

Te Whatu Ora

Health New Zealand

Waitaha Canterbury

Minutes – 30 September 2022
DHB Disability Steering Group (DSG)
By Zoom

Via Zoom:

Grant Cleland (Chair), Allison Nichols-Dunsmuir, Lara Williams (minutes), Janet Geddes, Joyce Stokell, Amy (Interpreter), Jeremy (Interpreter), Paul Barclay, Akira Le Fevre (P&C), Dan Cresswell (Meeting Assistant), George Schwass, Jacqui Lunday-Johnstone, Mick O’Donnell, Rose Laing, Shane McInroe, Kathy O’Neill, Helen Thorne, Dave Nicholl, Janet Geddes

Apologies:

Malu Tulia, Esala Vacamakawai, Sekisipia Tangi, Rāwā Karetai, Susan Wood, Waikura McGregor, Jane Hughes

	AGENDA ITEM	SUMMARY OF DISCUSSION	ACTION POINTS
1	Welcome Karakia Apologies received Introduction	By Grant Cleland By Grant Cleland Apologies as above By everyone	
2	Any conflicts of Interest Review and approval of previous minutes Action Points from Previous Minutes – including outstanding actions	Rose Laing, Clinical Lead of Hauora Covid Hub Minutes of August 2022 approved Membership Actioned: Membership, Paul is meeting with Esther Vallero, Pegasus regarding CALD Representative. Action point: System pressure Further conversation on system being under pressure and the impact on GPs. Systems governance and work with PHOs and Primary Care team is being discussed. Evolve our models of care including telehealth.	Action point: Kathy to provide membership forms to Esther Vallero Action point: Jacqui will report back on system governance

		<p>Long term covid There is a local document and NHS draft booklet being worked on to make Canterbury specific. When it's ready it will be disabled accessible.</p> <p>Hub Funding Concern over funding beyond December. Future is uncertain. Hub picking up enrolled and ED patients post St John care. Grant offered our group is here to support to endorse the hub. Jacqui reported Hub funding is an interagency reporting decision at national level</p>	<p>Action point: Mick to provide when booklets ready</p>
3	<p>Covid 19/Omicron Response Update:</p> <ul style="list-style-type: none"> • Identify and discuss the experience and issue for disabled people during the current Omicron pandemic at a local and national level • General Update from Kathy and Allison regarding the response. 	<p>Hub update. All covid providers considered in October equity response. Letter has been sent to providers. Need for accessible information a priority. Long covid impact on disabled. Members should be making all aware that disabled in the community need to be visible. Allison update. Community connectors didn't include disabled in 5th may announcement. Those in the community should be included in wider discussions. Jacqui updated direction has been given on consumers importance. Before next announcement November. Sedation/anaesthesia notes for group, work in progress.</p>	<p>Action point: Letter to be drafted by Grant about what the DSG thinks the Hub needs to consider in terms of disabled people and whānau.</p> <p>Action point: Allison to provide model to group on sedation pathway.</p>
4	<p>Continued Review of Disability Action Plan:</p> <ol style="list-style-type: none"> a. Progress Update from Paul Barclay b. Accessible Information Charter – Update c. Physical access issues: Progress with Facilities and Infrastructure Office? d. P & C Update <ul style="list-style-type: none"> • Equity Training 	<p>Paul Barclay Two months into role. Has met NGOs and other key stakeholders, etc. Key Themes from conversations: Inability to register with GP if they've move location and ongoing frustration on getting appointments with GP. Complexity of welfare, transport, housing effects health. Concerns with navigating the system, leading to disengagement, they give up as it's too hard. Specific issues around certain paths of community, spoken with Joyce and colleague Ruth about the Deaf community. Has met with interpreter service.</p> <p>Allocated funding makes it more difficult to access, and respite care funding but if there are no suitable carers, funding is of no use. Medical emphasis on accessing funding, this is</p>	<p>Action point: Paul to follow up with interpreter service, issues raised</p>

