

Terms of reference

Te Whatu Ora Te Matau a Māui Consumer Council July 2023

Purpose

The Consumer Council (CC) is the recognised consumer voice forum for Te Whatu Ora Te Matau a Māui, Hawke's Bay. It is committed to Te Tiriti o Waitangi and achieving equity for Tangata Whenua and other populations, in the provision of patient and whānau-centred health care.

Functions

The CC supports Te Matau a Māui Hawke's Bay to achieve its strategic objectives:

- Pūnaha ārahi hāpori / Community-led system
- He paearu teitei me ōna toitūtanga / High performing and sustainable system
- He rauora hōhou tangata, hōhou whānau / Embed person and whānau centred care
- Mana Taurite / Equity for Māori as a priority; also, equity for Pacific peoples and those with unmet need.

All advice and recommendations must be consistent with the healthcare quadruple aim (the simultaneous pursuit of improved quality, safety and experience of care for individuals; improved health and equity for all populations; best value for public health system; and improved experience of providing care for consumers).

The functions of the Council are to:

- To ensure there is a focus on consumer participation across Te Whatu Ora Te Matau a Māui Hawke's Bay health sectors.
- To advise on the development and implementation of localities and service priorities.
- Provide feedback on progress of the council on issues that relate to specific whānau, hapū and iwi.
- To identify and advise input into the developments of health service priorities and direction, the reduction of inequities, and the enhancement of consumer engagement, patient safety, clinical quality and making health easy to understand.
- Ensure that regular communication and networking with the community and relevant consumer groups and feedback to the community.
- To participate in adverse event reviews.
- To link with special interest groups, as required for specific issues and problem solving.
- To contribute to a confidential, inclusive, respectful and safe meeting environment at Consumer Council meetings.
- For the avoidance of doubt, the Council will not:
 - Provide clinical evaluation of health services or individual patient care plans.
 - Discuss or review issues that are (or should be) processed as formal complaints, for which a full and robust process exists.
 - Represent any specific consumer interest group or organisation.

- Be involved in Te Whatu Ora Te Matau a Māui Hawke's Bay contracting processes, including the conflict of interest process.

Level of authority

The Council has the authority to give advice and make recommendations to Te Whatu Ora Te Matau a Māui Hawke's Bay Health Services Clinical Governance Board.

Membership

Membership

The Council will consist of up to (to be confirmed) members, plus an independent Chair/Co-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 Te Whatu Ora Te Matau a Māui 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.

Members will be appointed to reflect the following areas of interest:

- Māori Health
- Pacific Peoples Health
- Rural Health
- Older Persons Health
- Māuiutanga Taumaha (people living with chronic health conditions)
- Oranga Hinengaro (people living with mental distresses, addictions)
- Tāngata Whaikaha (people with disabilities)
- Women's Health
- Rainbow Community
- Primary Health Organisation.
- Representative from Health Services Clinical Governance Board

The CC will be supported by relevant Patient Safety and Quality representatives (Consumer Engagement Lead or/and Patient Safety and Quality Manager) plus attendance of administration support person for minutes.

Invited guests

Guests will be invited to the meeting to support agenda items at the discretion of the Chair. (this could be a topic expert presentation etc).

Tenure

The term of a Council member shall be appointed by Te Whatu Ora Te Matau a Māui Hawke's Bay Initially half the members of Council will be appointed for a one-year term, and the remaining half for two years with all further appointments being for terms of two years. Members may be reappointed but for no more than three terms.

Chair

The Chair shall be appointed by Te Whatu Ora Te Matau a Māui Hawke's Bay. Interim Hospital Specialist Lead and others.

The initial Chair/Co-Chair shall be appointed for a two-year term. Subsequent appointments (reappointments) shall be made following consultation with Council members.

Quorum

A quorum will be half the membership, including the Chair.

Meetings

Meetings will be held bi-monthly, excluding January, or more frequently at the request of the Chair or Te Whatu Ora Te Matau a Māui Hawke's Bay Leadership Group.

Meetings will be scheduled to ensure that members who work during normal business hours are able to attend.

Meetings will generally be open to the public but may move into "public excluded" where appropriate, and shall be conducted in accordance with Te Whatu Ora Te Matau a Māui Hawke's Bay Standing Orders as if the Council was a Governance Group. Staff are encouraged and welcome to be "in attendance" for meetings which are open to the public.

Video-conferencing attendance will be available, especially for those living in rural areas, when unable to attend face-to-face meetings.

Reporting

The Council will provide a report to a range of internal and external stakeholders at Te Whatu Ora Te Matau a Māui Hawke's Bay. Including:

- Health Services Clinical Governance Board
- Community Health Forums

A bi-monthly report of Council activities and recommendations will be placed on the Te Whatu Ora Te Matau a Māui website once approved by our Communications Team.

Minutes

Minutes will be circulated to all members and Chair/Co-Chair of the Council, within two weeks of the meeting taking place.

Review

These terms of reference shall be reviewed annually