

Consumer Council

Wednesday

26 July 2023

2:00pm – 4:00pm

**Manuka Room, Ground Level, Whenua Pupuke Building
North Shore Hospital Campus**

In person attendance with Zoom option available

CONSUMER COUNCIL

26 July 2023

Venue: Manuka Room, Ground Level, Whenua Pupuke Building North Shore Hospital Campus
Time: 2:00pm – 4:00pm

<p><u>Consumer Council Members</u></p> <p>Lorelle George (Chair) Neli Alo Samuel Cho Boyd Broughton (Te Rūnanga o Ngāti Whātua) Dan McCool (Te Whānau o Waipareira) Janet Fitzgerald Insik Kim Ian Ramos Ravi Reddy Kaeti Rigarlsford Vivien Verheijen</p>	<p><u>Ex-officio - Waitematā DHB staff members</u></p> <p>Samantha Dalwood – Disability Advisor Brad Healey – Interim Lead – Hospital and Specialist Services Waitematā</p> <p><u>Other Te Whatu Ora Health New Zealand Waitematā Staff members</u></p> <p>Ravina Patel – Manager, Patient Experience Hinerau Ruakere – Māori Patient Lead, Patient Experience Sarah Timmis – Charge Nurse Director, AEM SMHOPS North Shore Hospital Grace Ryu - Operations Manager, Asian Health Services Raj Singh – Project Manager, Asian Migrant Project</p>
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APOLOGIES:

Brad Healey

AGENDA

Disclosure of Interests (see guidance)

- Does any member have an interest they have not previously disclosed?
- Does any member have an interest that might give rise to a conflict of interest with a matter on the agenda?

WELCOME

KARAKIA

1. AGENDA ORDER AND TIMING	
2. Welcome / Karakia / Introduction	
3. DISCUSSIONS	
2.00pm	3.1 Patient Experience Report – Ravina Patel
2.10pm	3.2 Māori Patient and Whānau Experience - Verbal Report – Hinerau Ruakere
4. INFORMATION ITEMS	
2.30pm	4.1 Discharge Process Update – Sarah Timmis
3.00pm	Working Break -----
3.10pm	4.2 Healthy Mother project Update – Grace Ryu
3.20pm	4.3 Asian Migrant projects Update - Raj Singh
3.30pm	4.4 Chair’s Update - Lorelle George, Chair
5. CONFIRMATION OF MINUTES	
3.40pm	5 Confirmation of the Minutes of Meeting (03/05/23) Actions Arising from Previous Meeting
6. ANY OTHER BUSINESS	
3:50pm	6.1 Community Concerns
	6.2 Area of interest for future meeting
	6.3 Meeting evaluation

**Te Whatu Ora Health New Zealand - Waitematā
Consumer Council
Member Attendance Schedule 2023**

NAME	Feb 2023	March 2023	May 2023	June 2023	July 2023	Sep 2023	Oct 2023	Nov 2023
Lorelle George (Chair)	✓	✓	✓	Cancelled				
Ngozi Penson (Deputy Chair)	✓	✓	✓		n/a	n/a	n/a	n/a
Neli Alo	✘	✓	✓					
Samuel Cho	✓	✘	✓					
Boyd Broughton (Te Rūnanga o Ngāti Whātua)	✓	✓	✘					
Dan McCool (Te Whānau o Waipareira)	✓	✓	✓					
Janet Fitzgerald	✘	✓	✓					
Insik Kim	✓	✓	✓					
Ian Ramos	✓	✓	✓					
Ravi Reddy	✓	✓	✓					
Kaeti Rigarlsford	✓	✓	✓					
Vivien Verheijen	✓	✓	✓					
Brad Healey	✓	✘	✓					
+Samantha Dalwood	✓	✘	✘					
Student representative								

- ✓ *attended*
- ✘ *apologies*
- * *attended part of the meeting only*
- ^ *leave of absence*
- + *ex-officio member*

