



## Our First Year

Back row (left to right): Nigel Miller (Chief Medical Officer), Emily Gill (Executive Assistant), Jason Searle, Ilka Fedor, Sarah Derrett, Bronnie Grant, Martin Burke, Hana Halalele. Front row: Matt Matahaere, Rosa Flaherty, Paula Waby, Lesley Gray, Kelly Takurua, Charlotte Adank (CHC and Clinical Council's Facilitator)

**The Community Health Council (CHC)** is an advisory council for the Southern District Health Board (DHB) and WellSouth Primary Health Network (hospital and community health services including GPs) and has enabled a stronger patient voice to be heard across the Southern district. The CHC was established in February 2017, with the appointment of eight community members and the Establishment Chair, Professor Sarah Derrett.

We were very fortunate to have so many willing and engaged people to apply to be on the Council and members of the CHC want to maintain these connections going forward. The selection process involved a group interview in which applicants took part in a number of exercises. Ensuring there was diversity on the Council was of great importance, as well as having geographical representation from across the district which we believe we have now attained. Throughout the year, further members were recruited to the CHC; and we now have eleven members.

The CHC meet monthly and our views and recommendations are listened to by a forum made up of DHB and WellSouth Executives (including but not exclusively, the DHB CEO- Chris Fleming, WellSouth CE- Ian Macara, DHB Chief Medical Officer of Health - Dr Nigel Miller). Our opinions and viewpoints are

*“The CHC is a great opportunity for our community to have input into a system we partake in. I think there is a great future ahead where community voices like ours will become part of the systems that will be created - Kelly Takurua”*

not always in agreement but it is an opportunity to allow our community and whānau voices to be heard across the table, and listen and respect decisions that need to be made.

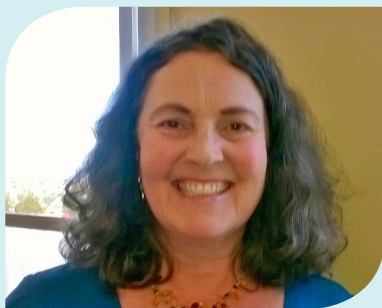
We believe our biggest achievement for the year has been the development of our CHC Community, Whānau and Patient Engagement Framework and Roadmap. This sets a benchmark for what the CHC believes is true community, whānau and patient engagement and puts the patient at the centre of everything we do. The CHC has a range of networks and people that want to be involved in decision-making and help to make a difference to the way the Southern health system delivers better quality services.

## Current members:



**Mr Martin Burke. Dunedin.**  
**Term commenced: Feb 2017**

Martin has held regional and national positions in Mental Health Addictions Service / Consumer Advisory roles. Currently, he is a Clinical Lecturer at the University of Otago, Christchurch School of Medicine. He holds Post Graduate qualifications in both Physical Education and Public Health. Martin is currently a member of the Health Quality and Safety Commissions Consumer Advisory Group in Mental Health and Addictions. Martin's health fields of interest include alcohol and drugs, long-term conditions and men's health.



**Professor Sarah Derrett  
(Establishment Chair). Dunedin.**  
**Term commenced: Feb 2017**

Sarah teaches health systems and public policy, and is Director of the Injury Prevention Research Unit, at the Department of Preventive and Social Medicine, University of Otago. Sarah's research and health interests are focused on patient-reported health and social service experiences, outcomes, and equity. She sits on the Executive of a national patient and family-led charity (Bowel Cancer New Zealand), and the Board of a community mental health respite service (Kōputai Lodge) in Port Chalmers.



**Ms Ilka Fedor. Dunedin.**  
**Term commenced: Feb 2017**

Ilka has completed her Master's degree at Otago University and is also trained as a Primary School teacher. Ilka is actively involved with a number of community committees in Dunedin including the cycling advocacy group SPOKES and the Caversham Toy Library. Ilka is also a mother to three young children. Ilka's health fields of interest include youth and children, and women's health.



**Ms Rosa Flaherty. Dunedin.**  
**Term commenced: Feb 2018**

Rosa Flaherty is 17 years old and is pursuing a Bachelor of Law at Otago University. Rosa has been involved in community radio at Otago Access Radio. While at school she established a Lesbian, Gay, Bisexual, Trans, Queer, Questioning and Others (LGBTQ+) support group for students and went on to facilitate a Rainbow Leadership group with other schools across Dunedin. Rosa's health fields of interest include LGBTQ+ rights within the health system, mental health, and youth representation within the health system.



