



Minutes of the Board

Chair	Rae Lamb
Members	Andrew Connolly (zoom), Peter Crampton (zoom), Shenagh Gleisner, David Lui, Ron Paterson and Tereki Stewart.
In attendance	Peter Jansen, Gillian Bohm, Victoria Evans, Fritz Evile, Richard Hamblin, Don Matheson (zoom), Bevan Sloan, Martin Thomas, Stephanie Turner, Deon York, Paula Farrand (EA to the Board).
Apologies	Tristram Ingham and Jenny Parr
Guests	Ria Earp, Chair, Te Kāhui Piringa Russ Aiton, Co-chair, Te Kāhui Mahi Ngātahi Morag McDowell, Health and Disability Commissioner

The hui was held at Rydges Wellington Airport, on 27 July 2023.

The hui began at 9am.

1. Whakawhanaungatanga

David Lui, Ron Paterson and Tereki Stewart were welcomed to their first board meeting and board members introduced themselves.

2. Board only time

3. Board and chief executive time

At 10:40am Stephanie Turner opened the meeting with a karakia timatanga. Rae welcomed the executive leadership team, Health and Disability Commissioner, co-chair of Te Kāhui Mahi Ngātahi and chair of Te Kāhui Piringa to the meeting. The three new board members introduced themselves to the wider group.

4. Standard business

4.1 Minutes of the meeting held 9 June 2023

No changes were made to the previous minutes.

4.2 Actions update from 9 June 2023

No updates to the actions.

4.3 Interests register

Tereki Stewart will advise the board secretary of his updates to the interests register.

4.4 Board activities

Board activities were confirmed.

5. Patient story

The Director of He Hoa Tiaki | Partners in Care introduced a video of a subset of members of the consumer health forum Aotearoa, participating in a day-long workshop to shape how they would like the forum to be run in the future and what type of topics the members would like to see covered. The video showed the co-design process in action and is being used as a promotional tool to increase membership to the forum.

The video then prompted discussion on the *code of expectations for health entities engagement with consumers and whānau*. The Director talked about GP23, the recent Royal New Zealand College of General Practitioners (RNZCGP) conference where Te Tāhū Hauora had an exhibition booth and engaged with several GPs who had an interest in the code and wanted to find out more about how to implement the code in practice.

The board chair asked about the diversity of forum members in terms of their experiences across the health system. The Director confirmed there was a good number of consumers with mental health and disability lived experience and explained that consideration was being given to a survey of all forum members to ascertain what their particular health sector experiences are.

6. Health and disability commissioner (HDC) update

The Health and Disability Commissioner provided a summary of complaints over the past financial year.

The Office of the Health and Disability Commissioner (HDC) received a total of 3353 complaints between 1 July 2022 and 30 June 2023, which was 50 complaints fewer than the previous financial year. A total of 156 investigations were conducted during this period.

The Commissioner pointed out that the previous increases during the 2021/22 year could be related to COVID-19 complaints and a sustained increase reflecting other issues in the health sector, including delays and workforce pressures.

Recently the Commissioner wrote to Te Whatu Ora expressing concerns relating to delays and patients' rights, with a focus on cancer management. A response is expected in a couple of weeks. The letter will be shared with the Te Tāhū Hauora Chief Executive.

The Commissioner was meeting with Te Aho o te Kahu - Cancer Control Agency later that day.

The Director of Health quality intelligence commented the HDC's concerns aligned with what was being picked up through their patient experience surveys and anecdotally on health workforce issues and offered to share data with HDC where appropriate.

The Commissioner also advised she is presenting to the Te Whatu Ora quality assurance committee next week and will raise the letter she has sent to the Chief Executive of Te Whatu Ora.

The Commissioner was also congratulated on her approach on surgical mesh by new board member Prof Ron Paterson.

7. Chief executive report

The Chief Executive talked through various highlights of his report and also gave a verbal update on the recent AskYourTeam employee engagement survey which was carried out in July and received an 80 percent response rate, which was a pleasing result. He noted the highest ranked response out of all of the questions in the survey was that staff felt confident about learning about te ao Māori, tikanga and Te Tiriti o Waitangi.

One area of focus for Te Tāhū Hauora will be looking at performance management. The survey has provided Te Tāhū Hauora with a good baseline for measuring employee engagement. A similar survey was last run in 2021.

New board member David Lui commended the Chief Executive for his work given his short tenure in the role and commented that he got a wonderful sense of the work the Te Tāhū Hauora team does.

