

**TERMS OF REFERENCE**

**Hawke's Bay Health Consumer Council**

**September 2015**

<p><b>Purpose</b></p>	<p>The Hawke's Bay Health Consumer Council (Council) works collaboratively with the Hawke's Bay District Health Board (HBDHB) and Health Hawke's Bay governance and management teams, and the Hawke's Bay Clinical Council to develop effective partnerships in the design and function of an effective health system in Hawkes Bay that meets the needs of the people.</p> <p>Through true partnership, the Council provides a strong and viable voice for the community and consumers, on health service planning and delivery. The Council seeks to enhance consumer engagement and experience through service integration across the sector, the promotion of equity and ensuring that services are organised and provided to meet the needs of all consumers.</p> <p>Through effective processes and communications, the Council receives, considers and disseminates information from and to HBDHB, Health Hawke's Bay, consumer groups and communities.</p> <p>The Council also has a quality improvement role to advise and encourage best practice and innovation.</p>
<p><b>Functions</b></p>	<p>The functions of the Council are to:</p> <ul style="list-style-type: none"> <li>• Ensure, coordinate and enable appropriate consumer engagement across the Hawke's Bay, Central Region and national health systems.</li> <li>• Identify, advise on and promote a 'Partners in Care' approach to the implementation of 'Person and Whanau Centred Care into the Hawkes Bay health system, including input into the development of health service priorities and strategic direction, the reduction of inequities, and the enhancement of consumer engagement, patient safety, health literacy and clinical quality.</li> <li>• Participate, review and advise on reports, developments and initiatives relating to Hawkes Bay health services and the availability and/or dissemination of health related information.</li> <li>• Ensure regular communication and networking with the community and relevant consumer groups.</li> <li>• Link with special interest groups, as required for specific issues and problem solving.</li> </ul> <p>For the avoidance of doubt, the Council will not:</p> <ul style="list-style-type: none"> <li>• Provide clinical evaluation of health services</li> <li>• Discuss or review issues that are (or should be) processed as formal complaints, for which full and robust processes exists.</li> <li>• Be involved in the HBDHB or Health Hawke's Bay contracting processes.</li> </ul>
<p><b>Level of Authority</b></p>	<p>The Council has the authority to give advice and make recommendations to HBDHB and Health Hawke's Bay senior management and Board.</p>

<p><b>Membership</b></p>	<p>There shall be fifteen (15) members on the Council, plus an independent Chair. Members will have diverse backgrounds, contacts, knowledge and skills, and must be passionate about consumers being able to access the best possible services and care from the Hawke’s Bay health sector. Although appointed to reflect the consumer voice in a particular area of interest, they will not be regarded as representatives of any specific organisation or community.</p> <p>Members will be appointed to reflect the following areas of interest:</p> <ul style="list-style-type: none"> <li>• Women’s health</li> <li>• Child health</li> <li>• Youth health</li> <li>• Older persons health</li> <li>• Chronic conditions</li> <li>• Mental health</li> <li>• Alcohol and other drugs</li> <li>• Sensory and Physical disability</li> <li>• Intellectual and Neurological disability</li> <li>• Rural health</li> <li>• Maori health</li> <li>• Pacific health</li> <li>• Primary health</li> <li>• High deprivation populations</li> </ul> <p>When making appointments, consideration must be given to maintaining a demographic balance that generally reflects that of the population.</p> <p>Members shall be appointed by the CEOs of HBDHB and Health Hawke’s Bay (with endorsement by the respective boards), following consultation with the consumer and community groups in each of the areas of interest, as appropriate.</p> <p>Members shall be appointed for terms of two years. Members may be reappointed but for no more than three terms.</p> <p>Remuneration shall be paid based on the Cabinet Fees Framework applicable to HBDHB Statutory Committees.</p>
<p><b>Chair</b></p>	<p>The Chair shall be appointed by the HBDHB Board on the recommendation of the CEOs of HBDHB and Health Hawke’s Bay (with endorsement by the Health Hawke’s Bay Board) following consultation with Council members. Appointments shall be for terms ending no later than four months after the end of the term of the HBDHB Board that appointed them (Note: The full term of a Board is three years).</p> <p>The Chair may be paid additional fees and allowances, depending on the level of commitment involved in addition to Council meetings.</p>
<p><b>Meetings</b></p>	<p>Meetings will be held monthly, excluding January, or more frequently at the request of the Chair.</p> <p>Meetings will generally be open to the public but may move into “public excluded” where appropriate, and shall be conducted in accordance with HBDHB Board Standing Orders as if the Council was a Board Committee.</p> <p>A standing reciprocal invitation has been extended to the Hawke’s Bay Clinical Council for a representative to be in attendance at all meetings.</p>

<p><b>Reporting</b></p>	<p>The Council will report to the CEOs of HBDHB and Health Hawke’s Bay, and through the CEOs to the respective HBDHB and Health Hawke’s Bay boards.</p> <p>A monthly report of Council activities and recommendations will be placed on HBDHB and Health Hawke’s Bay websites once approved.</p>
<p><b>Minutes</b></p>	<p>Minutes will be circulated to all members and Chair of the Council, within one week of the meeting taking place.</p> <p>Minutes of those parts of any meeting held in “public” shall be made available to any member of the public, consumer group, community etc, on request.</p>