



MidCentral District Health Board Master Health Service Plan Consumer Advisory Panel

Background to the Master Health Service Plan

MidCentral District Health Board (MDHB) is currently working on the development of a strategy which will inform the way in which health services need to be developed to ensure we:

- Improve quality safety and experience of health care
- Improve health and equity for all population groups
- Get best value for public health system resource.

In order to get it right we want to involve consumers in our planning to ensure that any future design of health services are patient centred and meet the needs of patients and their whanau.

Why do we need consumer representation?

The consumer voice is valuable in letting us know what is important to individuals, families, carers and the community.

It's the consumer experience of the health system and sector that will lead to more efficient and effective services, ensure services fit around the needs of patients where possible, and drive improvement in quality and safety.

How will consumers be involved?

In 2014 MDHB established a Consumer Advisory Panel. This panel has been set up from a group of people with a wide range of interests, understandings and knowledge. The group reflects the community it serves.

This Panel works with a variety of stakeholders to provide advice and guidance on how services might expect to look like in the future. The Panel has a core representation of 10 members.

How will communities and organisations be informed of what is happening?

There are several ways that we will communicate with the community and organizations about service improvements:

- Consumer advisory panel members will provide feedback and get advice, from the networks and organizations they connect with. This may be formally or informally
- Any member of the project team will be happy to come and talk with communities and organizations
- We hope to continue to run focus groups and hold forums. These will tell us if we are heading in the right direction
- We may look for additional consumer representation to help us on a variety of projects as work gets underway

Who do I contact if I want to know more?

Stephanie Fletcher is working on consumer engagement and supporting the consumer advisory panel
Stephanie.fletcher@midcentraldhb.govt.nz

The project is supported by the Detailed Business Case Steering Group (chaired by Dr Ken Clarke) and the District Health Services Plan Steering Group (chaired by Mike Grant).