**TE WHATU ORA HEALTH NEW ZEALAND - WAITEMATĀ
CONSUMER COUNCIL**

REGISTER OF INTERESTS

Committee Member	Involvements with other organisations	Last Updated
Lorelle George (Chair)	Consumer Advocate – Harbour Hospice, Clinical Governance Committee	03/02/23
Neli Alo	Team Leader, Youthline Manukau	08/02/23
Samuel Cho	Committee Member, Waitakere Health Link Member, Metro Auckland Asian and MELAA Primary Care Service Improvement Group (Auckland DHB and Waitematā DHB) Member, Asian Health Action and Advisory Group (Counties Manukau Health)	28/07/22
Boyd Broughton	Director of Health, Te Rūnanga o Ngāti Whātua Chief Executive Officer, Te Taumata Hauora Iwi Māori Partnership Board Mahitahi Hauora, Board Trustee	24/02/23
Dan McCool	Te Whānau o Waipareira	
Janet Fitzgerald	nil	14/03/23
Insik Kim	Committee Member, Waitakere Health Link Member, English Language Partners	08/02/23
Ian Ramos	nil	03/08/22
Ravi Reddy	Senior Lecturer, School of Health Science, Massey University Pacific Advisory Board, Eisdell Moore Centre of Healing and Balance Honorary Academic, University of Auckland	08/02/23
Kaeti Rigarlsford	nil	08/02/23
Vivien Verheijen	Member, Consumer Advisory Committee - PHARMAC Board member, Companionship & Morning Activities for Seniors (CMA) Lay member of General Standards Committee, NZ Law Society Director, Board of Comprehensive Care Limited (CCL)	14/03/23
(Student Representative)		

Conflicts of Interest Quick Reference Guide

Any Consumer Council member who has or may have an interest in a transaction or issue under discussion by the Consumer Council must declare the interest in writing to the Interim Director Waitematā. The declaration must include sufficient information that the nature of the interest and the potential for it to conflict with the interests of Te Whatu Ora Health New Zealand is clear.

A Consumer Council member may be interested in a transaction or issue if they are:

- a party to, or will derive a financial benefit from, the transaction; or
- has a financial interest in another party to the transaction; or
- is a director, member, official, partner, or trustee of another party to, or person who will or may derive a financial benefit from, the transaction, not being a party that is (i) the Crown; or (ii) a publicly-owned health and disability organisation; or (iii) a body that is wholly owned by one or more publicly-owned health and disability organisations; or
- is the parent, child, spouse or partner of another party to, or person who will or may derive a financial benefit from, the transaction; or
- is otherwise directly or indirectly interested in the transaction.

If the interest is so remote or insignificant that it cannot reasonably be regarded as likely to influence the Consumer Council member in carrying out their responsibilities, then he or she may not be “interested in the transaction”. The decision as to whether someone is “interested in the transaction” must be made by the Interim Director Waitematā.

A Consumer Council member who makes a disclosure as outlined above must not:

- take part in any deliberation or decision of the Consumer Council relating to the transaction or issue; or
- be included in the quorum required for any such deliberation or decision; or
- sign any document relating to the entry into a transaction or issue or the initiation of the transaction or issue.

The disclosure must be recorded in the minutes of the next meeting and entered into the interest register.

The Consumer Council member can take part in deliberations (but not any decision) of the Consumer Council in relation to the transaction if a majority of other members of the Consumer Council permit the member to do so. If this occurs, the minutes of the meeting must record the permission given and the majority’s reasons for doing so, along with what the member said during any deliberation of the Consumer Council Committee relating to the transaction concerned.

Consumer Council members are expected to avoid using their positions for personal gain, or solicit or accept gifts, rewards or benefits which might be perceived as inducement and which could compromise the Consumer Council Committee’s integrity.

IMPORTANT

Note that the best course, when there is any doubt, is to raise such matters of interest in the first instance with the Chair of the Consumer Council who will determine an appropriate course of action.

Ensure the nature of the interest is disclosed, not just the existence of the interest.

Note: This sheet provides summary information only.

**ACTIONS ARISING FROM THE MINUTES OF THE MEETING OF THE
CONSUMER COUNCIL AS AT 04 JULY 2023**

Meeting Date/ Minutes ref.	Topic	Action / Status
22/03/23	<ul style="list-style-type: none"> There was an expression of interest to invite Jonathan Christiansen to provide an update regarding the NZREX Doctors' new training pathway. 	Actioned: Jonathan Christiansen will attend the September meeting for an update.
	<ul style="list-style-type: none"> There was interest in knowing more about what Te Whatau Ora Waitematā initiatives are to promote health and prevent illness through programmes such as smoking cessation and diabetes prevention and management. 	Actioned: The Smokefree services team will attend the September meeting for an update.

2. WELCOME AND INTRODUCTION

3. DISCUSSION ITEMS

3.1 Patient Experience Report – Ravina Patel

3.2 Māori Patient and Whānau Experience - Verbal Report – Hinerau Ruakere

Patient Experience Feedback

1.0 National Inpatient Survey

The survey went live on 15th May 2023. The sample who receive the survey is a selection of patients who visited the hospital during the two-week period from 24th April to 7th May 2023. Participants have until the 5th June 2023 to complete the survey and results will be made available early July 2023.

The Patient Experience Team has been actively reaching out to patients who expressed their interest in receiving a follow-up phone call subsequent to completing the survey. Feedback from some of these patients was around “hospital processes and clinical procedures.” These have been shared with relevant wards to follow up on.

