

# Community Health Council

## Annual Report

2022 – 2023



**Te Whatu Ora**  
Health New Zealand  
Southern

 **WellSouth**  
Primary Health Network  
Hauora Matua Ki Te Tonga



## Contents

- 1 Message from the Chair Lyneta Russell
- 2 Message from Group Director of Operations – Southern – Hamish Brown
- 2 Message from Chief Executive, WellSouth Primary Health Network – Andrew Swanson-Dobbs
- 3 Your Community Health Council
- 4 Summary of the Year 2022 – 23
- 6 Key Projects
- 7 Consumer Engagement in Projects
- 8 CHC Representation on Committees and Project Groups
- 9 Appendix 1 – Community Health Council Membership
- 11 Appendix 2 – CHC Advisors

# Message from Chair Lyneta Russell



I feel very privileged to have the opportunity to Chair the Community Health Council and to follow in the footsteps of Karen Browne, the Chair from January 2019 until the end of January 2023. Karen was well known throughout the Southern DHB and Te Whatu Ora South/WellSouth for the knowledge and commitment that she brought to the position. Her hand over to me indicated the spread of her input across the southern primary and secondary services, and the wisdom and

knowledge on community engagement that she shared.

Since the beginning of February 2023, the Council has been very aware of some of the pressures that both Te Whatu Ora and WellSouth have been under. Workforce issues are impacting all services and most staffing groups, and this during a period of significant change within those same services. It has not been an easy time for all, and the Council extends their gratitude to all the staff for the work that they do, despite the difficulties, to ensure that our southern patients, consumers and communities continue to receive a high standard of support and care most of the time.

Often, we hear of the failings, where things have gone wrong. And while these things shouldn't happen because they impact enormously on individuals, family, whānau, and communities it is important to remember that many of these events happened some time ago. Over the past year I have been given the opportunity to see many positive

changes happening. There are numerous pieces of work being done by staff and processes put in place to reduce adverse events, to learn from when things have gone wrong, and to listen to the voice of patients, families and whānau. The Code of Expectations has given power to the voice of patients and whānau and Te Whatu Ora Southern and WellSouth are keen to involve them in projects and learning experiences.

Our group of Community Advisors participate in numerous projects across the region using their experience and their interest to have input into many aspects of the southern health and disability services. From input into the hospital rebuild to adverse events and specific service groups such as the endoscopy oversight group, community advisors help ensure that consumers have input across service design and development, implementation and review and evaluation. On behalf of the Community Health Council, I extend my thanks to this wonderful group of people who give up their time and share their knowledge and experience to benefit all of us in the southern region.

Finally, I want to extend my thanks to the support the Community Health Council is given from Hamish Brown Group Director of Operations, Te Whatu Ora Southern, and Andrew Swanson-Dodds CEO WellSouth. Not all Consumer Councils across NZ share the same level of support and so we don't take this support lightly. Our collaboration is what will help ensure effective partnerships and communication pathways for our Southern patients, whānau and communities.

## Hamish Brown

Group Director of Operations – Southern,  
Te Whatu Ora



On behalf of Te Whatu Ora Southern I would like to thank the Community Health Council for another year of support and assistance in making a difference to health care services for our community.

2023 has been another challenging time for health in Southern and across Aotearoa – there are health care worker shortages and COVID-19 is still prevalent and affects many in our community including our staff. We continue to encourage people to keep up to

date with their vaccinations and boosters. The transition to Te Whatu Ora has been a positive step to changing the way we structure and deliver health services to ensure all New Zealanders get the services they need and to meet future challenges.

Te Whatu Ora Southern enjoys a respectful and collaborative working relation with the Community Health Council members and advisors, who provide perspectives of health journey experiences and interests, as well as a geographical representation from across the Southern district. Of particular note is the work the Council has contributed to for the Time for Change – Te Hurihanga Mental Health Programme, a Te Whatu Ora Southern-led initiative to address health, equity, location, social and systemic issues, and put people at the centre of care. The programme was established after a comprehensive independent review in 2021 confirmed the mental health service was fragmented, overloaded, complicated, and difficult for some people to navigate and access.

The Community Health Council is an invaluable resource for improving health care journeys for our Southern community and I look forward to working with them into the future.

## Andrew Swanson-Dobbs

Chief Executive, WellSouth Primary Health  
Network



WellSouth Primary Health Network, like other health organisations, has transitioned back into 'business as usual' following years where the COVID pandemic response dominated our service delivery. Out of this has come new and positive ways of working and providing care for our community. Nevertheless, we still face old pressures including workforce shortages and funding demands. For us, putting whānau and equity at the centre of our work, provides us a clear vision. We are

developing a workforce that focusses on equitable outcomes, and an approach that strongly emphasises engagement.

