

## CONSUMER COUNCIL TERMS OF REFERENCE

	<b>WAIRARAPA DHB Consumer Council Terms of Reference - 2017</b>
<b>Purpose</b>	The Wairarapa District Health Board (Wairarapa DHB) Consumer Council (WDHBCC) works in partnership with the DHB as an advisory body providing a collective perspective of those who use services, into health services planning, delivery and evaluation at all levels of the organisation.
<b>Mission</b>	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 experience and service integration across the sector, promote equity of outcomes and ensure that services are organised around the needs of people.
<b>Functions</b>	<p>The functions of the Council are to:</p> <ul style="list-style-type: none"> <li>• Ensure and enable appropriate consumer participation across the Wairarapa Region and national health sectors.</li> <li>• Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the reduction of inequities, and the enhancement of patient safety and clinical quality.</li> <li>• Participate, review and advise on reports, developments and initiatives relating to health service delivery 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 Wairarapa DHB contracting processes.</li> </ul>
<b>Secretariat</b>	Executive Leaders of Medical Services, Nursing, Allied and Community, Quality, Maori Health, and Planning and Performance. <i>(To be confirmed)</i> .
<b>Level of influence</b>	<p>The Council has the authority to give advice and make recommendations to Wairarapa DHB executive management and Board.</p> <p>The level of influence of the Council is considered to be equivalent to the Clinical Governance Board. The two groups are complementary in their roles.</p>
<b>Membership</b>	The Council will comprise ten (to fifteen) consumer representatives. 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 Wairarapa health sector.

	<p>Members will be selected to cover a range of interest areas e.g. Maori health, women’s health, child health, long term conditions, mental health, and disability. Although appointed to reflect the consumer voice in a particular area of interest, an individual member will not be regarded as a representative of any specific organisation or community.</p> <p>Membership composition will take the following principles into account:</p> <ul style="list-style-type: none"> <li>• reflect the requirements of the Wairarapa Annual Plan</li> <li>• reflect the population that uses health services</li> <li>• take into account the need to address disparities in health outcomes</li> <li>• recognise our responsibilities under the Treaty of Waitangi</li> </ul> <p>The Council may co-opt people from time to time, for a specific purpose.</p> <p>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.</p> <p>Individual membership on the Council may be terminated or full dissolution of the CC may be undertaken by the CEO with 3 months’ notice if performance is found to be seriously unsatisfactory.</p> <p>If members fail to attend three meetings in a row, without an apology, they will be asked by the Chair to step down as a Council member.</p>
<b>Remuneration</b>	Remuneration shall be paid based on the <i>Wairarapa DHB Consumer engagement payment and reimbursement of expenses policy (draft in progress)</i>
<b>Chairperson</b>	<ul style="list-style-type: none"> <li>• The Chairperson will be a consumer, selected by the Council, with endorsement from the Chief Executive, for a maximum term of three years. An Interim Chair will be appointed by the CE during the establishment of the Council.</li> <li>• The Council will also appoint a deputy chairperson.</li> </ul>
<b>Meetings</b>	<p>Meetings will be held at least six times a year, at 6-8 week intervals, at the discretion of the Chair.</p> <p>Meetings will usually be for two hours and held at an agreed time that enables members to participate.</p>
<b>Reporting</b>	<p>The Council is established by the Wairarapa DHB and will be accountable to the Chief Executive.</p> <p>A report of the Council’s activity will be developed every six months and presented to the Board via the Chief Executive. This is in addition to specific and time-bound feedback sought from the Council related to specific initiatives.</p> <p>Minutes of the Council meetings and any recommendations once approved will be placed on the Wairarapa DHB website.</p>
<b>Quorum</b>	A quorum will be half the current membership, including the Chair or their delegate.

