

Canterbury

District Health Board

Te Poari Hauora o Waitaha

Consumer Council

Terms of Reference

October 2008

Background

The Canterbury DHB has a responsibility to work in partnership with the community to assess the needs of the Canterbury population and determine the most appropriate and affordable mix of services.

The Canterbury DHB recognises the importance of having in place mechanisms which assist it in understanding:

- What information the community needs?
- How the community can communicate effectively with us?
- How we can effectively communicate with the community?

Mission: Through true partnership, provide a strong and viable voice for the community and consumers on health service planning and delivery.

Scope: To work collaboratively with the Canterbury District Health Board governance and management team and develop effective partnerships and communication pathways.

Purpose: To receive and disseminate information from the Canterbury DHB and the Consumer Groups and Council representatives.

Objectives: The Consumer Council has a quality improvement role in the setting of advice and encouraging best practice and innovation.

The Consumer Council will support the organisation's vision and values.

The Consumer Council will operate as follows:

- Ensure and enable consumer participation
- Identify and advise on issues requiring consumer and community participation, including input into the development of the health services priorities and strategic direction
- Participate, review and advise on reports, developments and initiatives relating to health services
- Ensure regular communication and networking with the community and other relevant consumer groups
- Link into special interest groups that may be required for specific issues and problem solving
- Adhere to CDHB policies and protocols

The Consumer Council will NOT be required to:

- Provide clinical evaluation of health services
- Be involved in the Canterbury DHB's contracting processes

Accountability

The Consumer Council is being established by the Canterbury DHB and will be accountable to the CE of the Canterbury DHB.

A CDHB report of council activity will be developed each six months and presented to the Board via the CEO.

Functional Relationships

- CE, CDHB
- Executive Management Team, CDHB
- Clinical Board, CDHB
- Consumer lobby and advocacy groups
- Other consumers and their family/whanau

Membership

Consumers:

The Consumer Council will consist of 15 consumer representatives representing Family Health, Mental Health, Chronic Conditions, Physical, Intellectual and Sensory Disabilities, Older People, Rural Communities, Maori, Pacific Peoples, PHO Consumers.

Members will have an established network to which they are accountable.

The Consumer Council may co-opt persons from time to time as required for a specific purpose.

Secretariat:

Chief Medical Officer, Executive Director of Nursing, Executive Director of Maori and Pacific Health, Planning and Funding team member.

Chairperson:

The chair person will be a consumer appointed by the Chief Executive for a maximum term of one year.

Nomination Process

Appointment to the Consumer Council is by the Chief Executive following the agreed nomination process.

Achieving a Consumer Council Membership Balance

The recommending groups will seek to achieve a balance in its recommendations through the range of health focus areas and areas of association.

Term of Appointment

The Consumer Councils first term will be from September 2008 to September 2009.

The Consumer Council's function, purpose, and membership will be reviewed on an annual basis.

Quorum

The quorum for a consumer council meeting is 7 consumers, plus the chair and a member of the secretariat.

Meetings

The council will meet monthly.

Minutes and agendas will be circulated at least a week prior to each meeting, with any reading attached.

The secretariat will provide administrative support.

Total time commitment from members is approximately 4-6 hours per month which includes meetings, any required reading, and providing information, getting feedback from, and giving feedback to the members' respective organisation/sector/groups.

Attendances at workshops will be in addition to this commitment.

Minutes

Minutes of all meetings will be circulated to Consumer Council and posted on the Web site, www.cdhb.govt.nz