The role of the Community Health Council to ensure and enable community participation supports this direction. The ongoing and important dialogue provides us with a critical soundboard and feedback mechanism to help steer us.

It's not only WellSouth that benefits. The collaborative nature of this relationship contributes to equitable health outcomes for our patients, whānau and our communities across Otago and Southland.

We appreciate and value the role of the council as well as with new Chair, Lyneta Russell, who has welcomed the working relationship between WellSouth and the Council.

We look forward to ongoing co-operation, advice, and feedback in the coming 12 months.

# Your Community Health Council



## Who We Are

The Community Health Council is an advisory council for Te Whatu Ora Southern and WellSouth Primary Health Network (hospital and community health services including GPs) and enables a stronger community, whānau and patient voice to be heard in decision-making across the Southern region. The CHC has a rotational membership of up to 12 members, with members representing different areas of health journey experience or interest, as well as geographical representation from across the district. See Appendix 1. As well as the CHC members on the Council, there is a database of over 80 Consumer Advisors, who may be selected to work on any project within their indicated health interests or experience. See Appendix 2.

## 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.

## Strategic Vision

In 2023 the Community Health Council updated its Strategic Vision.

*"The Community Health Council is dedicated to empowering community voices, championing positive change, and promoting equity within the Southern health system. By fostering strong and valued relationships with Te Whatu Ora Southern and WellSouth, the council actively supports the consumer engagement space, amplifying the consumer voice to enhance patient experiences and improve health outcomes."*



# Summary of the Year 2022/2023

## Guests to CHC

To enable the Community Health Council to perform its function as an advisory council, guests are invited to monthly meetings to present their work and receive advice on how to progress this. In the last year, the below guests attended meetings.

### July

- **Miranda Buhler – Carpal Tunnel Programme**

Miranda provided an update on this pilot project which had been well-received – trial of telehealth to increase access to the service. Consumers felt their needs were being met in this way.

- **Michelle Archer and Sara Evans – Maternity Quality and Safety Programme Governance Group**

Overview provided to CHC of this group, which has just recruited new consumer advisors. Looking at how they can provide equitable service across the district.

### August

- **Stuart Barson and Andrew Lesperance – Localities and how CHC can contribute to this work.**

Feedback sought from members about how they felt CHC could contribute to localities work, aimed at ensuring equitable service for all communities, as determined by those communities.

- **Emma McDonough – Rural hospitals – an update from the new Service Manager**

Working on a rural health strategy but needing to encompass that each has different operating models. Needs Assessment has been published, focus subsequently is whether those needs are being met.

### September

- **Dot Brown – Access and Choice Programme**

Update on programme – Over half of enrolled population have access, but not yet in half the practices. Also working to develop a collaborative dashboard that informs practice.

- **Sam Murray – Signage and Poster Policy**

Recognition that organisation needs a policy on this as Covid showed up how much inconsistency there is in this space. Sought feedback on what was needed from the consumer perspective.

### October

- **Hywel Lloyd – Clinical Governance**

Developing a clinical governance policy which will eventually produce a framework for all departments, including rural and primary health to follow.

- **Megan Boivin – Patient Flow**

Aiming to improve communication around discharge so that patients and whānau are more prepared, seeking feedback on what considerations needed to be taken into account from consumer perspective.

### November

- **Patrick Manning and Emily Gill – Clinical Transformation Group**  
Consideration of relationship between CHC and Clinical Transformation Group for New Dunedin Hospital given that neither are in governance roles. Further feedback to be provided from members.

- **Simon Donlevy and Craig Ashton – Endoscopy Oversight Group Update**

Performance now in line with expected standards for the endoscopy service.

## December

- **Stuart Barson – Localities Update**

Still no agreed policy beyond the current 12 locality prototypes. Engagement has commenced and is going well.

## March

- **Jo Witko – The Role of Consumer Councils in the future**

Sought feedback from members on the proposed National Reimbursement Policy. Advised that where things are working well, that won't be interfered with.

- **Michelle Panov – Community information to consumers – Allied Health**

Feedback sought from council on pamphlets being provided to consumers. Advice provided to enhance accessibility and inclusivity of information being provided to consumers.

- **Paddy Lewis – Communications to consumers – Surgical Services and Outpatients**

Proposed communications with consumers to advise of expected times on wait list, check that appointment is still required. Would like to have more correspondence that explains wait list process. To provide information for review to members.

