

Minutes of the Young Voices Advisory Group from 14 May 2024



Te Tāhū Hauora
Health Quality & Safety
Commission

Members	Natasha Astill, Naomi Vailima, Ataahua Hepi, Joshua McMillan, Tiare Makenesi, Jaden Hura-White, Ciccone Hakaraia-Turner
Chair	LJ Apaipo
He Hoa Tiaki PIC Team	Anne Buckley

1. Welcome & karakia

The meeting was opened with karakia from LJ.

Whanaungatanga – Reconnecting and sharing recent activities and networking

There was round table discussion and this led in to further discussion about how consumer voices from young Māori can be made welcome/facilitated to participate in opportunities outside Te Tāhū Hauora, such as CanTeen.

2. Minutes of previous meeting & matters arising

Minutes of the meeting on 15 February:

Correction of item 2 re Te Reo name to read:

Te reo name – Jaden offered 2 te reo options he had considered for the group as a name:

Ngā reo Māhuri

Te Rōpū Whakamana Taiohi

There were no other amendments to the Minutes. The Minutes were accepted with the correction noted.

Interests register:

This has been updated. Members were asked to forward any updates for the members' Interests Register to Dez McCormack. dez.mccormack@hqsc.govt.nz

3. Ingoa Māori

The name selected for this group is Ngā Reo Māhuri. LJ spoke briefly about the internal process of confirming the name which included consultation with Ahu Ahu Kaunuku, Māori health directorate for Te Tāhū Hauora. The names that were put forward by the group from Jaden's suggested names were appreciated and one was used as the inspiration for the final name conferred on the group.

4. Health System Activity

Members worked in groups to review a model of the health system provided on a gameboard and to match organisations with plain language descriptions/functions of each organisation. This was an activity used in the recent regional workshops in Northland and Hawkes Bay.

Feedback on the activity was that it was relevant and a good opener to wider discussions about the health sector engagement. The 2 handouts (model and description of organisations) will be shared with the Minutes.

5. Health system experience

As a follow on from the health system activity, an opportunity was provided for members to share any experiences they had in consumer engagement with the organisations. Two members, Ciccone and Tiare spoke briefly about their involvement in a youth representative group with Te Whatu Ora and the Health Promotion Agency.

6. Resources

- Lived Experience worksheet

In the previous meeting (15 February) the group reviewed and gave feedback on the two 'takeaway' handouts developed for the regional workshops – a worksheet for reflecting and capturing your lived experience, and a list of support organisations. The 'dashboard' developed for use in the regional workshop, informed by that feedback was shared with the group 'closing the feedback loop'.

The focus in this meeting was in considering these existing resources and ideas of what further could be added/alterd to create a standalone resource. Key ideas included: making the resource very visual with limited written content; using bullet points for any content; content to include consent (ownership of your story), encouraging the person to ask questions when invited to share their story, also to encourage reflection of why they were sharing their story and to consider the expected 'audience'. The use of a 'pathway' view in the design to help record sequential care experiences was suggested and supported as an idea.

7. Other business

- He Hoa Tiaki report

The April 5 2024 He Hoa Tiaki report was shared with the group and is included as Appendix 1. Anne spoke briefly to the report. There were no specific queries.

- **Our Voices programme/workshops** – the programme was discussed and members identified workshops of interest. Each of the 4 workshops is to be repeated twice, giving attendees the opportunity to attend 2 different workshops during the afternoon.

- CanTeen resource update

Josh is unable to share the resources that CanTeen utilise as there is a contract arrangement with the company that provides them, at this time.

6. Karakia and close of meeting

After an opportunity for everyone to share their reflections on the day. The meeting was closed with karakia by Ciccone.

Next scheduled hui: To be confirmed

Actions list

Date	Action	Responsibility
14 May 2024	Share the 2 Knowing the Health System Handouts with the Minutes	He Hoa Tiaki staff

Appendix 1.

He Hoa Tiaki report 5 April 2024

The following are highlights from the past few months with a focus on the third quarter of the financial year (1 January-31 March).