**Mrs Bronnie Grant. Gore.**  
**Term commenced: Feb 2017**

Bronnie is a secondary school trained physical education teacher who has worked both in Southland and overseas. Bronnie has been out of teaching for seven years, raising her three children on a farm outside of Gore. Most recently, Bronnie has been involved with co-leading the establishment of the Gore Kids Hub project which was successfully completed and opened in February 2016. Bronnie's health fields of interest include youth and children, women's health, and rural health.



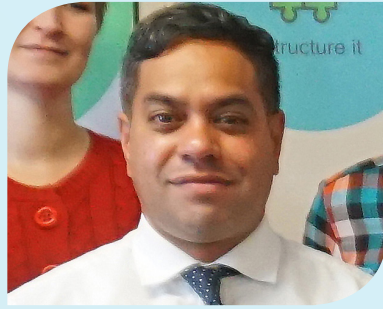
**Mrs Lesley Gray. Invercargill.**  
**Term commenced: Feb 2017**

Lesley is a retired registered general & obstetric nurse, with a certificate of Social Work from the University of Otago. Lesley is actively involved in a number of community groups such as Seniornet, Cardiac Club, Combined Fellowship Club, Meals on Wheels, Coffee Club, U3A and Women's Club. Lesley has held a position of Volunteer Community Coordinator with the Office for Seniors for six years. Lesley's health fields of interest include older persons and women's health.



**Mrs Hana Halalele. Oamaru.**  
**Term commenced: Oct 2017**

Hana has over 15 years' experience working as a Probation Officer for the Department of Corrections. Hana is a New Zealand born Samoan and is involved with the Waitaki community through the Oamaru Pacific Island Community Group, Oamaru North School Board of Trustees, Waitaki Safer Community Trust, St Pauls Otepoti Presbyterian Church, and is Co-Chair of the Oamaru Pacific Island Network Group. Hana's health fields of interest include mental health, alcohol and drugs, Pacific Peoples' health, youth and children.



**Mr Matt Matahaere. Dunedin.**  
**Term commenced: Apr 2018**

Matt works at the University of Otago in the Office of Māori Development where he is working on projects focused on the recruitment, retention, and success of Māori students. Matt has a Bachelor of Arts and a Masters in Peace and Conflict Studies. His interest in health developed through work he did for Māori and Pacific health providers and the Alcohol Liquor Advisory Council. He is affiliated with Ngāi Tahu and Te Rūnanga o Ōtākou. Matt's health fields of interest include mental health, Māori health, youth and children.



**Mr Jason Searle. Cromwell.**  
**Term commenced: Apr 2018**

Jason works as a surveyor in Cromwell. He has a Bachelor of Science majoring in Zoology and Ecology at Massey University. Jason has a strong sporting background and has recently completed the GODZONE endurance race. He is part of the Clyde Rugby Team and a volunteer of the Urban Fire Brigade. Jason's health fields of interest include rural health and men's health.

**Previous Members:**



**Mrs Kelly Takurua. Tapanui.**  
**Term commenced: Feb 2017**

Kelly was born and raised in Gore until her family moved to Tapanui. Kelly has undertaken a number of courses relating to social services and mental health addictions in Dunedin and Invercargill. Kelly is currently working as a Social Worker/Manager for Te Iho Awhi Rito Social Service, a marae-based social service provider in rural Southland. Kelly's health fields of interest include mental health, alcohol and drugs, Māori health, and primary health.



**Ms Paula Waby. Dunedin.**  
**Term commenced: Feb 2017**

Paula has lived experience of disability. She is the Local Coordinator for Otago Blindness Network, President of the Dunedin branch of the Disabled Person's Assembly, and representative on the World Blind Union. Paula works as an audio transcriber and runs a small business offering braille production and technology training for the blind. Paula's health fields of interest include disability, older persons, women's health, and primary health.

**Mrs Takiwai Russell-Camp**  
**Dunedin. Term: Feb - Dec 2017**

**Mr Russell MacPherson**  
**Winton. Term: Feb - Aug 2017**



# The Year Ahead 2018/19

The Council is excited about the year ahead especially to progress their Community, Whānau and Patient Engagement Roadmap, which has the full support of the DHB Commissioners, Iwi Governance, Clinical Council, and the Executive Leadership Teams at both the DHB and WellSouth. The Roadmap is focused on staff involving community, whānau and patients in decision-making throughout the Southern health system. Since their inception, CHC members have been assisting with requests from services for community, whānau and patient advisors, however this is not sustainable, hence the roadmap was developed. It has been a great experience to engage with a range of people to understand what worked and how we can achieve better health outcomes.