	<ul style="list-style-type: none"> Pegasus PHO are wanting to provide disability awareness training to General Practice, Pharmacy and primary care nursing 	<p>a barrier. Disabled interact at all points of service. Internal meetings within Te Whatu Ora, learning development, paediatrics, customer services, Norma Campbell from Midwifery.</p> <p>Website What is out there, vs what they are aware of. Could there be a one stop shop on national website that is inviting and easy to navigate? Has Paul found the same questions? It's knowing what to ask or ask the right person is the key answer. Concerns raised have been about GP referrals, waiting list assessments. Having an essential place would be a good idea.</p> <p>Agreed that having a separate point provides a challenge as there would be two points of holding information. Ideal to have one source of information with linkages in, so only one change at the source of information. Webmaster will consider user perspective.</p> <p>Healthinfo already has this information. Could this be a solution rather than building another website to direct people to. Healthinfo mirrors healthpathways, a mix of advocacy and clinical advice.</p> <p>Accessible Information Working Group Charter update Meeting will be held 13th October</p> <p>P & C Update, Disability and Equity training Paul, Grant and Emilia Winter met. Rather than going to Learner governance group, initial meeting with members of this group will take place on 13th October, to start the conversation on mandatory equity training. Kaimahi recording has been made, positive feedback, for international sign language day.</p>	<p>Action point – Mick will report back</p> <p>Action point – Grant & Paul will report back about these meetings on the 13th of Oct.</p>
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	<p>e. Jacqui, Paul & Rāwā re Consumer Hui</p> <p>f. Any updates from other areas of the plan?</p> <p>g. Determine what/if should be added to a WorkPlan in relation to lessons learnt identified in the discussion about COVID</p> <p>h. Anything else?</p>	<p>Consumer update</p> <p>Jacqui</p> <p>Code of expectation released. Theme threads through Executive Team work, governance with consumers, planned care, review of current services. Genuine understanding of what matters to you, not what is the matter with you. SMHS, lived experiences are included in managing services, planning for the future.</p> <p>MSHS in process of appointing Director of whānau and patient services, lived experience.</p> <p>Consumer Council is low on numbers, range of consumers in wider network, Youth Council, Diabetes, respiratory. We aim to connect them all in for refocused council, looking at consumers experience in next phase of Te Whatu Ora development. Milestone shift in the way we connect with consumers with lived experience, a partnership approach. Consumers are encouraged to be empowered to be involved.</p> <p>Two hui so far. We are an integral part of it. Grant could be a conduit to DSG.</p> <p>Pace is very fast with meeting deadlines from Central. Consumer group might contact Grant at short notice.</p> <p>Paul, thank you for local voice in the consumer. Awareness covers local, regional, national.</p> <p>Physical Access Group</p>	<p>Action point – Jacqui, Grant & Paul will report back about these meetings and progress with the Code of expectation.</p> <p>Action point – Jacqui, Grant & Allison to meet to discuss how we re-establish this group and link with the work of the Infrastructure Office.</p>
	<p>Anna, Population Health Specialist, Pegasus</p>	<p>Currently preparing disabled community communication guidelines to go to 94 Pegasus practices and community pharmacy group (140).</p> <p>Anna extended open invitation to DSG to be part of education sessions.</p>	<p>Action point Meeting to be held with Anna, Grant and Paul about the next stage of the Pegasus Training</p>

		<p>Large group education session for Clinical Staff planned for 2023. Anna has sent proposal to this group to increase health literacy for disabled. Potentially hundreds of nursing staff, GPs, practice managers, pharmacists will attend. Hoping we can co-design and co-deliver this with DSG. Pegasus research shows disabled make twice as many visits than non-disabled adults.</p> <p>Grant thanked Anna. Shane added that disability community is vast, equity training is a good starting point to cover this.</p> <p>Endorsed disability equity training by Capital & Coast DHB has been picked up by Waitaha Canterbury. Has an equity rights based view. Allison asked from her covid experience, would this training be useful as a base? Yes, anna would be interested.</p> <p>Content needs to be considered. Person centred approach needs to be at the centre of equity training. Balance of equity of what Clinicians and consumer needs. Invitation to Anna for Transalpine plan. Conversation needing with Anna/ Pegasus and Rose, to build relationship for discussion.</p> <p>Child and Youth perspective. C&Y happy to be involved, C&Y advisory councils have consumer representation. Education modules have been developed already with Southern, this could be included.</p> <p>People with disabilities are some of the worst experiences, a poor experience affects accessing future health needs, which affects health outcomes.</p>	
5	Health NZ update	Not discussed	
6	Any other general business? Progress with replacements for Harpreet and Simon	Not discussed	

7	Anything different in a disabled person's life since we last met	<p>Child Service parents are still concerned with parking. Especially ED parking. Can we raise issues that Te Whatu Ora can change with Wilsons Parking?</p> <p>Code of Expectation is exciting development.</p>	<p>Action point – Helen will contact George</p>
8	Next meeting	The next meeting will take place 28 October 2022, 11-1pm. Manawa, Room HP301, 3 rd floor.	

SUMMARY OF ACTION POINTS			
Date	Subject	Action	By
30 September	Membership	Kathy to provide membership forms to Esther Vallero	Kathy
30 September	Governance	Report back on system governance	Jacqui
30 September	Long term covid	Provide booklets when ready	Mick
30 September	Covid equity response	Letter to be drafted by Grant about what the DSG thinks the Hub needs to consider in terms of disabled people and whānau.	Grant
30 September	Covid equity response	Sedation pathway update to group	Allison
30 September	Action Plan	Follow up on Interpreter service issues raised	Paul
30 September	Website	Update on national and regional websites with Te Whatu Ora	Mick
30 September	AIWG & Equity Training	Grant & Paul will report back about these AIWG & Equity Training meetings on the 13 th of Oct.	Grant/Paul
30 September	Pegasus Equity training	Meeting to be held with Anna, Grant and Paul about the next stage	Paul
30 September	Physical Access	Jacqui, Grant & Allison to meet to discuss how we re-establish this group and link with the work of the Infrastructure Office.	Grant
30 September	Car Parking	Child Service parents are still concerned with parking.	Helen/George
30 September	Work on the Code of Expectation	Report back about the progress with the Code of expectation.	Jacqui, Grant & Paul