

## Calling for Expressions of Interest

### Improving access to diabetes services working group

*Ehara tāku toa i te toa takitahi, he toa takitini*  
*My strength is not as an individual, but as a collective*

Are you passionate about ensuring diabetes services are accessible and meet the needs of Māori, Pacific peoples and all New Zealanders? Te Whatu Ora - Health New Zealand and Te Aka Whai Ora - Māori Health Authority have partnered with Synergia and Wai Rangahau to develop national guidance that improves access to diabetes services across Aotearoa New Zealand, while prioritising the needs of those most at risk of complications from diabetes.

We're seeking to establish a **working group** to inform the development of this important national guidance over the coming year.

The prime function of the group will be to support the core project team in the creation of the guidance. This may involve using your lived experience, clinical knowledge, subject matter expertise or service delivery expertise combined with an understanding of the health system journeys of people living with diabetes.

The guidance is expected to be delivered by September 2024 and the working group will be utilised throughout.

#### WHO SHOULD REGISTER?

We have roles on the working group for those with experience of:

- being a part of and/or working with Māori, Pacific, South Asian, disabled, or rural communities
- living with diabetes and/or its complications
- receiving diabetes services (including patient whānau)
- delivering culturally appropriate services in the community
- Community service providers: Māori or Pacific
- Specialist services: Diabetes
- Specialist services: Optometry and Ophthalmology
- Specialist services: Renal
- General practice - GP and practice nurse
- Diabetes service delivery/provision
- National or Regional commissioning, Te Whatu Ora or Te Aka Whai Ora

Consideration will be given to ensuring diversity of cultural perspectives, experience, and geographic spread.

## ROLE & EXPECTATIONS

Working group members are expected to be champions and leaders for the project. They will actively contribute to the overall guidance with a focus across the three priority complication areas (diabetic retinopathy, diabetic foot and chronic kidney disease), working towards solutions that drive equitable outcomes, are strengths based, sustainable and focused on prevention/early intervention. Members are expected to work collaboratively, promote trust, share information and be innovative.

Members will be expected to commit to the following core activities:

- A minimum 8 to 12 month term with monthly two hour virtual meetings.
- Inform and advise on the guidance development process, including local engagement to ensure that local tangata whai ora/lived experience, whānau/family, Māori, Pacific peoples, and those most at risk of complications from diabetes voices inform the work.
- Utilise their networks to ensure the project engages with the right people in the most appropriate way.
- Explore and test ideas emerging from the process.
- Working group members may also be asked to consult with their networks and peers on certain issues.
- Some local research or engagement to inform discussions.

A monthly payment of \$100 will be available to all working group members who are not employees of a crown-agency. This payment covers all the expected time required to participate in core working group activities.

## KEY DATES

|                                     |  |
|-------------------------------------|--|
| Expression of Interest published    | <b>Monday 2<sup>nd</sup> October 2023</b>                  |
| Closing date for registrations      | <b>Monday 16<sup>th</sup> October 2023</b>                 |
| Outcome notification                | <b>Monday 23<sup>rd</sup> October 2023 (no later than)</b> |
| First working group virtual meeting | <b>10am-12pm 9<sup>th</sup> November 2023</b>              |

## HOW TO REGISTER YOUR INTEREST

**Online option:** complete registration form at <https://forms.gle/AAIsKHuyp6GtpgmA8>

**Email option:** complete registration form attached and email to: [dhruvi.patel@synergia.co.nz](mailto:dhruvi.patel@synergia.co.nz)

For further information please see the draft Terms of Reference or email: Dhruvi Patel (Project Manager – Synergia) [dhruvi.patel@synergia.co.nz](mailto:dhruvi.patel@synergia.co.nz)

Rachael Dunn (Project Manager – Long Term Conditions, Te Whatu Ora): [Rachael.Dunn@health.govt.nz](mailto:Rachael.Dunn@health.govt.nz)

## Improving access to diabetes services working group – registration form

|                                     |  |                                 |
|-------------------------------------|--|---------------------------------|
| Name                                |  |                                 |
| Job title/Role (if applicable)      |  | Organisation or community group |
| Mobility/accessibility requirements |  |                                 |
| Email                               |  |                                 |
| Phone number                        |  |                                 |

