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

Guest: Emma Forbes - HQSC

The meeting commenced at 10.05am

## **1. Welcome & karakia**

Muriel welcomed the group and opened with a karakia. We had a quick round table, and everyone gave a challenge and a highlight for this current lockdown.

### **2.1.1 Previous minutes**

The previous minutes were accepted as true and correct.  
Moved by Chris and Frank seconded.

### **2.1.2 Action items**

Dez mentioned the two items. The board paper on the Terms of Reference (TOR) amendments has been moved forward to September. This paper will be sent out of session to the group for noting.

The Patient Deterioration programme presentation is item 5 on this agenda.

### **2.1.3 Interests register**

Frank's amendment as co-chair of the Whanganui DHB Te Pukaea (consumer group) is noted.

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

Deon gave an update for the Partners in Care programme.

Three new staff are starting this month and Deon gave a brief on their background.

The other vacancies for a Māori and a Pacific advisor were advertised this week.

We are also looking to recruit one data person.

There will be a lot of work required to induct these new staff into the commission and its work.

The major focus this month has been on the new "code" with various hui and consultation. The next process in the code was discussed, now the developmental draft has been sent to the Transition Unit and the Minister.

We now move our focus to the Consumer Forum (working title), the application for membership form required for our website and a stakeholder list of the various groups we need to contact.

An update on the QSM was mentioned as the next round of reports is to be uploaded by DHB's by the end of Sept.

Frank asked if we could share info on code. It can be discussed but not widely until the minister signs off the developmental draft.

#### **4. Members environmental scan**

##### **Mary**

Busy trying to get COVID information out in alternative formats re what to do and vaccinations etc. Marketing this has its challenges in telling people where the info is. There's a lot of fake news getting in the way. e.g., taxi service suspended at Level 4 for the blind. Difficult to get people listening to safe sources of info. Concerned for people off-line as talk-back radio is often at best, inaccurate.

This Level 4 is better and kinder than last year with service providers really pulling together to deliver services all round.

##### **Frank**

Frank, thru Balance Aotearoa is involved heavily in the COVID vaccination rollout plan for the mental health area but also for other groups i.e., homeless. See [www.ngatahiora.info](http://www.ngatahiora.info) for more information. Mental Health & Addiction (MHA) Consumer advisors getting called on to focus on COVID related work. MHA service teams appear to be working well remotely but home visits continue as appropriate.

Further work being done on the reduction of seclusion. Rather than relying on acute inpatient beds, focus emerging for peer run sub-acute alternatives for admission and having it more evenly spread throughout the country.

Lots of Zoom meetings and Zoom fatigue is more prevalent as it is easier to go from one zui straight into another zui without breaks.

##### **Muriel**

COVID dominating health services. Her organisation is inspired by the work being done in the Auckland Pacific communities and this has given the impetus down in the CCDHB area with primary care services to promote care and vaccinations.

There is a struggle with core base funding in the demand for doing this extra work, when a lot of other money seems to be going to other services. COVID does present its unique challenges especially for not-for-profit providers. Funding in the long term still needs to be addressed for providers with the most vulnerable populations.

With ETU work – providing information zooms to members around COVID.

Following these member scans, Chris sought the groups OK to send these points to ESLT for their info. The group agreed but would like to see draft before it goes to ESLT.

#### **5. Presentation/discussion on Patient Deterioration programme**

Emma gave a presentation on this programme which has since wound up. There was positive feedback on the presentation and the resources that had been made available – particularly the visual aids. These were distributed to members after the hui.

#### **6. Board paper feedback**

The annual report paper was not ready and will be sent out of session.

## **7. Updated iteration of the new consumer code**

There was no further comment on this most recent version of the code. There had been generally positive feedback on where we are at. The developmental draft is with the Transition Unit and the Minister. When the ok is received, expected in a few weeks, we will then go out over the next few months for the much wider consultation. Frank has provided some contacts.

## **8. Planning for road shows. What these look like? How members would like to be involved? Who we need to reach?**

Deon spoke about our overall approach to the consumer fora set-up and what is planned to reach as many people as possible, in a targeted way. How we get around and communicate this piece of work and how people may see themselves involved, is still in development.

We have spoken to Ahuahu Kaunuku about their networks and the best way to contact these groups. They have undertaken to look at this in various marae settings. We will connect our Māori consumer contacts for the areas they aim to go into.

Mary mentioned her concern and cautioned us about the accessibility issue with the code wording. There are some sections that have a text box in a diagram that has been pasted into the document which low vision/blind people can't read. These issues will detract from what we are trying to do. Mary has offered to review the accessibility before the code goes for this wider consultation.

## **9. Karakia & close (12.05am)**

Dez closed with a Karakia

**Next hui:** 14 Oct 2021 - Zoom