

Minutes of the Board: Meeting No. 106

9 August 2024

Date	9 August 2024
Time	10.00am – 3.00pm
Venue	Te Tāhū Hauora, 17-21 Whitmore Street, Wellington
Chair	Rae Lamb
Board members	Peter Crampton, Andrew Connolly, Shenagh Gleisner, Tristram Ingham (zoom), David Lui, Jenny Parr (Zoom), Ron Paterson, Tereki Stewart (zoom until 12pm).
Te Tāhū Hauora staff	Peter Jansen, Bevan Sloan, Martin Thomas (item 10), Holly Bodiam (item 11), Adrian Portis and Heidi Cannell (item 12), Paula Farrand (EA to the board).
Apologies	
Guests	Ria Earp, Chair, Te Kāhui Piringa Angie Smith, Co-chair, Te Kāhui Mahi Ngātahi (zoom) Morag McDowell, Health and Disability Commissioner (zoom)

The hui began at 10.00 am.

1. Board only time

The CE's performance review and new KPIs were discussed.

2. Board and Chief Executive time

3. Board, Chief Executive and Director of Finance and Digital - budget / finance discussion

Tereki Stewart left the meeting at 12pm.

The chair welcomed the chair of Te Kāhui Piringa, the co-chair of Te Kāhui Mahi Ngātahi and the Health and Disability Commissioner to the meeting at 12.50pm.

4. Standard business

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| 4.1 | Minutes of the meeting held 14 June 2024 | Rae Lamb |
| | No changes were made to the previous minutes, which were taken as read and approved. | |
| 4.2 | Actions update from 14 June 2024 | Rae Lamb |

Action 14 was noted as not completed.

Sharing patient voices with Colleges was noted as complete and to be closed.

4.3 Interests register **Rae Lamb**
Updates to the Interests Register are to be provided to the board secretary.

4.4 Board activities **Rae Lamb**
Additional board activities are to be provided to the board secretary.

5. Patient story **Peter Jansen**

The Chair shared the 'Understanding Overshadowing' video and it was distributed to attendees post-meeting.

Te Kāhui Mahi Ngātahi Co-Chair noted the strong and consistent messaging in the video's content.

6. Te Kāhui Mahi Ngātahi environmental scan **Angie Smith**

Te Kāhui Mahi Ngātahi Co-Chair provided board members with the regular environmental scan which was taken as read.

The summary of issues that was tabled at the July board meeting was referenced with regard to item 18 in particular, noting that a number of Te Tāhū Hauora staff who were recently farewelled had a close relationship with the consumer group, and their contribution was recognised.

Concerns were noted around elements of the health system including:

- Workforce shortages continue to be a concern, particularly in rural areas.
- Te reo Māori being removed from Te Whatu Ora material/references.
- Transgender and LGBT nurses and staff were noted to be working in unsafe environments.

Consumer councils have noted that there has been little consumer consultation or engagement on regional council membership, and the question was raised as to what influence the board had over such matters. The chief executive noted that he would raise the issue with Te Whatu Ora directly.

A board member noted that the new deputy chief executive roles offer some hope for improving the processes around raising clinical concerns.

A board member asked if, regarding the code of expectations, there were opportunities to build in issue resolution. The chief executive noted that we work with Manatū Hauora and entities themselves on this but that currently a number of entities are not reporting, noting that the reporting mechanism was through the Quality Safety Markers.

Thanks were given to the chief executive for his willingness to pick up the phone and deal with issues as they arise.

Two recommendations were agreed from the discussion:

- 1) The board consider and ask management to prioritise that all patients have access to care with primary care organisations (it was noted that Boyd Broughton had previously recognised the efforts of Te Tāhū Hauora).
- 2) The board consider the issue of appropriate storage of medicines with Pharmac and Medsafe.

The chief executive noted that he is already meeting with Pharmac and that we will follow up on both recommendations.

7. Health and Disability Commissioner report

Morag McDowell

The Health and Disability Commissioner (HDC) joined virtually to present her report.