Consumer health forum Aotearoa



North Island consumer health forum workshops March 2024

Three consumer workshops were hosted by He Hoa Tiaki in the North Island in March with a view to building consumer interest in and capability to engage in health service improvement. The workshops took place on Friday 15 March 2024 at Terenga Paraoa Marae in Whangārei and on Saturday 16 March 2024 at Te Ahu in Kaitaia. The following weekend, the workshop was held on Saturday 23 March 2024 at Te Taiwhenua o Heretaunga, Hastings followed by an afternoon session hosted by the Office of the Health and Disability Commissioner about the Code of Rights (www.hdc.org.nz).

Consumer forum opportunities

We continue to see a growing interest in consumer opportunities being made available through the consumer health forum Aotearoa. For the period of 1 July 2023 to the present we have been able to assist organisations to recruit over 410 consumers to share their expertise through joining consumer councils and networks, participating in focus groups, joining advisory, steering or governance groups and participating in surveys. Some examples of these include:

- Recruitment drives for Health New Zealand Te Whatu Ora programmes including work focused on palliative care, cardiovascular disease, and cancer care.
- New opportunities for consumers to work with Te Tāhū Hauora Health Quality and Safety Commission including focus and advisory groups in areas of aged residential care, a national medicines steering group and the recruiting of 2 members to our consumer network.
- Testing of IT services for the National Screening Unit

- focus groups led by HDC, University of Auckland School of Pharmacy and Health Navigator

All current opportunities are listed on our website here: <https://www.hqsc.govt.nz/consumer-hub/consumer-health-forum-aotearoa/consumer-opportunities/>. They are updated regularly and are also promoted via our newsletters and via social media. Please share widely any opportunities your networks may be interested in.

Next year's programme plan includes surveying both organisations and consumers and whānau to understand more about experience and tracking the impact that consumers are having on shaping design delivery and evaluation in the health sector.

Our Voices: Shaping health care together | Ō mātou reo: He tārai tahi i te tauwhiro hauora

Our national event will be held on 15 May in Auckland at Waipuna Hotel and Conference Centre. We are happy to announce that our four workshop sessions are confirmed. You can read about the workshops below. Participants at the forum event may choose two of the four to attend.

- Digital health equity: What it is and how you can help: At this workshop, you can contribute to a paper on digital health equity, following an 'unconferencing' style. The important themes and messages for the paper will be developed by the group and inform the work of the Digital Health Equity Network that sits within the Telehealth Leadership Group (www.telehealth.org.nz). Presented by: Dr Ruth Large, Telehealth NZ and Dr Amio Matenga Ikihele (Niue | Te Whānau-ā-Apanui) is a registered nurse, and GM at Moana Connect.
- Honouring our stories, a workshop for consumers: This workshop is for consumers and whānau who are new to being involved in improving health services. Learn about opportunities to bring your voice to these improvements and preparing to share your lived experience safely and effectively in different settings. Presented by the He Hoa Tiaki Partners in Care consumer engagement team.
- How whānau voice can drive improvements: Introducing the new Te Whatu Ora Consumer Engagement and Whānau Voice team from Service Improvement and Innovation with kōrero from the Group Manager Communities, National Lead PREMS, PROMS and Insights, and National Lead Rainbow Communities, who will give you an overview of their priorities and how their lived experience will influence their mahi and how experience data can impact change. Presented by Presented by Akira Le Fevre, Suzanne Corcoran, Laura Ellis, Health New Zealand consumer engagement and whānau voice team.
- Reframing disability in health: Disability capability framework. Aotearoa New Zealand's health system does not always work for disabled individuals. Health New Zealand prioritises them in the Te Pae Tata plan. This workshop introduces the disability capability framework to help you assess the strengths and areas needing improvement for your organisation to be equitable for disabled people. Presented by: Rachel Noble MNZM and Leo Goldie-Anderson, Health New Zealand – Te Whatu Ora and Jonathan Tautari, Te Tāhū Hauora Health Quality & Safety Commission

The Our Voices [event information page](#) contains more details, including programme timing and other event and venue specifics. We still have space, so please continue to spread the word with your networks.