2.0 Friends and Family Test

2.1 Friends & Family Test Overall Results – Adult Survey

In June 2023, the Net Promoter Score (NPS) was 80 with feedback from 723 people. The NPS is up 10 points on the previous month and the number of responses is similar to last month (742 responses). The overall NPS continues to score at or above the target of 70.

2.2 Friends & Family Test Overall Results

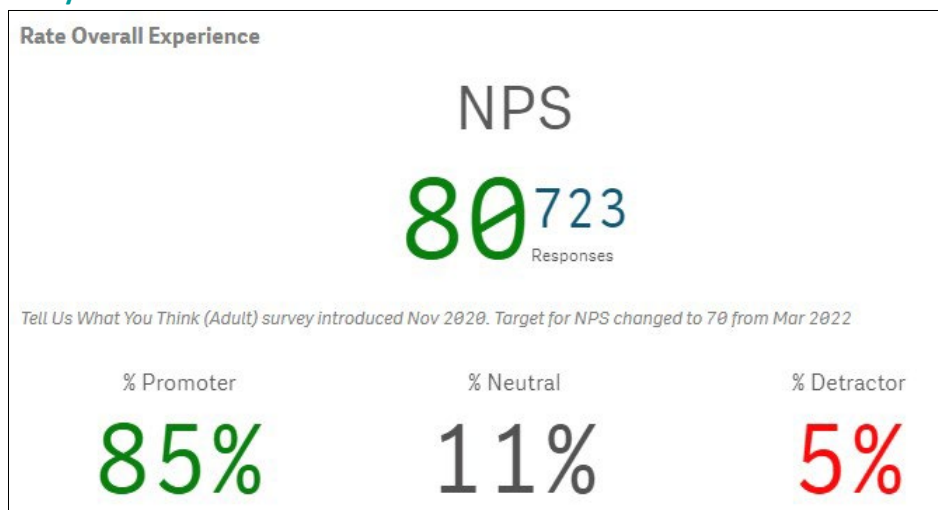


Figure 1: Waitematā overall NPS

PROMOTER - Positively rate the organisation and/or service and would promote to others

NEUTRAL – Satisfied with the organisation/service but may use another provider if available

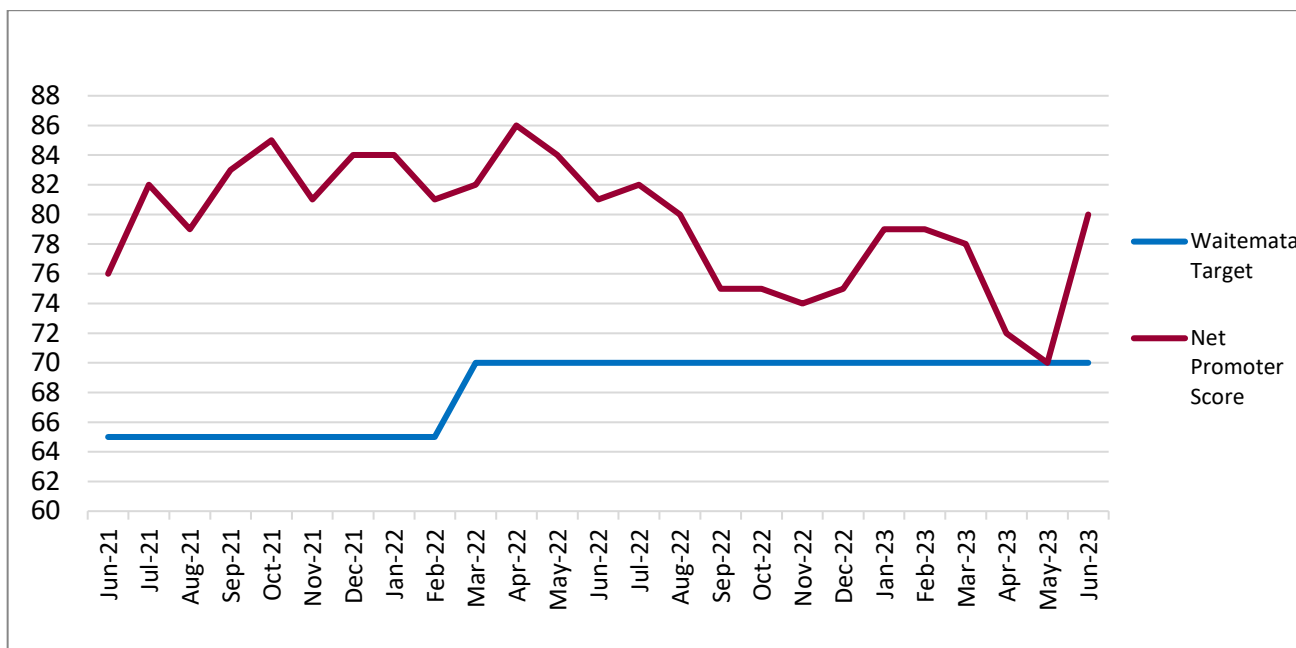
DETRACTOR – Negatively rate the organisation/service and would not promote to others

