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

The meeting commenced at 9.30am

1. Welcome & karakia

Rowena welcomed the group and Dez opened with a karakia.

1.1 Previous minutes

Previous minutes were accepted as a true and accurate record.

1.2 Action items

Action items were discussed and updated. Some action items are ongoing (see below). Rowena raised the previous discussion regarding CAG appointment terms. The group had agreed to the committee standard of a three-year term, although appointment letters only had one year. On this basis, three years expires on Sept 2020 for Rowena, Frank & Martine. For Muriel, it is March 2021. Staggered reappointments will be recommended. This is now added as an action item.

1.3 Interests register

Martine previously advised updates. No other changes noted.

2. Partners in Care (PIC) update and deliverables

Quarterly report from Partners in Care team for the Health Quality & Safety Commission's Consumer Advisory Group

16 April 2020

Since our last meeting on 30 January 2020, our focus has been on progressing the quality and safety marker for consumer engagement, the cancer co-design teams, and refreshing the consumer network. A face-to-face consumer network induction for new members was held on 11 March, with a full meeting on 12 March. This occurred just prior to a Commission-wide travel ban.

With the new environment we now find ourselves in, we are focusing on how to prioritise our work programme (and budget) for 2020/21. The team continues to work remotely.

Some activities since 30 January 2020:

- The Ehlers Danlos videos have been completed. The only holdup now is ensuring that it is accessible, and this requires captioning. The communications team are stretched, so this cannot be done 'in house'.

- The PIC team was originally working with the primary care team for the 2020/21 co-design programme with Dr Lynne Maher. We were also planning some 'pre-workshops' before 30 June to socialise the concepts with the teams who were successful applicants.
- With the primary care team needing to re-prioritise, we are now predominantly going to run the co-design programme with input from the primary care team. We are currently looking at pushing out the start date to November 2020 and gauging the ability of primary care to participate.
- As noted above, there has been a refresh of the consumer network.
- The Quality and Safety Marker (QSM) for consumer engagement continues to be progressed, but advice to the sector will need to be revised.

Some meetings since 30 January 2020:

- 31 January: QSM for consumer engagement reference group
- 12 February: Deon met with the Commerce Commission regarding consumer engagement
- 13 February: Deon met with the Dental Council of NZ, also regarding consumer engagement
- 18-19 February: Deon attended the Northern and Midland co-design (face-to-face workshop)
- 21 February: Deon was a workshop participant with consumers regarding the new cancer agency
- 21 February: Deon presented at the quality and risk managers leadership group to discuss the consumer engagement QSM
- 25 Feb: Deon attended the Southern Co-design (face-to-face workshop)
- 26 Feb: Deon and other Commission staff facilitated a hip fracture workshop – this was about developing a resource for people to help them once they get home
- 27 Feb: Deon met with the Health Promotion Agency about Rainbow Tick certification (what the Commission process was)
- 11/12 March: Meeting of the Consumer network

Deon spoke to the report.

There's was further feedback from the group on various points.

At Frank's request, Deon will send on the framework for the QSM. (Actioned during hui.)

The general commentary from here on related to the effect of COVID-19 and these comments are recorded below under 4.

3. Feedback on Statement of Performance expectation (SPE) Board paper

Chris introduced the paper with explanations of the delay in getting this out for feedback etc. Feedback is now extended until 22 April due to COVID-19 changing our course and the number of priorities have now been reduced. It's down to vision and mission statement and emphasis on Te Tiriti o Waitangi. It is more straight forward. Janice's summary memo is quite good. Not putting things on back burner but redefining our priorities.

Rowena thought SPE much easier to read. And reflected discussion from previous board meeting/strategic planning day. Thought it was right on track.

Frank thought good for MH & addictions. Pg 19 rather than say “implement” change to “continue with”.

Martine thought it read really well.

Muriel – Thought good and also to see a stronger influence around Te Tiriti o Waitangi.

Chris – for the Consumers (PIC) priorities, it is intentionally broad and flexible as a lead in, as we don’t know where we will be with/after COVID-19. What’s different internally – the Maori Health outcomes (MHO) team (Stephanie Turner) along with quality improvement framework of more Māori staff, better teaching for staff to understand the disadvantages/effects of colonisation etc.

Deon, still along the same line of conversation, gave an example of the co-design learning and the positive effects of having the workshop in a wānanga.

Feedback will be given to the authors of the SPE.

4. COVID-19. Impact and updates

Rowena

Everybody (NZ population generally) seems to be on board with all the measures. Different ideas on if we should come out of lockdown. A very safe level 3 would be ideal.

Thought Advanced Care Planning (ACP) topics/emails were interesting. Glad it’s been left on the back burner.

Rowena added that staff might be quieter at the moment, but it will ramp up when things settle particularly re surgeries on-hold.

Some form of practical learning would be beneficial.

Mentioned as an aside the concern around folic acid and recommendations from Perinatal Maternal Mortality Review Committee (PMMRC) report that it should be used in bread and that we were not acting on this.

Action item - Rowena to talk to the consumer rep on PMMRC re this.

Muriel

Not quiet on home front of primary care. Her work have been accepted into healthcare homes programmes for consultations. Meeting daily with health care workers and telephoning over 300 Māori & Pacific Island customers to check their needs. Systems need to be adaptable in this new situation. Extracting tools to adapt is the reality and important. Video consultations are new but seem to be working. Important for teams to share info. There’s a joint effort being made for problem solving. PPE equipment supply and delivery has not been as good as required.

Other good things are the altruistic actions being done with community service groups. Great and rewarding things to be proud of.

Inspiring community stories need to be recorded and told. Perhaps a future focus for PIC to gather these stories

Frank

Spoke about the challenges facing people with mental health.

Martine

Disability services - some staff stopped people from going into homes. Some staff given a two-week stand-down. People are struggling to get some basic help and service.

(Subsequent email from Martine after the hui). There is a joint venture that deals with family and sexual violence and has established a National Family Violence and Sexual Violence Pandemic Working Group (to deal with those topics during the lock-down time). Martine is serving on this on behalf of the Disabled Persons Organisations (DPO) Coalition. Pauline Gulliver is representing HQSC in the group.

They are meeting a couple of times a week in this COVID-19 period because of things being so fluid and needing to respond in real time.

4. Other Business.

Three new board members. Details to send be sent out.

6. Karakia & close

Dez closed with a Karakia.

Next face-to-face meeting (perhaps?): 9 July 2020

Actions List:

Date	Action	Responsibility
27 June 2019	PIC to talk to comms about an interactive page on website that consumers can list people's stories and feed into.	Deon (on-going)
27 June 2019	Complete template Martine has sent us when we know who from the commission will attend the DPO Coalition meeting and advise what our message will be. Keep this current on our action items.	Deon (on-going Jan-Jun 2020)

30 Jan 2020	Redefine the requirements and expectations to staff writing board papers of what is required in the "Implications for consumers" section of Board papers	Chris/Deon. Process started. Te Rōpū also to input. ELT will need to OK as part of wider review of Board papers. (on-going)
30 Jan 2020	Martine requested from Frank the GP related outcome of the RFP as in who got the contract and what are DHBs initiatives to do?	Frank to supply Martine with details
16 April	Terms for CAG. Memo to CEO re proposal for term extensions. Then board paper for their approval.	Dez
16 April	New Board member info to be sent out	Dez (actioned)
16 April	Set-up meeting between Rowena & the PMMRC consumer rep re Folic acid in bread	Dez (request made for Lisa Paraku details)