## April

- **Lorraine Ritchie – Patient Admission Document**

Development of a new patient admission document. Feedback sought from members on content and administration of document.

- **Julia Cronin – Rural Health Strategy**

New Rural Health Strategy being developed as part of Pae Ora. Sought feedback from members about what was important to include. Southern a particularly rural community so input was important.

- **Marc Haughey – Long Term Conditions**

New programme development for a number of common long term conditions enabling consumers to receive care at GP and community providers in the way that makes sense for them. Focus on appropriate care planning and continuing to support self-management.

## May

- **William Robertson – Consumer Engagement Quality Service Marker Results**

Improvement in all three dimensions, engagement, responsiveness and experience. Reporting from now onwards will be against the new framework incorporating the Code of Expectation.

## June

- **Renee Steel – Southern Blood and Cancer patient letter**

Consumers experiencing delays in receiving first specialist appointment – preparing a letter for patients to explain this and provide support options in the interim. A member to work closely with the team to develop this.

## Key Projects



- **Revitalising** a patient letter to consumers who have received a diagnosis of cancer, advising them of support services while they await a specialist appointment.



- **Working with** the Shared Goals of Care Steering Group by supporting the call for consumers to receive a copy of the document and for it to be completed with the patient to ensure it accurately reflects the conversation.



- **Supporting** the recruitment of two Consumer Advisors onto the Clinical Transformation Group for the New Dunedin Hospital



# Consumer Engagement in Projects

Jul 2022–Jun 2023

78 Consumer Advisors

**11 projects establishing new systems/processes**

- Wayfinding at New Dunedin Hospital
- Recognition and Response Committee
- Korero Mai
- GP Advice Clinics
- Primary Care Research Network
- Shared Goals of Care
- Planned Care
- Patient Information System
- Sepsis Management
- Filleul St Eye Clinic
- Bariatric Project

**5 Evaluation and Review Projects**

- Access and Choice Evaluation
- Long Term Conditions Review
- Rural Funding Review
- ED Quality and Governance
- RMO Education Working Group



**10 Service Codesign projects**

- Time for Change Mental Health Review
- Rheumatology
- Telehealth
- Local Diabetes Team
- Endoscopy User Group
- Restraint Elimination
- Nephrology
- Sleep Apnoea
- PEWS Dunedin and Southland
- Enabling Good Lives programme development
- Traumatic Brain Injury

**9 Strategic Partnership Projects**

- Disability Working Group
- Frailty Council
- Clinical Council
- Central Otago Localities Network
- Maternity Quality Safety Programme
- Clinical Operations Advisory Group
- ED Southland
- Clinical Transformation Group
- Adverse Events Committee
- Midwifery Education

## CHC Representation on Committees and Project Groups

Name of Group	CHC Member
Adverse Events Committee	Kelly Takurua, Lyneta Russell
Clinical Council	Lyneta Russell
Disability Working Group	Paula Waby
Endoscopy Oversight Group	June Mills
Restraint Elimination Group	Toni Huls
Rural Funding Review	Kathryn Wright
SIPICS Letter Templates	Paula Waby
Telehealth Working Group	Paula Waby
Time for Change	Toni Huls
Well South Clinical Governance Group	Lyneta Russell

# Appendix 1 – Community Health Council Membership



**Kathryn Wright**

**December 2022 – current**

Kathryn is a counsellor in Te Anau who works with all ages and specialises in rural mental health. She is currently

undertaking a PhD at University of Otago and is researching the effects on wellbeing through social connections in small rural communities. Kathryn is an advocate for physical and mental health equality in rural and remote areas.



**Mr Bob Barlin**

**Feb 2020 – December 2022**

Bob is a retired Army Officer who has worked for various humanitarian

aid agencies. He is the President of the Dunedin RSA and a committee member of the Otago Officers Club. Bob is also a Member of the New Zealand Order of Merit for humanitarian activities. He has a keen interest in Logistics, Operations and Management.



**Lyneta Russell**

**Feb 2023 – current**

Lyneta is a registered nurse with experience in secondary services in clinical and senior

management/advisory positions, aged residential care, and for the past 5 years have been employed in a dementia non-government organisation providing advisory services across Aotearoa and also volunteers in the community. Lyneta believes that the voice of lived experience of whānau and communities will inform improvements in our Southern health and disability services.