NPS is calculated by taking the detractor score away from the promoter score

Pt Experience by Service (Adult and Maternity)								
Month & Year	Surveys	Rate Overall Experience	Welcoming and Friendly	Listened To	Treated with Compassion	Involved in Decision Making	Explained in a Way I Understood	
Totals	723	80	88	85	87	75	84	
Jun-2023	723	80	88	85	87	75	84	

Table 1: Waitematā overall FFT results

Patient Experience Report (June 2023)



Graph 1: Waitematā Net Promoter Score over time

2.3 Total Responses and NPS to Friends and Family Test by ethnicity

June 2023	NZ European	Māori	Asian	Pacific	Other/ European
Responses	411	29*	85	31	167
NPS	80	90	86	77	75

*Low base size, interpret with care

Table 2: NPS by ethnicity

In June, all ethnicities scored above the Waitematā NPS target of 70, with Māori rating us most positively with a score of 90. The reasons for the high score from Māori are compassionate and helpful staff, good information and respectful staff.

June 2023	NZ European	Māori	Asian	Pacific	Other/ European
Staff were welcoming and friendly	90	93	89	87	83
I was listened to	86	93	87	84	79
I was treated with compassion	89	93	85	81	81
I was involved in decision making	82	86	79	71	78
My condition/treatment was explained in a way that I understood	84	93	91	74	78

Table 3: NPS for all questions by ethnicity

This month, all measures achieve scores above our Waitematā target. Māori scored most highly with four out of five measures achieving a score of 93.

2.4 Patient Experience Updates

➤ **Discharge Project**

On 31st May, we successfully completed our face-to-face discharge workshop. The workshop attracted a diverse range of professionals including charge nurses, pharmacists, cultural support specialists, complaints management, discharge coordinator and clinical nurse directors. Our primary objective for this gathering was to leverage the collective expertise and insights of these professionals to further elevate the quality of patient care during the discharge process.

The initial workshop exceeded our expectations, with impressive attendance and active participation from all stakeholders. Building upon this positive momentum, the team has divided into focused subgroups to capitalise on the specific areas of expertise and streamline our efforts towards enhancing patient care.

➤ **Patient Feedback**

Patient feedback in June has mostly been positive with patients reporting great staff, care and compassion as the main reasons for providing a high score.

“All staff were very helpful & professional, couldn't have been better.” (Endoscopy, WTH)

“All the staff I have dealt with without exception have been absolutely fantastic in every way.” (Cardiology Procedures, NSH)

“Service was great. Clear communication easy to understand and very friendly.” (ARDS, Edmonton)

Areas for improvement:

- Hospital – staffing levels, staff attitudes and behaviours, cold food and poor communication – not listening, unhelpful information.
- Auckland Regional Dental Service (ARDS) – poor service, not listening to patients/parents, no patience with children, teeth deteriorating due to long wait times and poor communication are among some of the issues raised.

3.0 Māori Patient and Whānau Experience

Patient and Whānau Feedback - “Tell Us What You Think” Survey

Interviews have commenced with Māori patients/whānau in North Shore Hospital with the aim to achieve around 20 interviews with younger patients aged 30-55. Our older patients aged 54-78 mostly gave very positive feedback about the service and treatment received from staff at North Shore hospital with a very small number of patients, who felt they were not being listened to or they were not involved in decision-making. A number of patients were more concerned about the nursing staff and expressed their concern with comments like, “I know that the hospital is short staffed” and “I don’t want to be a nuisance to the nurses.” This came from mostly older wāhine Māori patients.

Cultural Training for New Doctors

The first of two cultural training workshops in late July, will be focusing on Māori greetings and how to use these appropriately. Participants will be learning correct pronunciation of patient’s names, how to engage with Māori patients and will also learn a karakia so they can “lead” a whānau hui. The second workshop will be later in the year and in 2024, more training packages will be available to new doctors.

Discharge Project

To address some of the concerns for Māori with the discharge process, a cultural process that will sit alongside the clinical process has been drafted in collaboration with the Māori Equity Team. In addition, The Māori Equity Team Lead has included Equity in all of the sub group discussions.

Korero Mai: In-service at Waitākere Hospital

In-service sessions continue at Waitakere Hospital with Wards now supporting this kaupapa. There are approximately three sessions a week and the kaupapa will be completed in the next month. It is encouraging to see some Wards promoting Korero Mai with posters on the walls and doors.