<b>Invited persons</b>	Other individuals are able to attend to facilitate the business on hand with prior approval of the Chair and / or on invitation
<b>Agenda and minutes</b>	<p>Minutes and agenda will be circulated to all members and Chair of the Council, within one week of the meeting taking place and posted on the Wairarapa DHB website, <a href="http://www.wairarapa.dhb.org.nz">www.wairarapa.dhb.org.nz</a></p> <p>The Secretariat will provide administrative support.</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>
<b>Terms of Reference review</b>	Annual review and update - due in August 2018

## DRAFT POLICY STATEMENT

Engaging with consumers is an important part of ensuring that we are meeting the needs of our community. This engagement provides an essential dimension to the quality of decisions that the DHB makes on service provision, policies, programmes and projects.

## INCREASING LEVELS OF CONSUMER IMPACT

Engaging with Consumers; a guide for district health boards (NZ HQSC) has adapted the International Association for Public Participation (IAP2) spectrum of public participation table (below) showing increasing levels of consumer impact that relates to health consumers engaging in decisions about their care and health services. The elements of engagement occur along a spectrum, and involve an increasing level of consumer and community participation from information through to empowerment.

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
Public participation goal	To provide consumers with balanced and objective information to assist them in understanding the issue, alternatives, opportunities and/or solutions.	To obtain consumer feedback on issues, alternatives and/or decisions.	To work directly with consumers to ensure that consumer concerns and aspirations are consistently understood and considered.	To partner with consumers in each aspect of decision-making, including in the development of alternatives and identification of the preferred solution.	To place final decision-making in the hands of the consumer.
Promise to consumers	We will keep you informed.	Consumer councils working in parity with clinical governance.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how consumer input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.
Example techniques	Information fact sheets, websites.	Consumer feedback and comments, focus groups, patient experience surveys, community meetings.	External advisory groups, focus groups, patient experience surveys, shared decision-making.	Consumer councils reporting to clinical governance, consumer representation in clinical governance.	Consumer councils working in parity with clinical governance.

<b>Remuneration descriptors</b>	<b>Degree of Consumer Involvement</b>	<b>What We Do</b>	<b>How We Do It</b>	<b>Remuneration</b>	<b>Mileage</b>	<b>Childcare fees</b>
<b>INFORM</b> <i>(consumer advisor)</i>	Very Low	We keep consumers informed of what we are doing.	- Fact Sheets - Web Sites	Nil	No	No
<b>CONSULT</b> <i>(consumer advisor)</i>	Low	We will keep consumers informed and also listen to, and acknowledge, their concerns, and provide feedback.	- Surveys - Public Comment - Focus Groups	Nil	No	No
<b>INVOLVE</b> <i>(consumer advisor)</i>	Medium	We will work with consumers to ensure their concerns are reflected in the alternatives developed, and provide feedback	- Workshops - Advisory panels	TBC	Yes	If required
<b>COLLABORATE</b> <i>(consumer advisor)</i>	High	We will look to consumers for advice and innovation in developing solutions that address their concerns to the maximum extent possible	- Participatory decision making processes	TBC	Yes	If required
<b>EMPOWER</b> <i>(consumer advisor)</i>	Very High	We will implement what consumers decide	- Delegated decision making	TBC	Yes	If required
<b>STATUTORY</b> <i>(consumer representative)</i>	Very High	Consumers do not decide what we do, but do make recommendations to the board what we may do.	- Standing committees	TBC	Yes, if > than 50km's	No

