

30 March 2022

Partners in Care
Health Quality & Safety Commission
PO Box 25496
Wellington 6146

By email: consumers@hqsc.govt.nz

Tēnā koutou,

Re: Draft code of expectations

Thank you for the opportunity to provide feedback on the Draft Code of Expectations that sets out how health and disability service providers and organisations will partner with consumers and whānau. The Council of Medical Colleges (CMC) is the collective voice for sixteen medical colleges in Aotearoa New Zealand, and through its members aims to improve, protect and promote public health via a well-trained medical workforce providing high-quality medical care. Our member colleges provide support to over 10,000 general and specialist medical practitioners working in a range of specialties in the Aotearoa New Zealand health system.

The CMC supports the Draft Code of Expectations and considers it will be useful to have a framework to guide how the sector engages with consumers and whānau when developing and delivering services. The CMC supports the strong focus on Te Tiriti principles in the draft framework; as well as the focus on shared decision making; and cultural safety. It is appropriate that the Code discusses power-sharing in relation to cultural safety.

Although supportive of the Draft Code and its Principles at a high level, the CMC is keen to see how such a Code might be implemented across the system, and what levers exist to support this. Implementation will be key for a code of this nature to support genuine consumer and whānau engagement with service delivery and design. The CMC looks forward to hearing what tools and resources will be in place to facilitate organisations to meet expectations set by the Draft Code, and how the HQSC will monitor and evaluate the implementation and use of the Code.

The CMC also notes that it would be beneficial to explore the application of the Draft Code across other central agencies. The Code is part of the health reforms, which aim to tackle social determinants of health. Health New Zealand and the Māori Health Authority are tasked with working with other agencies to address social determinants of health. Encouraging adoption of this Code of Expectations more broadly may support this aim.

Thank you once again for the opportunity to comment. For any questions or further discussion on this submission, please contact Virginia Mills (Executive Director) in the first instance at virginia.mills@cmc.org.nz

Nāku noa, nā



Dr John Bonning
Chair