“ I feel that patients have such a wealth of knowledge when it comes to how healthcare can be planned, as we are the ultimate users of the system and the ones effected by the policies created - Ilka Fedor ”



The CHC will have oversight of engagement activities across the health system to ensure the principles of engagement and quality improvement changes are made.



There are plans for the Council to host a symposium in February 2019, where all advisors will share and learn from their experiences, participating in projects.



It is expected the CHC will be involved with the upcoming Mental Health Inquiry and the Hospital rebuild at the Dunedin site. The CHC will be working alongside the DHB in the development of a local Disability Action Plan.

# Community Health Council Participation

Throughout 2017/18 the Council has provided advice, recommendations and/or support for pieces of work being undertaken within the Southern health system. Outlined below are some key highlights from the last 12 months:



## Southern Health Website

Some members of the Council were involved with the procurement for a supplier to undertake this work. The CHC will be involved with this project as it develops.

## Staff Recruitment

A number of CHC members were involved with the recruitment process for staff members during the Southern DHB restructure.

## Discussion Paper on Family, Whānau Accommodation for the Dunedin Public Hospital Rebuild

The CHC developed a joint discussion paper with the Clinical Leadership Group around what accommodation requirements were needed for family/whānau in the development of the new hospital. This was accepted by the Southern DHB Facilities Redevelopment Executive.

## Patient Stories

CHC members have been strong advocates for this project. The new patient series provide individuals the opportunity to tell their stories, good and bad, to help improve our services. These stories are to be used in a variety of forums (e.g. staff education purposes) and some will be used in a wider communication campaign where the general public can view them. Some members of the Council have even told their own personal stories.

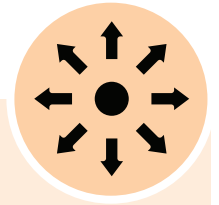
[www.southerndhb.govt.nz/pages/patient-stories](http://www.southerndhb.govt.nz/pages/patient-stories)

## Primary and Community Care Strategy & Action Plan

A CHC member sat on the Steering Group for this work and the Council offered advice throughout the development and engagement stages. The CHC plan to be involved with the implementation of this significant piece of work.

## DHB Feedback Brochure

Members provided feedback on the DHB Feedback brochure that is provided to patients after they have experienced care at any Southern DHB site, or for anyone that is visiting and wants to provide feedback.



## External Projects:

### Health Consumer Councils NZ (HCCNZ)

The CHC Chair and Facilitator are part of the HCCNZ group. This group is made up of representatives of DHB Consumer Councils, Health Quality & Safety Commission and Ministry of Health (MoH). This network provides the opportunity to learn from other places or share work that is being undertaken.

### MoH Electronic record

The Ministry of Health sought consumer input into information required for a digital health record. A workshop was held in Dunedin, as part of a national roadshow, which a number of CHC members participated.

### Choosing Wisely

The CHC Chair attended a forum focused on the implementation of Choosing Wisely and this topic has been discussed at Clinical and Community Health Councils.



## Membership of Southern health system Standing Committees:

### Clinical Council

The CHC Chair attends the DHB Clinical Council which is focused on clinical governance across the organisation.

### Sexual Health Services Governance Group

A CHC member sits on this group which has a purpose to improve sexual and reproductive health outcomes for people living in the Southern district with the principle of equity underpinning service planning and delivery.



## Podcasts - Otago Access Radio

- **Southern Health Future - Community health Council.** July 2017. <http://www.accessradio.org/Player.aspx?eid=5cabf81e-8689-4afe-9d27-08ba659ed69d>
- **Notable Access Show with Chris Ford - Community Health Council.** November 2017. <http://www.accessradio.org/ProgrammePage.aspx?PID=71e3a91e-b09f-4cdb-982c-8dc5425c1d19>
- **Southern Health Future - Community health Council.** November 2017. <http://www.accessradio.org/ProgrammePage.aspx?PID=f1a30c72-6c86-45f3-9d63-6e72b4494227>