Waitākere Campus Update

Paula Seymour, GM for Waitakere Hospital, has asked for cultural guidance with the Patient Experience Improvement programme currently underway at Waitakere Hospital.

Cultural training for staff

A training session about equity has been held for the Patient Experience Team with a further follow up session next month. The Child Health Community Team have also asked for cultural training around "how to connect with whānau Māori?" In addition, the Speech Language Therapists (SLS) at Waitakere Hospital have asked for support to create a questionnaire for Māori patients on the swallowing assessment process that is culturally safe and appropriate.

4.0 Volunteers

4.1 Volunteer Recruitment Statistics

Volunteer numbers are up by 16 from the previous month with another intake of high schools students as well as volunteers from other partner organisations.

Green Coats Volunteers (Front of House) (A)	Other allocated Volunteers (B)	Volunteers on boarded awaiting allocation (C)	Total volunteers available (D) (A) + (B) + (C) =(D)
42	147	03	192

Table 4: Volunteers Recruitment

Over the last few months, the Patient Experience team has successfully processed applications from our partner organisations Canine Friends and Little Miracle Trust, in addition to Westlake Boys & Girls and St. Dominican Service. The team continues to process few applications, which come through the website and word of mouth.

4.2 Volunteer Highlights

➤ **Waitākere Shop**

The Waitākere Hospital Shop has continued to thrive, demonstrating robust sales performance in the past month. As we transition into the winter season, we have seen a notable surge in the demand for essential items such as blankets, jumpers and scarves. We take pride in offering a diverse selection of products to our customers and express our sincere gratitude for their continued loyalty.

With the unwavering dedication and enthusiasm of our volunteers, we are confident in the sustained success and expansion of the Waitākere Hospital Shop. This encouraging trend attests to the unwavering dedication and support of our exceptional team of volunteers, whose tireless efforts contribute to the shop's prosperity and the well-being of our community.

➤ **Hospital Auxiliary**

For the month of June, Hospital Auxiliary donated over 1,400 items to patients and families at both hospitals (355 to Waitākere and 1,061 to North Shore). These items included 400 sleep packs, new version of padded mitts, adult fleece caps etc. These items are in addition to their usual donations of blankets, caps and baby items.



New version of padded mitts



Adult's fleece scarves

Patient Experience Report (June 2023)

➤ High School Students

The Patient Experience team has received more requests from high school students and is planning to expand the high school programme to other local schools.

➤ National Volunteer Week

The Patient Experience team celebrated National Volunteer Week with our amazing volunteers on Thursday 22 June at Waitākere Hospital and Friday 23 June at North Shore Hospital. The volunteers appreciated enjoying a meal and sharing experiences with volunteers from different roles, wards and services.



North Shore celebration



Waitakere celebration

5.0 Consumer Council Update

The Consumer Council meeting on 14 June 2023 was cancelled. The next meeting is on 26 July 2023.

HINERAU RUAKERE, MĀORI PATIENT AND WHĀNAU EXPERIENCE LEAD.

FRIENDS AND FAMILY TEST SURVEY (F & F Test) – MĀORI PATIENTS AND WHĀNAU

Data collected over the last few months suggests that Māori are happy with the service they get from the hospitals. What are the patients saying when being asked kanohi kī te kanohi about their experiences.

CULTURAL TRAINING FOR NEW DOCTORS

Equity for Māori - “Improving cultural safety in the workplace”

DISCHARGE PLANNING PROCESS FOR MĀORI

A Māori discharge process has been developed to sit alongside the clinical process for the team to follow.

CULTURAL TRAINING FOR STAFF

- Equity
- How to connect with whānau Māori

4. INFORMATION ITEMS

- 4.1 Discharge Process Update – Sarah Timmis
- 4.2 Healthy Mother project Update – Grace Ryu
- 4.3 Asian Migrant projects Update - Raj Singh
- 4.4 Chair’s Update - Lorelle George, Chair

5. CONFIRMATION OF MINUTES

5.1 Confirmation of the Minutes of Meeting 03/05/23 Actions Arising from Previous Meeting

5.1 Confirmation of the Minutes of Meeting 03/05/23

**Draft Minutes of the meeting of the Consumer Council
of Te Whatu Ora Health New Zealand - Waitematā**

Wednesday, 3 May 2023

Harakeke Room, Ground Floor, Whenua Pupuke Building
North Shore Hospital Campus and
by video conference commencing at 2.00pm

CONSUMER COUNCIL MEMBERS PRESENT:

Lorelle George (Chair)
Ngozi Penson (Deputy Chair)
Neli Alo
Dan McCool (Te Whānau o Waipareira)
Janet Fitzgerald
Insik Kim
Ian Ramos
Ravi Reddy
Samuel Cho
Kaeti Rigarlsford
Vivien Verheijen

ALSO PRESENT:

Ravina Patel - Manager, Patient Experience
Brad Healey – Interim Lead – Hospital and Specialist Services Waitematā
Fabiana Sierra - Minutes

KARAKIA

Samuel Cho led the Karakia.