**Vivian Lizeth**

**October 2021 – October 2023**

Vivian is from Colombia and has been living in New Zealand since 2018. In Colombia she was studying nursing and

has recently recommenced studying nursing in New Zealand. She also works with the Colombian community in Invercargill.



**June Mills**

**May 2019 – current**

June has an employment history including radio and television and in local and national roles with

the Cancer Society. She has also been a Rotarian for many years and has extensive community governance experience. She has been a Community Health Council member for the past five years and is also a consumer advisor on two Te Whatu Ora groups currently. June received a Queens Service Medal in 2013 for services to the community.



**Jason Searle**

**April 2018 – current**

Jason works as a surveyor in Cromwell and is a keen paraglider, as well as being a volunteer of the Urban

Fire Brigade. Jason's health fields of interest include rural health and men's health.



### **Kelly Takurua**

**Feb 2017 – current**

Kelly has worked in the Social Services sector for over 20 years in the Eastern Southland and West

Otago communities, as well as volunteering in community groups and organisations, in mentoring, co-ordinating, support and committee roles. Kelly has particular interests in Maori, Youth, Mental Health and Addictions, Rural and Women's health.



### **Kiriana (Kellie-Anne) Te Huki**

**December 2021 – December 2022**

Kiriana is involved with several national consumer advisory

groups. She is passionate about raising awareness and reducing inequalities relating to the LGBTQIA+ community, mental health and distress, rangatahi and Māori, access needs (disability), and intersectionality.



### **Toni Huls**

**March 2020 – current**

Toni is a mother, grandmother and wife. She has lived experience of mental distress and an Acquired

Brain Injury (ABI). Toni has spent 20 years rehabilitating and recovering from an ABI. She is heavily involved in several workpieces with the Mental Health, Addiction, Intellectual Disability Directorate. Toni's health field area of interest is MHAIID, co-design, equity, disabilities and rural health (Waitaki).



### **Ms Paula Waby**

**Feb 2017 – current**

Paula has lived experience of disability having been totally blind from early childhood and has extensive

community governance experience. Paula works as a consultant offering disability and advocacy training, plus training in Braille and adaptive technology. Paula's health fields of interest include disability, older persons, women's health, mental health, and primary health.



### **Maine Mareko-Johnson**

**May 2023 – current**

Maine works extensively with young people, both in the youth justice system and through

her passion for basketball which has taken her all around the world. Maine has strong Pasifika connections and is keen to ensure Pasifika health outcomes are improved.

## Appendix 2 – CHC Advisors, 2022/23

Rania Loughnan Margaret Willoughby Sue O'Neill Susan Davidson Jean Park Naomi Duckett Emily Duncan Chris Ford Lynley Hood Colin Lind Azlyn Lind Brendan Reid Marie Sutherland Anne McCracken Lisa-Maree Fleck Chris Middlemass Carolyn Weston Jo Jennings Catkin Bartlett Deborah McLeod Marie Wales John Marrable Jo Millar Angela Phillips David King Tess Williamson Barbara Gee Kingi Dirks	David Little Nora Paicu Denise Ives Sue Edwards Jo Shone Mary O'Brien Stephen Hoffman Nicolas Tulloch Andrea Johnston George Kerr David Vaughan Rachel Cuthbertson Emma Hunter Greg Hughson Peter Small Jennifer Anderson Tracy Peters Hana Halele Simon Fogarty Emily Gardener Mohammed Rizwan John Fenby Russell Wilson Mervyn Wilson Kylie Murdoch Jasmin Taylor Max Gillies Natalie Russell	Cassie Campbell Lauren Dewhirst David Buckingham Corinda Taylor Melissa Vining Paul Colvin Pari Teli Connor Knights Jo McKay Amy Taylor Penelope Fentiman Megan Kane Deli Diack Danica Tauri Karina Vacarezza Heather Clay Arianna Nisa-Waller Te Rangihiroa Rehutai Claire Turner Natalie Cowie Bronnie Grant Rachel Sizemore Melissa Murdoch Natalie Brown Rachael Amos Murray Fraser Johnny Bell	Ricki-Lee Earwaker Beverley Eaton Lois Willcocks Andrea Courtney Paul Trotman Lindsay Jordan Stewart Anderson Allan Blackley Rodger Black James Blair Gail Smeaton Barry Osborne Elizabeth Broadbent Catherine Logan Anita Lloyd Ian Eckford Steven Tutty Lee Mackie Ruth Thompson Samuel High Glenda Hester Stuart Hamilton Maine Mareko-Johnson Janice Kellett Heidi Gray-Holland Beryl Wilcox Jaime Randhawa
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