

**HAWKE'S BAY HEALTH CONSUMER COUNCIL
ANNUAL PLAN 2014/15**

Purpose	Provide a strong viable voice for the community and consumers on health service planning and delivery	Advise and encourage best practice and innovation in the areas of patient safety, consumer experience and clinical quality	Work Collaboratively with HBDHB, Health Hawke's Bay and Clinical Council to develop effective partnerships and communication pathways
FUNCTIONS	<ul style="list-style-type: none"> • Identify and advise on issues requiring consumer and community participation, including input into: <ul style="list-style-type: none"> - Development of health service priorities - Strategic direction - The reduction of inequities • Participate, review and advise on reports, developments and initiatives relating to health service planning and delivery. 	<ul style="list-style-type: none"> • Identify and advise on issues that will improve clinical quality and patient safety. • Seek to enhance consumer experience and service integration across the sector. • Promote equity of access/treatment • Seek to ensure that services are organised around the needs of people. 	<ul style="list-style-type: none"> • Ensure and enable appropriate consumer participation within the health sector <ul style="list-style-type: none"> - across Hawke's Bay - within the Central region - at National level • Receive, consider and disseminate information from and to HBDHB, Health Hawke's Bay, Consumer groups and communities. • Ensure regular communication and networking with the community and relevant consumer groups. • Link with special interest groups as required for specific issues and problems solving.
STRATEGIES	<ul style="list-style-type: none"> • Engage early with project and planning teams, and standing committees, to ensure the consumer perspective is included in all outcomes and recommendations. • Review and comment on all reports, papers, initiatives to the Board. • Promote issues of importance and/or concern to consumers generally, for consideration and/or resolution by relevant organisations within the health sector. • Ensure robust complaint/feedback systems are in place and that consumers are well informed and easily able to access these • Consumer Council members to be allocated portfolio/areas of responsibility. 	<ul style="list-style-type: none"> • <i>Work with Clinical Council to develop and maintain an environment that promotes and improves:</i> <ul style="list-style-type: none"> - <i>Putting patients / consumers at the centre</i> - Patient safety - Consumer experience - Clinical quality - Health literacy - Equity • Promote initiatives that empower communities and consumers to take more responsibility for their own health <i>and wellness</i>. • <i>Promote a clinical culture which actively engages with patients / consumers at all levels, as 'partners in care'.</i> • <i>Advocate / promote for Intersectoral action on key determinants of health.</i> 	<ul style="list-style-type: none"> • <i>Raise the profile and community awareness of Consumer Council and the opportunities / options for enhanced consumer engagement in decision making.</i> • Ensure good attendance and robust discussions at monthly Consumer Council meetings • Co-ordinate consumer representation on appropriate committees and project teams: <ul style="list-style-type: none"> - Within Hawke's Bay - At Central Region and National levels • <i>Engage with HQSC programmes around consumer engagement and 'partners in care'.</i> • Maintain current database and regular communications with all Hawke's Bay health consumer groups/organisations. • Provide regular updates on both the HBDHB and Health Hawke's Bay websites • Ensure Consumer Council members continue to be well connected and engaged with relevant consumer groups and communities.
OBJECTIVES 2013/14	<ul style="list-style-type: none"> • Allocate portfolios and provide advice as appropriate in the various areas of interest (see over the page) • <i>Develop good working relationships between Consumer Council "leads" with respective services</i> • <i>Promote the development of sector wide performance reporting, management and improvement processes around issues of particular concern to consumers including:</i> <ul style="list-style-type: none"> - <i>Access / availability</i> - <i>Service quality / safety</i> - <i>Timeliness</i> - <i>Responsiveness</i> • Engage in HBDHB Annual Plan process 	<ul style="list-style-type: none"> • Actively engage in key initiatives <ul style="list-style-type: none"> - Clinical Pathways - Integrated Urgent Care • <i>Enhanced primary and community health care.</i> • Promote and assist initiatives that will improve the level of consumer health literacy: ie <i>'the ability and capacity to obtain, process and understand basic health information and the services in order to make informed and appropriate health decisions'</i> • <i>Facilitate and promote the development of a 'person centred care' approach to the delivery of health services.</i> • <i>Seek to have Chair of Consumer Council join, or participate in the HB Intersectoral Forum.</i> 	<ul style="list-style-type: none"> • <i>Influence the establishment and then participate in the proposed Central Region Consumer Advisory Network.</i> • Develop/maintain a schedule of all consumer representatives on all committees/project teams • Co-ordinate appointments and communications to and from such consumer representatives. • <i>Enhance/maintain Consumer Council pages on HBDHB and Health Hawke's Bay websites.</i> • Develop database of all Hawke's Bay health consumer groups and distribute general communications to these groups at least twice during the year. • <i>Publish a regular Consumer Council Chair's Newsletter in "consumer friendly" form for distribution through community publications / newsletters.</i> • <i>Consumer Council Chair to meet regularly with CEOs of HBDHB and Health Hawke's Bay.</i> • <i>Consumer Council Chair to attend all Clinical Council meetings and regularly liaise with the co-chairs.</i>

