

Terms of Reference

Purpose

The Nelson Marlborough Health Consumer Council (Council) works collaboratively with Nelson Marlborough Health's governance and management teams to develop effective partnerships in the design and function of an effective health system in Nelson Marlborough that meets the needs of the people.

Through true partnership the Council provides a strong and viable voice for the community and consumers so that they can engage in health service planning and delivery. The Council seeks to enhance consumer experience and service integration across the sector, promote equity and ensure that services are organised around the needs of consumers, now and in the future.

Through effective processes and communications, the Council receives, considers and disseminates information from and to Nelson Marlborough Health, Nelson Bays PHO and Kimi Hauora Wairau Marlborough PHO, Non-Government Organisations, and all healthcare providers, consumer groups and communities.

All levels of consumer engagement are necessary to enable a truly patient-centred health system, and the role of the Council to provide formal advice and participate in co-design is supplemented by the active involvement of consumers in developing and delivering transformation at a service level.

The Council also has a quality improvement role and will advise and encourage best practice and innovation.

Functions

The functions of the Council are to:

- Ensure and enable appropriate consumer engagement across the Nelson Marlborough, Southern region and national health systems.
- Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction, the elimination of inequities, and the enhancement of safety and quality of services to patients and whanau.
- Review and advise on reports, developments and initiatives relating to health service delivery and the availability and / or dissemination of health related information.
- Ensure regular communications and networking with the community and relevant consumer groups.
- Link with special interest groups, as required for specific issues and problem solving.

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 full and robust processes exist.
- Represent any specific consumer interest group or organisation.
- Normally be involved in the Nelson Marlborough Health contracting processes.

Level of Influence

The Council has the authority to give advice and make recommendations to all healthcare providers, consumer groups and committees through Nelson Marlborough Health.

The level of influence of the Council is considered to be equivalent to the Clinical Governance Committee and the Iwi Health Board. All three groups are complementary in their roles.

Membership

The Council will initially consist of seven (7) expert consumers. 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 Nelson Marlborough health sector. In selecting members we will cover a range of interest areas e.g. Maori health, women's health, child health, long term conditions, mental health, and so on. Although appointed to reflect the consumer voice in a particular area of interest, an individual member will not be regarded as representatives of any specific organisation or community.

Membership composition will take the following principles into account:

- Reflect the requirements and priorities within strategic documents
- Reflect the population that uses health services
- Take into account the need to address disparities in health outcomes
- Recognise our responsibilities under the Treaty of Waitangi.

The term of a Council member is two years¹. Members may be reappointed for one additional term of two years. Reappointments will be on the recommendation of the Council Chair and with approval of the Chief Executive and the Board Chair.

Members who do not attend a minimum of eight (8) meetings within a 12 month period, will be asked to resign from the council, unless it is due to extenuating circumstances or by prior agreement with the Council Chair.

¹ Initially five members of the Council were appointed for a term of three years (end date of 31/12/2020) and two members for two years (end date of 31/12/2019)

Individual membership on the Council may be terminated or full dissolution of the Council may be undertaken by the Board Chair and Chief Executive of Nelson Marlborough Health.

Chair

The Chair shall be appointed by the Board Chair and Chief Executive of Nelson Marlborough Health following consultation with the Council.

The Chair may be paid additional fees and allowances, depending on the level of commitment involved in addition to Council meetings.

The Chair and Deputy Chair shall be appointed for a two year term. Subsequent appointments (or reappointments) shall be made following consultation with Council members, for longer terms as agreed with the Chief Executive.

Recruitment

Membership may be sought through various methods of advertising and multimedia. Consideration will be given to ensure a broad diversity of members are appointed.

Candidates will submit an application through <link> or by submitting a hard copy of the application via email or mail. Within 10 working days all applications are to be acknowledged.

The panel to review applicants for a short-list will include a Consumer Council member.

The interviewing or decision panel will include a Consumer Council member.

The Panel is to agree at the completion of the interviews who they recommend be offered a position on the Consumer Council. This selection will be approved by the Board Chair and Chief Executive of Nelson Marlborough Health.

Quorum

A quorum will be four people.

Meetings

Meeting will be held monthly, excluding January, or more frequently at the request of the chair (up to a maximum of 12 meetings per annum). Meeting will usually be for two hours and held at an agree time that enables members to participate.

Meetings will be held in both Nelson and Blenheim, and while attendance in person is preferred, options such as phone and video conference will be available.

Training

Council members will be provided with training and support to undertake their role.

Reporting

The Council will report to the Chief Executive of Nelson Marlborough Health, and through the Chief Executive to the Board. The Chair of the Council will submit a monthly report of Council activities and recommendations directly to the Board Chair. A copy of the report will also be placed on the website of Nelson Marlborough Health once approved.

Minutes

Minutes will be circulated to all members and Chair of the Council prior to the next meeting.