APOLOGIES:

Boyd Broughton
Samantha Dalwood - Disability Advisor
Hinerau Ruakere – Maori Patient and Whanau Experience Lead, Patient Experience

WELCOME:

Lorelle George, Consumer Council Chair welcomed everyone to the meeting.

DISCLOSURE OF INTERESTS

There were no updates or additions to the interest register.
There were no interests declared that might involve a conflict of interest with an item on the agenda.

1 AGENDA ORDER AND TIMING

Agenda items were discussed in the order listed in the agenda.

3 CONFIRMATION OF MINUTES

3.1 Confirmation of Minutes of the Consumer Council Meeting held on 3 May

That the Minutes of the Consumer Council Meeting held on 3 May 2023 be received and approved.

3.2 Confirmation of Minutes of the Consumer Council Meeting held on 22 March 2023 (Agenda pages 9-16)

An update to the Minutes was requested on the third bullet point of the *Pilot wheelchairs project update* of item 4.1 for clarity of what was conveyed in the discussion. The Minutes are updated with the correction as follows:

It was suggested to involve people with disabilities in the volunteers' training sessions for direct feedback in the handling of the wheelchairs, so that volunteers can be better prepared when assisting patients using the hospital wheelchairs.

Resolution

That the Minutes of the Consumer Council Meeting held on 22 March 2023 be amended as follows and approved:

It was suggested to involve people with disabilities in the volunteers' training sessions for direct feedback in the handling of the wheelchairs, so that volunteers can be better prepared when assisting patients using the hospital wheelchairs.

Carried

3.3 Actions arising from the previous meeting

There were four actions arising from the previous meeting.

- i. There was an expression of interest to invite Jonathan Christiansen to provide an update regarding the NZREX Doctors new training pathway.
- ii. There was interest in knowing more about Te Whatu Ora Waitematā initiatives to promote health and prevent illness through programmes such as smoking cessation, and diabetes prevention and management.

4 DISCUSSIONS

4.1 Patient Experience Report (Agenda pages 19-23)

Ravina Patel (Manager, Patient Experience) joined the meeting in person. The report for March 2023 was taken as read.

Matters covered in the discussion:

Patient Experience National Survey responses:

Discharge and Medications:

- The National Patient Experience Survey has highlighted a need to improve our discharge experience for patients – help needed once home, information to manage their condition/recovery and medication side effects. The team has started a working group to improve discharge planning and support for patients. The first meeting is scheduled at the end of May and will involve the medical team including pharmacists, clinical nurse specialists, directors, charge nurses, managers, nurses, and doctors. The working group will have input from the Māori, Asian and Pacific Health teams to ensure that the feedback and the solutions are as inclusive as possible.
- Ravina presented at the National Patient Experience Group and there is strong interest from the other regions to improve the discharge process at the national level. Ravina will share the work that she and her team are doing to improve the discharge process at the next national meeting.
- One of the changes that the wards have implemented to improve discharge is having a doctor assigned to each ward (home warding system). This operational change has made some improvements but still not to the desired level. Another recurrent theme from patients' feedback on *Discharge* is the continuity of care and support that is needed for patients to continue to recover when they have been discharged home. The feedback indicates that better support is needed for patients once they have been discharged.
- The group discussed a need for a discharge lounge area. There used to be an area at North Shore Hospital, however this space was repurposed for chronically ill or palliative patients needing medical infusions.
- Currently the nurses and doctors of the wards support the discharge process. However, shortage of staff is a contributing factor to long waiting time for discharge papers.
- The Patient Experience team has been working closely with patients and whānau to design a booklet containing information and contact details of a wide range of Non-Government Organisations (NGO) and community services that patients and whānau can access to support patient recovery at home. The team is working closely with the Waitākere Health Link to finalise this project, and looking at the best way to distribute and increase outreach of this resource to ensure that it reaches a wide audience. An electronic version of the booklet will also be available and published on the website. The Patient Experience team would be happy to bring the booklet to the Consumer Council once the project is finalised.
- Frequently, services approach the Patient Experience team to help raise the standard of their service. The Patient Experience team work in collaboration with the department to identify the best way to gather feedback, this can be through a survey, phone interview or in person to gain a greater understanding of what areas of the service need improvement. The interviews often provide a higher level of detail as they capture the patients' stories, whereas the surveys do not always reach the level of depth that is often needed for a thorough analysis to find a solution.