## OUTLINE OF KNOWN DHB CONSUMER ENGAGEMENT NATIONALLY

Name	Acronym/ short name	Website
<a href="#">Auckland</a>	ADHB	<a href="https://web.archive.org/web/20100804105235/http://www.adhb.govt.nz:80/">https://web.archive.org/web/20100804105235/http://www.adhb.govt.nz:80/</a> <ul style="list-style-type: none"> <li>No information found</li> </ul>
<a href="#">Bay of Plenty</a>	BOPDHB	<a href="http://www.bopdhb.govt.nz/">http://www.bopdhb.govt.nz/</a> Bay of Plenty DHB is in the process of establishing their Consumer Council, with a paper recommending the establishment about to go before their Board. They have been generous in sharing their research with Wairarapa DHB.
<a href="#">Canterbury</a>	CDHB	<a href="http://www.cdhb.govt.nz/">http://www.cdhb.govt.nz/</a> <ul style="list-style-type: none"> <li><a href="#">Consumer Council</a></li> <li><a href="#">Structure of Consumer Council</a></li> <li><a href="#">Terms of Reference</a></li> </ul> <p>The Canterbury DHB Consumer Council was set up in 2008 as a way for consumers to have a strong voice in planning, designing and delivering services in the Canterbury Health System.</p> <p>The consumer council is invited to participate in, and comment on, many of the CDHB initiatives to enhance the patient's experience. It has a regular commitment to the Xcelr8 – the business of caring programme that has been designed to develop our health system leaders.</p> <p>Council members also sit on most of the Canterbury Clinical Network's Service Level Alliances including the overarching group, the Alliance Leadership Team. These Service Level Alliances are made up of groups of people with expertise in a particular health service. The group works together on ways to improve the way services are provided. This enables consumers to work in partnership with clinicians and health managers at a senior level, to influence the transformational change of our health system.</p>
<a href="#">Capital and Coast</a>	CCDHB	<a href="http://www.ccdhb.org.nz/">http://www.ccdhb.org.nz/</a> <ul style="list-style-type: none"> <li><a href="#">New Community voice to improve health services</a></li> </ul> <p>Capital &amp; Coast DHB (CCDHB) is calling for applications for a new 10-member council to give people who use its health services an active role in their development.</p> <p>VOICE for Consumers will meet every two months to work with CCDHB as a 'consumer council' for the planning and delivery of health services in hospital and the community.</p> <p>VOICE stands for the council's objectives, which are to ensure;</p> <ul style="list-style-type: none"> <li><b>Visibility</b> – Ensure appropriate consumer participation across CCDHB</li> <li><b>Ownership</b> – Work collaboratively with community and hospital based services to identify issues requiring consumer participation</li> <li><b>Involvement</b> – Provide a consumer perspective on the development of CCDHB health service priorities and provide advice on appropriate issues</li> </ul>

		<ul style="list-style-type: none"> <li>• <b>Communication</b> – Provide a means for effective communication with community and consumer groups</li> <li>• <b>Engagement</b> – Through networking create an environment for community and hospital engagement focused on the best interests of the population as a whole</li> </ul>
<a href="#">Counties Manukau</a>	CM Health	<p><a href="http://www.cmdhb.org.nz/">http://www.cmdhb.org.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Consumer Council</a></li> <li>• <a href="#">Terms of Reference</a></li> </ul> <p>To represent the interests of consumers and bring an inpatient and ambulatory consumer and family perspective to development of Counties Manukau Health plans, policies, publications and operational decisions and to raise issues that are being identified in the community.</p>
<a href="#">Hawke's Bay</a>	HBDHB	<p><a href="http://hawkesbay.health.nz/">http://hawkesbay.health.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Consumer Council</a></li> <li>• <a href="#">Terms of Reference</a></li> <li>• <a href="#">Consumer Council Annual Plan</a></li> </ul> <p>The Hawke's Bay Health Consumer Council was the first of its kind in New Zealand when set up mid-2013. The Council provides a consumer perspective and advice to Hawke's Bay DHB's Board and Health Hawke's Bay (PHO) so they can better align services with the needs of the community and provide oversight from a consumer perspective.</p> <p>The Council seeks to enhance the consumer experience and service integration across the sector, promote equity and ensure services are organised around the needs of consumers within our community.</p> <p>The appointed Consumer Council members have varied backgrounds and areas of interest within the community. Members are also included on many project teams and involved in regular meetings outside of normal Council meetings. As the independent Chair, Graeme Norton chairs the monthly Consumer Council meetings held on the 2nd Thursday of each month (except January).</p>
<a href="#">Hutt Valley</a>	Hutt Valley DHB	<p><a href="http://www.huttvalleydhb.org.nz/">http://www.huttvalleydhb.org.nz/</a></p> <p>A Clinical Board is in place and work is under way to set up a Consumer Council. Closer engagement with local iwi at a number of levels is encouraging.</p> <ul style="list-style-type: none"> <li>• No information other found</li> </ul>
<a href="#">Lakes</a>		<p><a href="http://www.lakesdhb.govt.nz/">http://www.lakesdhb.govt.nz/</a></p> <ul style="list-style-type: none"> <li>• No information found</li> </ul>
<a href="#">MidCentral</a>	MDHB	<p><a href="http://www.midcentraldhb.govt.nz/">http://www.midcentraldhb.govt.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Consultation &amp; Engagement</a></li> <li>• <a href="#">John Hannifin appointed to chair the new MDHB Consumer Council</a></li> </ul> <p>John Hannifin, a long-time health worker and latterly consumer/health promotion champion has been appointed chairman of the newly established MidCentral District Health Board Consumer Council. The three-year appointment, starting on 1 January 2017, will see Mr Hannifin chair a group that will provide advice to the governance and</p>