Brief outline of your experience advocating for Māori, Pacific peoples, and other populations impacted by diabetes / diabetes complications

Brief outline of your experience and/or expertise in diabetes care or services in Aotearoa New Zealand

Brief outline of your involvement in community or professional groups

*(continue on next page)*



Anything else you would like to add to support your registration

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If you are applying in a capacity related to your employment, manager approval (to endorse your registration and/or support your participation)

Name:

Title and Organisation:

Signature:

Date:

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SYNERGIA

# (Draft) Terms of Reference – Working Group

## Guidance to improve access to diabetes services

### PURPOSE

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Te Whatu Ora - Health New Zealand and Te Aka Whai Ora - Māori Health Authority are working with Synergia Ltd (a health consulting company) and Wai Rangahau (a research organisation, part of Te Whānau o Waipareira Trust) to develop national guidance to improve diabetes service access, supporting prevention and management of diabetes related complications (diabetic retinopathy, diabetic foot, and chronic kidney disease). This work will have an emphasis on improving equitable outcomes for Māori, Pacific people, and those most affected by diabetes complications.

To ensure maximum uptake and value, the guidance needs to be relevant for the intended audience, be based on evidence and best practice, and easy to engage with. It needs to be relevant and effective in the real world, taking into account health system constraints.

### GOVERNANCE AND PROJECT SUPPORT

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Governance for the project will be provided by a Steering Group made up of representatives from Te Whatu Ora and Te Aka Whai Ora.

The working group will be supported and facilitated by Synergia, working in partnership with Wai Rangahau, providing agendas and supporting documentation in the week prior to the meeting and taking and circulating minutes.

## ROLE

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The working group members will actively contribute to the development of the guidance and are expected to have experience of the health system journeys experienced by people with diabetes complications. Members may have clinical, community or consumer expertise.

Part of the role will be understanding the strengths and challenges of previous guidance, and an ability to develop solutions that are: strengths based, minimise barriers for consumers, are sustainable for the health system, are focussed on prevention / early intervention and drive equity.

The whole working group will contribute to developing the guidance and approaches across the three areas of: diabetic retinopathy, diabetic foot disease and chronic kidney disease. Complication specific sub-groups, of the main working group, will be formed to deliver the guidance in each of the three complication areas.

## LOGISTICS

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This project is anticipated to last from October 2023 to September 2024.

- The Working Group will meet initially to agree to these Terms of Reference and agree a Chair (or co-Chairs).
- Meetings are expected to be online (via Zoom/Teams), although the possibility of face to face will also be considered throughout the project to facilitate whanaungatanga.
- At this stage monthly whole Working Group meetings (up to 2 hours) are planned to achieve the group's purpose. These may vary in regularity depending on the project requirements.
- There will be documents to review and provide feedback on via email.
- Complication specific subgroup meetings will take place when actively working on parts of the guidance specific to each of the diabetes complications.
- Decisions within the Working Group and sub-groups will be made by consensus (i.e. simple majority) – if agreement cannot be reached, decisions will be escalated to the Steering Group.
- A quorum will require a minimum attendance of 50% of named members.
- A payment of \$100 will be available for all working group members who are not employees of a Crown-agency. This payment covers all expected time required to participate in core working group activities.

## CORE ACTIVITIES

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- Be champions and leaders for the project.
- Inform and advise on the guidance development process, including local engagement to ensure that local tangata whai ora/lived experience, whānau/family Māori, Pacific peoples and the voices of those most affected by diabetes complications inform the work.
- Utilise their networks to ensure the project engages with the right people in the most appropriate way.
- Explore and test ideas emerging from the process.
- Working group members may also be asked to consult with their networks and peers on certain issues.
- Members may be asked to undertake some local research or engagement to inform discussions.

## BACKGROUND DOCUMENTS

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The following initial documents provide important background for this project:

- Quality Standards for Diabetes Care 2020

<https://www.tewhaturora.govt.nz/for-the-health-sector/health-sector-guidance/diseases-and-conditions/long-term-conditions/diabetes/quality-standards-for-diabetes-care-2020/>

- Quality Standards for Diabetes Care Toolkit current standards 9, 10, 11

<https://www.health.govt.nz/publication/quality-standards-diabetes-care-toolkit-2014>