Family and Friends:

- In relation to the *Family and Friends* measure the team have interviewed 43 patients of all ages and ethnicities in the wards to gain a greater understanding of issues related to this measure and how the scores could be improved. Some of the themes that came through were under the *Decision making* section on the level of involvement and decision making associated with the patients' care. Some of the issues conveyed by the feedback were that the way the information was communicated to patients and whānau contained a lot of medical jargon and lacked relevant visual aids. Patients expressed that they were not always feeling listened to and that sometimes they perceived a sense of dismissal from the staff. The team has shared this information with the relevant services and their nursing groups and at the Quality Executive Committee meeting to have a more in-depth discussion about how to best address these issues. The interviews with patients have been carried out by the Patient Experience team focusing on building rapport with patients to ensure that they feel comfortable to provide honest feedback. The Māori Patient and Whānau Lead staff member was involved in the interviews with Māori patients and whānau. The interviews were carried out at the North Shore site, and the next step is to do the same interviews at the Waitākere site.

Communication:

- For the past six months the *Decision making* measure for Māori patients and whānau was the one area where results showed that improvement was needed. However, the last month all measures related to communication for the Māori ethnicity showed a downward score. The Patient Experience team had a closer look at what could have caused the downward trend and found two services associated with the feedback.
 - One of the areas that was linked to the patients' feedback was that the Special Care Baby Unit (SCBU) service at North Shore Hospital lacked space and privacy and patients raised safety concerns. The Patient Experience team has brought this issue to the Quality and Executive Leadership Team (ELT) meetings. The team has been assured of the high level of safety for newborn babies as well as close proximity of medical care in case of emergency. Ravina will provide an update on progress at a later meeting to ensure that the issues with this service have been prioritised.
 - Another department reflected in the feedback received was the Auckland Regional Dental Services (ARDS). This service has a large backlog due to Covid-19, as well as ongoing staff shortage. Some of the themes on the patients and whānau feedback was related to communication. The general theme of the feedback was that some staff could offer a more compassionate and calming interaction with children. Another issue raised was related to the phone services to book/reschedule dental appointments, not being able to access the phone services and therefore dental care, with long waiting times for dental procedures. However the service has been very proactive at capturing patients and whānau feedback and is carrying out survey questionnaires in many different forms to better understand the patient experience. Ravina offered to share patient feedback with the Consumer Council. The Consumer Council also suggested looking at the current environment to convey a more welcoming and soothing space for the children. Ravina has brought this issue up with the service and they are working

on making the space more welcoming with age appropriate artwork and a colouring table.

Further updates:

- Currently the organisation is undergoing a consultation period with structural changes and several roles moving to another division/team and or being disestablished. This will directly affect the Patient Experience team as under the new operational model it will shift from the Hospital Services to the Innovations and Improvement division.

Comments and issues raised:

- It was suggested to perhaps look at a collaboration with Te Whānau o Waipareira to see how this organisation could best support the Patient Experience team to make a bigger impact for improvements in the discharge process. Dan McCool will liaise with Ravina to look at this option.
- There was a question whether the Patient Experience team will at some point engage Primary Care to take part on the discharge process for any patient follow up post-discharge. Ravina will look into this option.
- There was a query on whether the feedback provided by the survey responses could be broken down by services, but unfortunately the national survey does not capture this level of detail. The national survey went out to 2800 patients, and of that total 800 responses were received. The Quality team use Friends and Family Test data to work directly with each service to address any issues that come up on the survey results related to specific areas for service improvement.
- It was asked whether the online patient survey was an option in the future. The Patient Experience team has been working to set this up but with the current consultation process underway the completion of this project has been put on hold. The new operational model aims to streamline the patient surveys to a national standard.

The Consumer Council thanked Ravina Patel for her work and for her time.

3.00pm to 3.10pm – the meeting adjourned for a short break.

Dan McCool left the meeting at 3.30pm

5 INFORMATION ITEMS

5.1 Te Whatu Ora and Te Aka Whai Ora (Verbal)

Brad Healey (Interim Lead – Hospital and Specialist Services Waitematā) joined this meeting in person and provided a verbal update.

Matters covered in the discussion:

Te Whatu Ora organisational structure update:

- The organisation is currently undergoing a widely publicised consultation process. There are currently nine consultation documents in circulation for the past 3-4 weeks covering a wide range of areas, with each document focusing on a different area.