		<p>management of MidCentral DHB.</p> <ul style="list-style-type: none"> <li>• Work is underway on selecting other consumer council members who will have responsibility for:</li> <li>• Consumer involvement and engagement in designing and planning and delivering healthcare and disability support services</li> <li>• Consumers and whanau as active partners in their care</li> <li>• Consumers networks and capacity, ie connected consumers, and</li> <li>• Consumer empowerment where people and whanau are informed and take responsibility for their own health.</li> </ul>
<a href="#">Nelson Marlborough</a>	NMDHB	<p><a href="http://www.nmdhb.govt.nz/">http://www.nmdhb.govt.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Applications invited for new Consumer Council</a></li> <li>• <a href="#">Application form</a></li> <li>• <a href="#">Terms of Reference</a></li> <li>• <a href="#">Consumer Council Fact Sheet</a></li> </ul> <p>Our new Consumer Council will provide a strong voice for the community and consumers on health service planning and provision. We need members with diverse backgrounds, contacts, knowledge and skills, to provide the Nelson Marlborough District Health Board and management with a wide-ranging view.</p>
<a href="#">Northland</a>	NDHB	<p><a href="https://web.archive.org/web/20120118144620/http://www.northlanddhb.org.nz/">https://web.archive.org/web/20120118144620/http://www.northlanddhb.org.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Consumer Council</a></li> <li>• <a href="#">Newly formed Northland Health Consumer Council boosts partnership</a></li> <li>• <a href="#">Northland Health Consumer Council Volunteer Position Description</a></li> <li>• <a href="#">No other information found</a></li> </ul>
<a href="#">South Canterbury</a>	SCDHB	<p><a href="http://www.scdhb.health.nz/">http://www.scdhb.health.nz/</a></p> <ul style="list-style-type: none"> <li>• No information found</li> </ul>
<a href="#">Southern</a>	Southern DHB	<p><a href="http://www.southerndhb.govt.nz/">http://www.southerndhb.govt.nz/</a></p> <ul style="list-style-type: none"> <li>• <a href="#">Advisory Team - Mental Health</a></li> </ul> <p>Our Advisory Team consists of:</p> <ul style="list-style-type: none"> <li>• <a href="#">Family Advisor</a></li> <li>• <a href="#">Consumer Advisor</a></li> <li>• <a href="#">Youth Advisor</a></li> <li>• <a href="#">Consumer Advisor - Drug &amp; Alcohol Specialist Service</a></li> </ul> <p>The Advisors ensure family / consumer / youth participation into policy, planning and auditing of mental health services. They provide the consumers' perspective to mental health services provided by Southern DHB in Invercargill, Gore, Wakatipu and Western Southland.</p> <ul style="list-style-type: none"> <li>• No other information found</li> </ul>
<a href="#">Tairāwhiti</a>		<a href="http://www.tdh.org.nz/">http://www.tdh.org.nz/</a>