Morag McDowell and Andrew Connolly left the meeting at 11:47am.

8. Finance report

The Director of Corporate services discussed three papers: the finance report, the quarter four report and the risk report.

The finance report was taken as read. The chair of the board's Audit Committee and the Director met earlier this week. Meetings had been held with the extended senior leadership team and the executive leadership team. The differences between the forecast surplus and the end of year deficit, what drove the change and mitigations in the short term were discussed. This includes holding off on some of the one-off activities and prioritisation of resources back to the SPE deliverables.

The Director discussed some of the differences in reporting in the forecast including annual leave liabilities, some Te Tāhū Hauora events held in the last couple of months of the financial year, some one-off projects, strengthening IT systems, an archives audit and data security. Some costs will be absorbed and some are one-off. The importance of security and ensuring networks are robust was highlighted. The Director and the Chief Executive are working through a plan for this year to get back within revenue allocations.

The chair of the Audit Committee thanked the Director for his work and noted that the finance report gave the Board a good understanding of spend at the micro and macro level.

Action: The board asked to see a plan for managing and reducing the deficit.

Quarter four report:

The Director noted that the themes for quarter four highlight where Te Tāhū Hauora is at with the Statement of Performance Expectations (SPE) measures, which will come through in the 2022/23 Annual Report. He explained the reporting processes to the new board members.

Risk report:

The Director confirmed he now has a functional risk tool which will be shown to the Te Tāhū Hauora executive leadership team and brought to the September board meeting.

Action: The board asked the Director to add financial deficit as a risk to the risk register.

The board decided there was no need to add the partnership with Te Kāhui Piringa to the risk register.

9. Ipsos contract

The Assistant Director of Health quality intelligence joined the meeting for this item.

She explained that the cost has increased with the additional revenue coming from funding from Te Whatu Ora and the Department of Prime Minister and Cabinet who provided additional funding for the new patient reported experience measures (PREMS) and patient reported outcome measures (PROMS). The Assistant Director commented that the survey programme is increasingly showing its value. Both the Assistant Director and the Director of Health quality intelligence confirmed they were happy with the performance of Ipsos.

The Assistant Director was asked about the future of primary health organisations in the health reforms and confirmed that irrespective of what happens within the health system, there will still be a demand for patient experience surveys and work is underway to explore how the survey data can be made more useful for a wider range of people. It was also confirmed there is an exit clause in the contract.

Decision: The board approved a funding increase for the national patient experience survey programme.

10. Update from system monitoring

The Director of health quality intelligence reported back on a meeting with Manatū Hauora he attended with the Te Tāhū Hauora Chief Executive a few weeks ago. The meeting was convened by the Deputy Director-General of Māori Health John Whaanga and looked at how the monitoring of hauora Māori would take place in the reformed health system.

Representatives from Te Aka Whai Ora, Te Hiringa Mahara Mental Health and Wellbeing Commission and Te Puni Kokiri were present at the meeting.

There was a general exchange of work underway in each of the agencies. Te Aka Whai Ora is still working through exactly what its role is and how it will undertake this monitoring role. In the past two days, it has reached out to the Director to have a further conversation.

Both the Director and the Chief Executive confirmed they are very much in listening mode and have provided offers of support for this work.

The Director was asked for an update on Project Huia, the Te Tāhū Hauora-led project with Iwi Māori Partnership Boards.

Actions:

Further information will be provided to the new board members on Project Huia.

A fuller update on Project Huia will be provided at the September board meeting.

11. Te Kāhui Mahi Ngatahi co-option and updated terms of reference

The paper was taken as read.

Action:

The Board agreed to Te Kāhui Mahi Ngatahi | Consumer Advisory Group (CAG) adding co-option of Kōtuitanga Kiritaki | Consumer Network members to the CAG to provide additional perspectives on specific board papers as required.

The Terms of Reference will be amended to reflect this decision.

12. Noting papers

The noting papers were taken as read.

13. Agenda for next board meeting on 22 September 2023

Board only time will include reflections from new board members.

Further information on staff engagement survey.

Paper on how we are going to manage and reduce the financial deficit.

Paper on Te Kāhui Piringa partnership and what are the other options, and their view/advice on iwi/Māori partnerships.

Update on Project Huia.

Future item for the November board meeting – A discussion on where the safety in the health system is at and whether it is improving.

David Lui closed the meeting at 1:17pm with a Samoan prayer.