- The new structure aims to centralise the hospital services' enabling functions such as the finance, procurement chain, legal, HR teams, etc, that will report directly to Te Whatu Ora. However, the success of merging these different areas of the hospital services into a centralised national entity would depend on stakeholder relationships with key roles maintaining good relationships with the many different areas.
- The consultation process is currently at the end of the seeking feedback from staff stage. There is a subsequent four-week period to consider the feedback received from the staff. Then a decision will be made based on the consideration of that feedback, and this decision will then be released and shared with the staff.
- Key points of relevance to the Consumer Council:
 - The consultation process for the Hospital Specialist Services has been put on hold by the executive team at Te Whatu Ora. This decision was made to prioritise the running of the hospital services during the winter period. However, the role of the Interim Lead Hospital and Specialist Services Waitematā will be disestablished as planned. All the Interim Lead Hospital and Specialist Services roles across the country (a total of 20) will be disestablished as off the 9 May 2023. There will be a consultation process with a four-week consultation period and an additional four-week period for the feedback consideration to establish a new role. It is expected that this process could take at least until the beginning of June 2023. Once a new role has been established it will be advertised in June and recruitment will be carried out.
 - With the disestablishment of the Interim Lead Hospital and Specialist Services role the Consumer Council committee will then move to the Service Improvement and Innovation division. This service has a number of directorates, including Consumer Engagement and Whānau Voice. The Regional Manager Northern Region role will be responsible for Consumer Engagement and Whānau Voice. And this role will be the key link to the Consumer Council Waitematā. This will be confirmed once the consultation process has been completed at the end of June 2023. Dale Bramley is the National Director of Service Improvement and Innovation. There was reassurance that the Consumer Council voice would remain a key contribution to the Te Whatu Ora new organisational model with a designated directorate for the consumer and whānau voice.
- A key aim of the current restructuring process from an equity perspective is to standardise a wide range of functions at the national level. The new operational model aims to streamline processes in the medical areas such as clinical pathways, as well as functions in the digital domain, back office systems, etc. Centralising the enabling functions into one streamlined system across all regions as opposed to having 20 different systems that are not linked to each other is a more efficient way to reduce cost. A centralised structure also provides a national overview to assist with national related decisions.

Comments and issues raised:

- There is a concern of disconnection with the leadership within the wider structure due to the large scale of the national organisational model. It would be ideal to maintain a

connection with the leadership team to ensure a direct link of communication and ongoing financial support for the Consumer Council work.

- It was noted that there is a high level of uncertainty in how the localities set up will accommodate the voice of the Consumer Councils across the country. And whether the current Waitematā Consumer Council will merge with the other three Northern regional Consumer Councils (Auckland, Northland and Counties Manukau) to form one Consumer Council that will represent the Northern region or whether they will continue to operate in their current format.
- It was acknowledged that it is unclear what the Consumer Council's future remit of influence will be. It is also unclear how the Consumer Council's perspective on the community's areas of need will be incorporated into the discussions around setting priorities.
- It was noted that the current consultation process aims to bring clarity and answer these queries and address where will the Consumer Council sit in terms of funding, support and capabilities.
- It was suggested to invite a Te Whatu Ora representative that could provide an update on the vision of the localities framework.

The Consumer Council thanked Brad Healey for his time.

5.2 Chair's Update (Verbal)

The Chair made a brief mention of the recent National Consumer Council Chairs' meeting she attended. The Chair will send this information to members by email.

Health Quality and Safety Commission:

- Ngozi Penson Deputy Chair will attend this meeting in representation of the Consumer Council on the Chair's absence.

6 ANY OTHER BUSINESS

6.1 Community Concerns

It was suggested to use this time to briefly discuss consumers' concerns that may come from the community via the members, and to decide whether to escalate these concerns.

6.2 Area of interest for future meeting

6.3 Meeting evaluation

No comments or concerns were raised.

The Chair thanked the members and attendees for their time.

The meeting closed at 4.05pm.

SIGNED AS A CORRECT RECORD OF THE MEETING OF TE WHATU ORA HEALTH NEW ZEALAND -
WAITEMATĀ – CONSUMER COUNCIL MEETING HELD ON 3 MAY 2023.

_____ CHAIR

**ACTIONS ARISING FROM THE MINUTES OF THE MEETING OF THE
CONSUMER COUNCIL AS AT 18 MAY 2023**

Meeting Date/ Minutes ref.	Topic	Action / Status
3/05/23	<ul style="list-style-type: none"> • It was suggested that Ravina provide an update on progress of SCBU at a later meeting to ensure that the issues with this service have been prioritised. • It was suggested to invite a representative from Te Whatu Ora that could provide an update on the localities framework. 	To be added as points for discussion at future meetings

6. OTHER BUSINESS

6.1 Community Concerns

6.2 Area of interest for future meeting

6.3 Meeting evaluation