Forum membership

The total number of individuals who have signed up to the consumer health forum Aotearoa forum members is 921. We continue to encourage new membership. You can keep the forum growing by sharing [this sign-up link](#) with those in your network:

The following table shows the breakdown of members by ethnicity from end of quarter 4 2022-2023 through end quarter 2 (31 December 2023).

Ethnicity	Quarter 4 2022-23	Quarter 1 2023-24	Quarter 2 2023-24	Quarter 3 2023-24
Māori	Quarter 4 total: 153 (18.4%)	Quarter 1 total: 170 (19.0%)	Quarter 2 total: 174 (19.4%)	Quarter 3 total: 181 (19.7%)
Pacific	Quarter 4 total: 87 (10.1%)	Quarter 1 total: 91 (10.2%)	Quarter 2 total: 91 (10.1%)	Quarter 3 total: 91 (9.9%)
Asian	Quarter 4 total: 39 (4.5%)	Quarter 1 total: 42 (4.7%)	Quarter 2 total: 43 (4.8%)	Quarter 3 total: 46 (5.0%)
Pākehā/Caucasian	Quarter 4 total: 482 (56.0%)	Quarter 1 total: 494 (55.3%)	Quarter 2 total: 494 (54.9%)	Quarter 3 total: 504 (54.7%)
Middle Eastern/ Latin American/ African	Quarter 4 total: 17 (2.0%)	Quarter 1 total: 18 (2.0%)	Quarter 2 total: 18 (2.0%)	Quarter 3 total: 19 (2.1%)
Other ethnicity or ethnicity not specified	Quarter 4 total: 77 (9.0%)	Quarter 1 total: 78 (8.7%)	Quarter 2 total: 79 (8.8%)	Quarter 3 total: 80 (8.7%)
Total	Quarter 4 total: 860	Quarter 1 total: 893	Quarter 2 total: 899	Quarter 3 total: 921

Engagements

External engagements for this quarter were numerous, focusing much of the activity on planning and execution of our national and regional forums and connecting with the national consumer and whānau voice team at Health New Zealand Te Whatu Ora.

The PIC team met with varied organisations in relation to the code of expectations, clinical networks, EOI development for consumer opportunities and supporting the QSM submission process across the health entities. The following workshops or presentations are of note this quarter:

- Deon presented to the Australian Medical council on the development of indigenous presence and scholarship within Te Tāhū Hauora.
- Launch of Rare disorders report at Parliament.

- Lauagaia (Cat) attended the Surgical Mesh roundtable bi-monthly workshop.
- DJ presented to the national Anticoagulation quality improvement group in Auckland re: engaging consumers.

Code of expectations and implementation guide update

The implementation guide for the code of expectations was launched in July 2023 as a 'living guide' with an aim to update the guide 6-monthly. Feedback on the implementation guide can come through a number of sources including through presentations on the code and guide, the feedback option provided on each webpage, and from health entities through the consumer voice reference group (CVRG). The code of expectations and implementation guide webpages are also monitored to review the traffic to specific webpages.

In December, members of CVRG were asked to complete a survey on behalf of their entity about the current implementation guide webpages and any key changes needed. Te Whatu Ora also shared the survey with consumer engagement leads at national level. Survey responses were then used to plan immediate and later updates to the guide. For example, a few specific resources were suggested as additions, and these have now been added to the guide and further feedback is being reviewed by the team for actioning. A request for further training resources is being taken forward into planning for the coming financial year and the development of additional practical tools is ongoing in collaboration with the sector and with consumer groups.

Overall, there was appreciation of the wide range of resources included in the guide and the 'Accessibility' videos featuring Mary Schnackenberg were singled out for positive comment in the survey.

Quality and Safety Marker for consumer engagement (QSM)

The QSM submission date this period falls on 29 March. Due to the Easter holiday coupled with staff shortages, some organisations have requested more and/or assistance with this submission period. He Hoa Tiaki plan have all submissions we receive reviewed, moderated and uploaded by 21 May. We will announce the publication of these closer to the date.