The Commissioner noted the issue that had featured recently in the media, of difficulties in people getting access to GPs, and another issue of prescriptions not being sent to pharmacies when required.

The Commissioner noted the potential for quality of care issues if telehealth was adopted as a solution to access to care issues and has brought this to the attention of Te Whatu Ora.

The Commissioner noted the HDC's recent focus on disability issues and their 17 July report containing recommendations that Whaikaha implements a consistent framework across support providers around expectations and quality of care.

The issue of comorbidities and their identification needs to be recognised as an area of risk and the Commissioner will engage with Te Tāhū Hauora on this and potentially raise it at the National Quality Forum.

The Commissioner noted that complaints levels continue to be high.

A board member noted their concern about retribution behaviour against those who complain about their care which he has been hearing reports around.

The Health and Disability Commissioner left the meeting at 1.40pm.

8. Chief Executive report

Peter Jansen

The Chief Executive report was taken as read. The Chief Executive highlighted the ongoing media focus on changes within Te Whatu Ora.

A board member queried a reference to aligning views with the recently appointed Commissioner of Te Whatu Ora. It was explained this was about giving the Commissioner the opportunity to comment on the draft clinical governance framework.

Board members commented about the focus on the Treaty in the current media and political environment and how this has translated into less use of te reo within the health sector and the need to maintain visibility of the Treaty principles.

It was noted that working with those who need it most is how we achieve equity and we need to be tactical in our approach to achieving this.

9. Finance and risk report

Bevan Sloan

The finance report and risk report were taken as read.

The Director of Finance and Digital noted that he was looking at extrapolation of finances across the next two years to ensure no surprises.

Board members noted that the external risk report needed to better reflect what is happening outside Te Tāhū Hauora. Ideally it would articulate how the risks relate to Te Tāhū Hauora achieving its strategic goals and be relevant to our areas of interest – risks to the sector and to the business.

It was noted that there was a risk of the risk register going too broad.

A board member noted that the reporting should convey risks to quality and safety in the system and potentially include the system-level risks which directly influence quality and safety – similar to what Te Tāhū Hauora recently provided to the Minister.

It was noted that any lack of compliance with the Code of Expectations could be included in reporting.

10. Transition plans with Te Whatu Ora

The Director of Safety and Quality/Clinical Director joined in-person and his paper was taken as read.

The Director noted ongoing discussion with Te Whatu Ora around potential transitioning work programmes from Te Tāhū Hauora. It was agreed that clear transition planning must be in place to continue the work once transferred.

It was suggested that this could be included in the risk register and potentially raised between the chief executives via correspondence.

The board and chief executive were in agreement that programmes could only transfer once Te Whatu Ora is in a position to continue the work.

11. Change process update

Holly Bodiam

The Director of People, Culture and Capability joined in-person for this item.

The Director provided a brief update noting positive progress in recruitment and that things were progressing well post-restructure, noting morale appeared to be up and planning for improved staff engagement is underway.

12. Draft annual report 2023/24

Adrian Portis & Heidi Cannell

The Manager and Senior Advisor of Strategic Support and accountability joined in person and led this item.

Board members noted that the draft annual report is currently being reviewed by the executive leadership team. It was noted there is a move generally to smaller reports and to avoid the tendency to include everything. It was suggested Te Tāhū Hauora adopted a similar approach, and also to ensure that any claims around outcomes in the report are well evidenced.

The Chair of Te Kāhui Piringa noted the successes to date of mental health and other third-party programmes and the benefit of capturing such information in the report.

13. Noting papers

All papers were taken as read.

Board members proposed various minor edits to the draft refreshed Statement of Intent.

Board members discussed upcoming sector events and whether they could/should participate, with concern being raised that attendance at some events may influence meeting dynamics. It was agreed that no more than two members should attend events at a time.

Agenda items for 4 October meeting

The following items will be included in the agenda for the 4 October 2024 board meeting:

- Draft annual report 2023/24

- How we capture risk
- How we are engaging in primary care
- Strategy and where we are at

The meeting closed at 3.15pm with a shared karakia.