

**Health Consumer Council Agenda**  
**In Person & Virtual Zoom Meeting**  
**Date: Wednesday August 12th Time: 10.30-1.00pm**

**Attendees:**

Item No	Item	Page
1	<b>Karakia:</b>	
2	<b>Presentation:</b> Interim CEO and Planning and Funding Portfolio Manager - to share DHB response to concerns raised by HCC regarding ex-RSA flats and tenant relocation.	
3	<b>Apologies:</b>	
4	<b>Interests Register:</b>	
5	<b>Minutes of Meeting:</b>	
6	<b>Matters Arising :</b> 6.1) Orthopaedic project update; 6.2) Consumer Engagement update PCEL (to be discussed in item 9); 6.3) RSA flats as above.	
7	<b>Matters For Discussion/Decision:</b> <i>(from last agenda)</i> 7.1) Chairperson Report; 7.2) Chairperson's Annual Report 2020; 7.3) TOR draft to be mandated; 7.2) Questions for Clinical Auditor.	
8	<b>Correspondence:</b> <u>Outwards.</u> <ul style="list-style-type: none"> <li>• Letters of thanks to A Boon and P Nand;</li> <li>• Letter to CEO and DHB Chair re RSA flats.</li> </ul> <u>Inwards</u> <ul style="list-style-type: none"> <li>• Letter from Interim Board Chair;</li> <li>• Acknowledgements from A Boon and P Nand.</li> </ul>	
9	<b>Health Sector Update</b> By Kaiwhakahaere Takawaenga a Hāpori/Person Centred Experience Lead (PCEL).	
10	<b>Reports from and/ or participation in other groups:</b> 10.1) Clinical Governance; 10.2) Report from Health Quality and Safety Service (Jerome Ng, Clinical Director); 10.3) Other.	
11	<b>General Business:</b> 11.1) Feedback and evaluation re training" Engaging effectively with Maori"; 11.3) Patient care in Whakatane for Tauranga / Papamoa residents; 11.4) Information updates about the long term planning around Covid-19 by BOPDHB for our communities. (Possible response from EOC Clinical Controller, BOPDHB COVID-19 response, Jo Peters – Emergency Planning Manager); 11.5) Other.	

12	<b>Karakia:</b> <b>Close Meeting:</b> <b>Next Meeting: Wednesday September 9<sup>th</sup>.</b> <b>Venue : BOPDHB Education Centre Kawakawa Room,889 Cameron Rd &amp; via Zoom</b>	
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## MANAAKITANGA

**BOPDHBHCC Chairperson****Report****August 2020**

To the HCC members:

Our July meeting had a very small attendance and we just managed to record a quorum to proceed with our monthly meeting. Attendance at our meetings is vital, particularly as we are now at the stage of needing to ratify our reviewed Terms of Reference. There remain several areas that require some input which will depend on us agreeing to incorporate suggested changes to ensure the TOR accurately captures our HCC functions. Maria and Tim have set up provision for ZOOM participation for HCC members who physically cannot be present at our meetings. Checking in and participating in HCC meetings via ZOOM can be utilized as an option when unforeseen circumstances, travel issues or health related events prevent us attending in person. Please let me know and also cc Maria via email if you need to access our monthly via Zoom. It is vital that we don't open ourselves up for random members of the public to "attend virtually".

Behind the scenes, the composition of a letter to go to the DHB requesting an update on plans for the new mental health facility development and associated re-housing consideration for existing tenants in the ex RSA flats on the proposed development site, has required time and background information gathering to prepare. With our increasing activity and growing confidence as a Council to ask questions to ensure "planned services are challenged for any omission or disadvantage", it is important that we consider ways in which we can contribute to tasks and actions that are agreed upon in our minutes. Sharing responsibilities ensures that we all have a sense of involvement in proactively fulfilling our functions.

A request came through for a summary report to be submitted from the HCC for the DHB Annual report. This was also requested last year and responded to by John. I have attached what I sent through – thanks to Lisa and Adrienne (Deputy Chairs) who contributed suggestions for the summary report. The monthly report from the HCC for July was also submitted to the DHB.

Nominations from the community have been forwarded by Theresa and Tessa for consideration for the Trauma Rehabilitation quality improvement project – input to scoping phase. As requested. I have advised the Chair of our local trauma committee and trauma specialist nurse of the nominations made.

I attended a ZOOM hui facilitated by HQSC on July 23<sup>rd</sup>. The structure of the HQSC and strategic priorities 2020 – 2024 were shared. Evidence gathering is not showing that consumer engagement is high in NZ. A question posed, "What does successful consumer engagement look like?" (This links to our TOR functions wording) Information regarding patient experience gathered through current means is not representative of Maori and Pacific patients. It was noted that Maori and Pacific frameworks of health are not represented in the domains of the Quality and Safety Marker ( QSM) Currently some work is being undertaken in Hamilton ( one of the pilot areas for the QSM) to address this situation so that consumer representation particularly for Maori and Pacific is more authentically and responsively accessed. Further information regarding the Quality Safety Marker will be forthcoming.

A couple of tasks need to be completed on Connex. In the Working Area, the HCC Interests Register needs to be updated. I have also included an HCC Community Connections Register where members can record less formal interests that will provide us with a perspective of council connections to be considered when we are looking to recruit new members or for seeking alternative viewpoints. (Locate the sites in the Working Area and click on “edit” to add your details. Please “save” if prompted to do so.)

Ngā mihi

**Sue Horne**  
Chairperson BOPHCC