Website analytics (1 June 2023 to 21 March 2024)

Our Te Tāhū Hauora website remains our main engagement tool and is used widely.

Highlights from 1 Jan to 21 Mar 2024:

- 7.2 percent of users scrolled to a depth of 90 percent on the pages they visited
- We recorded 22,367 file downloads
- There were 63,977 users that viewed 179,877 pages, and stayed for an average of 1 minute 14 seconds
- There were 2,929 users that viewed 7,897 consumer hub pages, for an average of 1 minute and 28 seconds (18 percent more than the average across the website).

Summary of consumer hub website traffic

Description of Table 1.

[Understanding co-design](#) had 667 views (426 users) in quarter 1, 518 views (375 users) in quarter 2 and 347 views (256 users) in quarter 3.

[Consumer health forum Aotearoa landing page](#) had 930 views (656 users) in quarter 1, 767 views (542 users) in quarter 2 and 663 views (332 users) in quarter 3.

[Consumer opportunities](#) had 1619 views (964 users) in quarter 1, 1840 views (1010 users) in quarter 2 and 983 views (537 users) in quarter 3.

[Code of expectations for health entities' engagement with consumers and whānau](#) had 2011 views (1117 users) in quarter 1, 1594 views (961 users) in quarter 2 and 843 views (558 users) in quarter 3.

[The code of expectations translations and accessible formats resource page](#) had 1395 views (820 users) in quarter 1, 1267 views (821 users) in quarter 2 and 522 views (385 users) in quarter 3.

[Co-designing with consumers, whānau and communities](#) had 793 views (447 users) in quarter 1, 328 views (217 users) in quarter 2 and 398 views (202 users) in quarter 3.

[Using lived experience to improve health services](#) had 389 views (243 users) in quarter 1, 245 views (165 users) in quarter 2 and 218 views (159 users) in quarter 3.

[Improving equity through partnership and collaboration](#) had 276 views (176 users) in quarter 1, 107 views (76 users) in quarter 2 and 129 views (95 users) in quarter 3.

[Accessibility and resourcing for consumer, whānau and community engagement](#) had 269 views (146 users) in quarter 1, 107 views (58 users) in quarter 2 and 86 views (56 users) in quarter 3.

Social media

Popular content was from reflection on our voices and sharing new consumer opportunities. He Hoa Tiaki social media content have the highest engagement across all social channels.

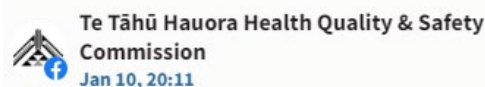
LinkedIn

50 percent of the top ten best-performing organic posts for Te Tāhū Hauora were from the He Hoa Tiaki team. Ranked #1 across the organisation was resharing an Our voices post 'Looking back at our favourite moments in the past 12'

- Clicks: 28
- Engagement: 63.27%
- Impressions: 49
- Reactions: 3

Facebook

60 percent Out of the top ten best-performing organic posts for Te Tāhū Hauora, six were content from He Hoa Tiaki. The top post ranked #1 across the Te Tāhū Hauora was our post for Our voices



As we enter 2024, we're looking back at some of our favourite moments from the past 12 months. In May 2023 we held our first Our voices | Ō mātou reo forum in Ōtautahi Christchurch. We are excited to build on the knowledge gained from our 2023 hui and work together to shape the future of health care in Aotearoa New Zealand. Register for our 2024 forum here: <https://hqsc.eventsair.com/ourvoices2024/>.



- Engagement rate: 6.32%
- Reach: 233
- Reactions: 1

Our top posts ranked: 1, 2, 4, 5, 7 and 8 across the organisation.

Instagram

60 percent of the top ten best-performing organic posts for Te Tāhū Hauora were He Hoa Tiaki content.

Our top posts ranked: #1, 4, 5 and 8 across the organisation.

The top post ranked #1 across the Te Tāhū Hauora was A featured consumer opportunity at with Te Whatu Ora for the female pelvic mesh service business group with an engagement rate of 10.53% on 5 February 2024.

- 10.53 engagement rate.
- Reach 76
- Likes: 8

