

# MidCentral DHB Master Health Service Plan Consumer Advisory Panel Terms of Reference

October 2014

## 1. Background

The MidCentral District Health Board (DHB) is committed to working in collaboration with consumers for common goals as it addresses the health service requirements for a 21<sup>st</sup> century health system. MDHB recognises that consumer involvement in health service delivery and planning is best practice and integral to hearing the community voice in the Master Health Service Plan Programme of Work.

The MidCentral DHB recognises the importance of having in place mechanisms demonstrating:

- consumers' experiences of the health system
- consumers' expectations of the health system
- effective communication between the DHB and consumers and the wider community.
- how MidCentral DHB can effectively communicate with consumers and the community

## 2. Purpose

The focus of the MidCentral DHB Consumer Advisory Panel (CAP) will be to provide consumer perspectives in the development of consumer centred health services, working alongside a range of stakeholders in the development of the Indicative Business Case for facility rebuild and the subsequent Detailed Business Case.

## 3. Objectives

The objectives for the Consumer Advisory Panel are:

- CAP members will be actively involved in providing consumer input to the Detailed Business Case which supports the Master Health Service Plan.
- CAP members will be actively involved in providing consumer input across the continuum of health care delivery with respect to the Master Health Service Plan and its implementation.
- CAP members will contribute to the Master Health Service Plan programmes of work through participation in relevant committees, working parties, clinical networks and advisory groups.

## 4. Members' Attributes and Responsibilities

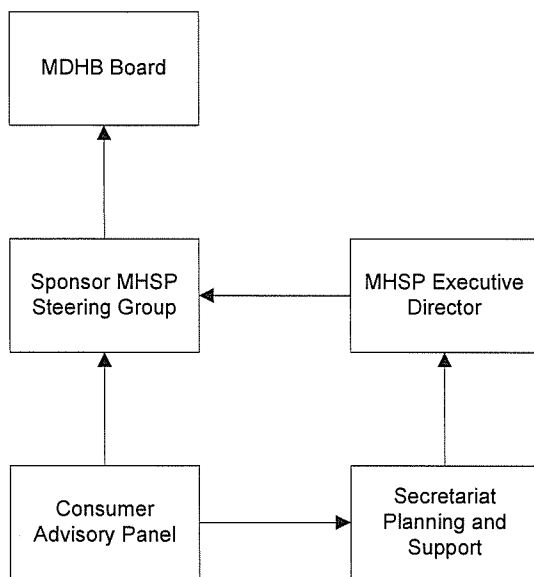
Members will work with:

- Integrity
- Inclusiveness
- An open mind
- Respect for others
- Respect with regard to the confidentiality of information and to not use it for personal advantage
- A community-centric focus
- A focus on excellence within service delivery and seeking evidence based best practice being open to innovation

Members will:

- Recognise and adhere to the principles of the Treaty of Waitangi being partnership, protection and participation
- Become familiar with the MidCentral Community Charter (currently in development)
- Seek to maintain wide and active networks in the community
- Engage in open robust discussion and seek consensus where possible. Where consensus cannot be reached the Panel will enter into a voting process with the vote and discussion of pros and cons recorded in the Minutes
- Seek and value advice and information from all who offer it and present it to the group without judgement
- Work with and alongside appropriate community health organisations and non-government organisations
- Use resources including human resources efficiently and effectively
- Seek to overcome barriers in a spirit of goodwill Abide and adhere to the relevant policies and protocols of MidCentral DHB in particular:
  - Confidentiality
  - Media statements
  - Smoke free health environment
- Not provide clinical evaluations of health services or be involved in contracting processes
- Not address individual complaints from consumers. Members will ensure that the consumer is advised of the process to address complaints

## 5. CAP in the Organisational Structure



## 6. Meetings

- Bi-monthly face to face meetings for duration of at least 2 hours
- Minutes and agendas will be circulated at least one week prior to each meeting with reading material attached
- The Secretariat provided by MidCentral District Health Board will provide administrative support

## 7. Reporting / Accountability

The CAP is accountable to the Sponsor of the Master Health Service Plan Steering Group (SG) or its successor.

Draft minutes of the Consumer Advisory Panel will go to the Executive Management Team.

Where consumer related issues are identified but fall outside the scope of these Terms of Reference the Chair will request the Secretariat to address the issue(s), through the appropriate channels, and the Panel will receive a written report stating the outcome(s) arising from the issue(s).

## 8. Membership

- Membership of the CAP is open to consumer representatives from throughout the MidCentral DHB area. Members will have particular interest, understanding and knowledge in at least one of the following areas: Mental Health, Alcohol and Other Drugs, Long Term Conditions, Disabilities (including Sensory, Physical and Intellectual), Older Persons Health,

Family Health (including Men's, Women's, Child and Youth), Maori, Refugee and Migrant Health, Pacific, Primary Health, Rural Health, and Palliative Care.

- Membership is up to 9 members plus secretariat
- Each member will show interest in and consider/provide comment on, issues that arise in relation to the MidCentral Community Charter and the Master Health Service Plan programme of work. Such comment should be directed to the CAP in the first instance via the Chair
- Members will benefit from having an established network from which to seek information
- The CAP may co-opt people from time to time, for a specific purpose
- If members fail to attend three meetings in a row, without an apology, they will be asked by the Panel to step down as a Consumer Advisory Panel Member
- Should a member resign from their position an Expression of Interest process will be entered into as soon as is practicable to ensure that representation and membership numbers are retained
- The ex-officio Board member is included as a member of the Panel.

## 9. Chairperson

- The Chairperson will be a consumer, selected by the CAP with endorsement from the MHSP SG Sponsor
- The Chairperson shall serve for a term of one year
- The CAP will also appoint a Deputy Chair

## 10. Term of Appointment

The term of a CAP member is two years. This can be extended for a further two terms of one year by interview or by consensus of the Panel.

## 11. Quorum

The quorum for a CAP meeting is 5 including the Chair or Deputy Chair. A member of the Secretariat must be in attendance.

## 12. Activities and Time Commitment

Members' activities will include:

- Attend Panel Meetings
- Required reading

- Providing information, seeking feedback from and giving feedback to organisations/sectors/groups in which members have a particular interest, understanding and knowledge; and providing feedback to the CAP about these activities

And may include

- Attendance at workshops, seminars and membership on other MidCentral DHB committees and groups, and providing feedback to the CAP about these activities, will be in addition to this time commitment and dependent on each member's preference and availability.

## 13. Payment Policy

- MidCentral DHB will be responsible for payments to CAP members.
- Payment will be made in accordance with the MDHB Meeting Fees Policy

## 14. Review

The CAP will review its Terms of Reference annually

Approval

Signed:

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Date:

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Signed:

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Date:

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Chair

Sponsor

## Appendix 1 – Membership

Name	Date of Appointment
John Hannifin	12 <sup>th</sup> February 2014 appointed Chair on 3 <sup>rd</sup> October 2014
Christine McDonald	12 <sup>th</sup> February 2014 appointed Deputy Chair on 3 <sup>rd</sup> October 2014
Hinerangi Bidois	12 <sup>th</sup> February 2014
Indra Dulal	12 <sup>th</sup> February 2014
Oriana Paewai	12 <sup>th</sup> February 2014
Gaye Fell	12 <sup>th</sup> February 2014
Helen Chong	12 <sup>th</sup> February 2014
Barbara Robson (ex – officio position)	25 <sup>th</sup> February 2014