## Papers/ Articles by CHC

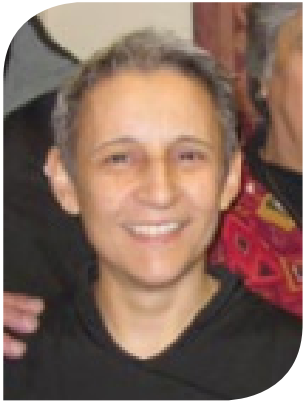
- **Key Messages** are published on the DHB website after each meeting. <https://www.southerndhb.govt.nz/pages/community-health-council/>
- **Representatives chosen for Southern Community Health Council.** December 2016. <https://www.stuff.co.nz/southland-times/news/87660673/Representatives-chosen-for-Southern-Community-Health-Council>
- **Southern DHB press release.** February 2017. <https://www.southerndhb.govt.nz/news/media-releases/community-health-council-holds-inaugural-meeting/>
- **Southern DHB Better Health.** April 2017. [https://www.southerndhb.govt.nz/files/19736\\_20170421121457-1492733697.pdf](https://www.southerndhb.govt.nz/files/19736_20170421121457-1492733697.pdf)
- **Aim to up community health sector voice.** June 2017. <https://www.odt.co.nz/news/dunedin/aim-community-health-sector-voice>
- **Article published in Health Quality and Safety Commissioner Newsletter.** July 2017. <https://www.hqsc.govt.nz/our-programmes/partners-in-care/news-and-events/news/2997/>
- **Introducing the CHC members.** October 2017. <https://www.youtube.com/watch?v=gfCMuvhy11M>
- **Health Watch – Southland Express.** Dec 2017. Short article and photo about the People's Caucus meeting held in Invercargill.
- **CHC- Community, Whānau and Patient Engagement Framework & Roadmap.** March 2018. [https://www.southerndhb.govt.nz/files/22315\\_20180319100713-1521407233.pdf](https://www.southerndhb.govt.nz/files/22315_20180319100713-1521407233.pdf)



## Presentations by the CHC

- **Administrators Symposium,** Dunedin. 11 October 2017
- **Administrators Symposium,** Invercargill. 12 October 2017
- **People's Caucus Forum,** Invercargill. 18 November 2017
- **People's Caucus Forum,** Cromwell. 25 November 2017
- **People's Caucus Forum,** Dunedin. 2 December 2017
- **People's Caucus Forum,** Cromwell. 2 December 2017
- **Iwi Governance, People's Caucus Forum,** Dunedin. 6 December 2017
- **Xcelr8 Training Course,** Dunedin. 29 January 2018
- **Executive Leadership Team,** Dunedin. 1 March 2018
- **Iwi Governance,** Dunedin. 6 March 2018
- **Clinical Council,** Dunedin. 9 March 2018
- **Southern DHB Community, Public Health Advisory Committee,** Dunedin. 21 March 2018

# Reflections



As we move to reduce the inequities in our health system, the CHC is a critical component of this and ensuring whānau voice, is a voice of change. Thank you for all the work that has taken place so far, it is a journey and a necessary and fundamental one.

**Odele Stehlin, Chair of Iwi Governance Committee**



CHC has already made a positive impact, further representing patients and whānau in the Southern health system. As we move towards greater integration of health services, the council's work will continue to influence how we can best provide healthcare services to meet the needs of people and communities across Otago and Southland.

**Ian Macara, Chief Executive, WellSouth**



The Community Health Council has made an exceptional start in establishing itself as what I am sure will become a genuinely transformational force for the delivery of health services in our district.

Their role is to ensure that the experience of patients and health care users remains at the centre of the strategies, initiatives and services we offer. They have participated in critical organisational discussions, and developed systems to ensure the patient voice extends far beyond their team.

Already, they have made a difference to the culture at the DHB, with the comment, 'We need to hear from the Community Health Council' becoming increasingly second nature as issues are proposed and discussed across many forums.

I congratulate the Community Health Council on their work, and look forward to further developing our partnership with them in the years ahead.

**Chris Fleming Chief Executive, Southern DHB**



I would like to acknowledge the work and commitment of all Council members who have gone beyond the requirements of their roles to make the first year of the CHC a success. I would also like to acknowledge the encouraging support we have received from all DHB and WellSouth staff in this new way of working and look forward to the opportunities that lie ahead.

**Sarah Derrett, Establishment Chair of CHC**

# Community Health Council

## Community, Whānau and Patient Engagement Framework

### Our Strategic Goal

Our communities, whānau and patients are active partners in the Southern health system design, planning and decision-making to achieve improved health processes and outcomes.

### Our Guiding Principals

Respectful & Equal process

Genuine & Trusting

Meaningful & Purposeful

Empowering & Sustainable

Inclusive & Accessible

### Across These Domains

Personal care & health decisions

Community & public health services

Policy, strategy & governance

Programme, service & facility design

### Our Engagement Approaches



Provide health information in ways that assist understanding



Help to get feedback on particular health issues (e.g. policy or decision)



Work directly with people to ensure that their concerns & aspirations are understood & considered



Partner with communities, whānau & patients to address particular issues and help to apply solutions



Communities, whānau & patients are a key part of the decision-making in the Southern health system

**TIRITI O WAITANGI**

**PARTNERSHIP, PARTICIPATION, PROTECTION**