impact of the announcement on the commission and where the PIC team would have a major involvement especially with the proposed new national consumer council. Comments from the discussion are:

- Overall very supportive and excited about the opportunities for consumers/whanau
- Resourcing needs to be provided and leadership from the commission is needed.
- Question around 'what would make it happen'
- HQSC is the experts in consumer forums, structure around forums would need to be looked at
- Maybe a set of rules needed for people to guide consumer engagement in services
- Rules/policy/ transparency needed in the new entities-HQSC sets the standard and improvement of health outcomes the goal
- Centre of Excellence- we are well placed for this
- Consumer groups could be focussed on topics of interest e.g. the shared goals of care
- It's a big strategy, where is our energy in the system, where will we get best bang for buck?
- Capacity issue especially for Maori
- PIC need to be looking we have a role in the health review
- How the HQSC 'looks and feels like a consumer/whanau organisation
- Lead by example
- Education and training embedded more

A really good conversation to discuss all of this and future possibilities.

7. Other business

There was no additional business

8. Karakia & close (11.15am)

Chris closed with a Karakia

Next hui: Joint hui with CAG on 2 June and then a joint hui with Te Rōpū on 10 June.

Actions List:

Date	Action	Responsibility
27 June 2019	(brought forward from previous actions) Attendance by HQSC at a DPO Coalition hui to be requested.	Email sent 10 July requesting template to attend hui. (27/8 update) No response and Martine will follow-up. 5 Nov – emailed Martine with acknowledgement from Julian Inch. Martine to follow up for template again. 4 Feb '21 – Dez to follow-up Julian again with phone call. 29 Apr 21 - Dez to provide documentation of attempts to contact DPO to Frank who will and follow up with Leo MacIntyre

9 Sept	Draft board paper for next CAG hui with proposed changes to the TOR	<p>Update 27/8. Paper pulled. More work around Clause 4 Te Tiriti o Waitangi and a disability lens. Dez to amend Board paper with suggested changes. Martine to look at disability angle.</p> <p>5 Nov. PIC have feedback from Jen Margaret to discuss with MHO early next month.</p> <p>4 Feb '21- Additions/inclusion of Te Tiriti accepted. Still need to have a Te reo name that better reflects “consumer”. Dez to follow-up with Huataki & Muriel.</p> <p>29 Apr 21. Further discussion re te reo name at next hui.</p>
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