		<ul style="list-style-type: none"> <li>No information found</li> </ul>
<a href="#">Taranaki</a>	TDHB	<p><a href="http://www.tdhb.org.nz/">http://www.tdhb.org.nz/</a></p> <ul style="list-style-type: none"> <li>Taranaki DHB Consumer Council</li> </ul> <p>Taranaki DHB implemented the interim Consumer Council in July 2014 in response to the Patient and Family / Whanau-Centred Care Framework launched by the Clinical Board.</p> <ul style="list-style-type: none"> <li><a href="#">Patient and Family/Whanau centred care framework 2014-2017</a></li> <li>No other information found</li> </ul>
<a href="#">Waikato</a>	Waikato DHB	<p><a href="http://www.waikatodhb.health.nz/">http://www.waikatodhb.health.nz/</a></p> <ul style="list-style-type: none"> <li><a href="#">Workshop helps design a Consumer Council for Waikato District Health Board</a></li> <li><a href="#">A Consumer Council For Waikato DHB – Board Proposal</a></li> <li>No other information found</li> </ul>
<a href="#">Wairarapa</a>	Wairarapa DHB	<p><a href="http://www.Wairarapa.dhb.org.nz/">http://www.Wairarapa.dhb.org.nz/</a></p> <ul style="list-style-type: none"> <li>A Clinical Board and Credentialing Committee established.</li> <li>Appointment of Programme Manager, Innovative Works, charged with establishing a Consumer Council.</li> </ul>
<a href="#">Waitemata</a>	Waitemata DHB	<p><a href="http://www.waitematadhb.govt.nz/">http://www.waitematadhb.govt.nz/</a></p> <ul style="list-style-type: none"> <li><a href="#">Consumer Representatives</a></li> </ul> <p>A health consumer representative is a member of a committee, project or group who voices consumer perspectives and takes part in decision making on behalf of health consumers.</p> <p>They may be nominated by and accountable to, a consumer organisation or they may be individuals who are in a volunteer capacity.</p> <p>The role may provide for a small payment to cover the costs of participating.</p> <p>By consumer we mean patients or service users and their families or whānau.</p> <p>Consumer representatives can get involved in decision making processes about:</p> <ul style="list-style-type: none"> <li>health services</li> <li>planning</li> <li>policy development</li> <li>setting priorities</li> <li>addressing quality issues in the delivery of health services</li> </ul> <p>Consumer representatives have a 'voice' - that means 'something to say' about health and disability.</p> <ul style="list-style-type: none"> <li><a href="#">Healthlinks</a></li> </ul> <p>Health Links are not for profit community driven organisations funded by health providers and independent trusts.</p> <p>Health Links work closely with health providers to connect health services in the Waitemata District with health consumers (patients) and distribute</p>

		<p>health information to the community and collect feedback to inform service planning. Below are Health Links ongoing projects.</p> <ul style="list-style-type: none"> <li>No other information found</li> </ul>
<a href="#">West Coast</a>	WCDHB	<p><a href="http://www.westcoastdhb.org.nz/">http://www.westcoastdhb.org.nz/</a></p> <ul style="list-style-type: none"> <li><a href="#">Consumer Council</a></li> <li><a href="#">Terms of Reference</a></li> </ul> <p>The Consumer Council was established in 2014 as a way for consumers to have a strong voice in planning, designing and delivering services on the West Coast.</p> <p>The Consumer Council is invited to participate in, and comment on, many of the West Coast DHB initiatives to enhance a patient's experience.</p> <p>The council is made up of a range of people, with diverse backgrounds and areas of interest. Their brief includes:</p> <ul style="list-style-type: none"> <li>Enhancing the collection and use of feedback from a service user's perspective</li> <li>Assisting to improve the organisation's information sharing responsibilities with service users</li> <li>Contributing to the design or re-design of services and/or facilities by the DHB</li> <li>Working in partnership with the DHB to improve the quality of the patient journey</li> <li>Working to remove barriers for consumers whilst enhancing safe service provision</li> </ul> <p>The Consumer Council meets approximately two-monthly in Greymouth, generally for around two hours. Council members are appointed for two years, and need to have a general understanding of West Coast health issues.</p>
<a href="#">Whanganui</a>	WDHB	<p><a href="http://www.wdwb.org.nz/">http://www.wdwb.org.nz/</a></p> <ul style="list-style-type: none"> <li>No information found</li> </ul>

## OTHER REFERENCES

- [HQSC Health consumer councils - Support for setting up a consumer council](#)
- [Health Quality & Safety Commission. \(2015\). A Guide for DHBs. In Engaging with Consumers. Wellington, New Zealand](#)