Portfolios and areas of interest: (leads in bold)	Consumer Council Members:																																	
<ul style="list-style-type: none"> - Women's' health Olive, Donna and Leona - Child health Joan, Donna, Malcolm and Rachel - Youth health Rosemary, Donna and Jim - Older Persons health Joan and Jenny - Chronic conditions Rosemary, Terry, James and Rachel - Mental Health Nicki, Terry and Gabrielle - Alcohol and other drugs Nicki and Rosemary - Sensory and physical disability Heather, Gabrielle and Tessa - Intellectual and neurological disability Heather, Olive and Gabrielle - Rural health Heather, Jim, Leona (Wairoa) and Terry (CHB) - Maori health Tessa, Leona, Jim and James - Pacific health Olive and Tessa - Primary health Jenny and Rachel - High deprivation populations Nicki, Jenny & Leona 	<table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td data-bbox="1952 212 2294 296">Graeme Norton (Chair) Hastings</td> <td data-bbox="2294 212 2778 296">graeme.norton@clear.net.nz graeme@3R.co.nz</td> </tr> <tr> <td data-bbox="1952 296 2294 369">Gabrielle Hogg Taradale</td> <td data-bbox="2294 296 2778 369">gabriellehogg@gmail.com</td> </tr> <tr> <td data-bbox="1952 369 2294 443">Nicki Lishman (MSD Rep) Westshore</td> <td data-bbox="2294 369 2778 443">nicki.lishman004@msd.govt.nz</td> </tr> <tr> <td data-bbox="1952 443 2294 527">Malcolm Dixon Havelock North</td> <td data-bbox="2294 443 2778 527">mdixon@frimley.school.nz</td> </tr> <tr> <td data-bbox="1952 527 2294 600">Jim Morunga Napier</td> <td data-bbox="2294 527 2778 600">jim.morunga@tkh.org.nz</td> </tr> <tr> <td data-bbox="1952 600 2294 674">Jenny Peters Napier</td> <td data-bbox="2294 600 2778 674">peters.jenny26@gmail.com</td> </tr> <tr> <td data-bbox="1952 674 2294 747">Donna Pollard Napier</td> <td data-bbox="2294 674 2778 747">donna.pollard04@gmail.com</td> </tr> <tr> <td data-bbox="1952 747 2294 821">Olive Tanielu Hastings</td> <td data-bbox="2294 747 2778 821">olivetanielu@rocketmail.com</td> </tr> <tr> <td data-bbox="1952 821 2294 894">James Henry Napier</td> <td data-bbox="2294 821 2778 894">jimbhenry@hotmail.co.nz</td> </tr> <tr> <td data-bbox="1952 894 2294 968">Heather Robertson Taradale</td> <td data-bbox="2294 894 2778 968">dithb@xtra.co.nz</td> </tr> <tr> <td data-bbox="1952 968 2294 1041">Joan Sye (Health HB Rep) Hastings</td> <td data-bbox="2294 968 2778 1041">joan.sye@xtra.co.nz</td> </tr> <tr> <td data-bbox="1952 1041 2294 1115">Leona Karauria Nuhaka</td> <td data-bbox="2294 1041 2778 1115">Info@s-a-s.co.nz</td> </tr> <tr> <td data-bbox="1952 1115 2294 1188">Rosemary Marriott Hastings</td> <td data-bbox="2294 1115 2778 1188">roseandterry@xtra.co.nz</td> </tr> <tr> <td data-bbox="1952 1188 2294 1262">Terry Kingston Waipawa</td> <td data-bbox="2294 1188 2778 1262">terrykingston@xtra.co.nz</td> </tr> <tr> <td data-bbox="1952 1262 2294 1335">Tessa Robin Hastings</td> <td data-bbox="2294 1262 2778 1335">tessa.robin@tkh.org.nz</td> </tr> <tr> <td data-bbox="1952 1335 2294 1409">Rachel Ritchie Havelock North</td> <td data-bbox="2294 1335 2778 1409">andyrach@xtra.co.nz</td> </tr> </table>		Graeme Norton (Chair) Hastings	graeme.norton@clear.net.nz graeme@3R.co.nz	Gabrielle Hogg Taradale	gabriellehogg@gmail.com	Nicki Lishman (MSD Rep) Westshore	nicki.lishman004@msd.govt.nz	Malcolm Dixon Havelock North	mdixon@frimley.school.nz	Jim Morunga Napier	jim.morunga@tkh.org.nz	Jenny Peters Napier	peters.jenny26@gmail.com	Donna Pollard Napier	donna.pollard04@gmail.com	Olive Tanielu Hastings	olivetanielu@rocketmail.com	James Henry Napier	jimbhenry@hotmail.co.nz	Heather Robertson Taradale	dithb@xtra.co.nz	Joan Sye (Health HB Rep) Hastings	joan.sye@xtra.co.nz	Leona Karauria Nuhaka	Info@s-a-s.co.nz	Rosemary Marriott Hastings	roseandterry@xtra.co.nz	Terry Kingston Waipawa	terrykingston@xtra.co.nz	Tessa Robin Hastings	tessa.robin@tkh.org.nz	Rachel Ritchie Havelock North	andyrach@xtra.co.nz
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<p>Projects/Teams:</p> <ul style="list-style-type: none"> - Urgent Care Alliance Graeme (Chair Leadership Team), Rachel, Jenny (Members Alliance Team) - Mental Health (Partnership Advisory Group) Nicki (Chair), Gabrielle (Member) - Clinical Pathways Graeme (Steering Group Member) - Maternity Liaison Donna - DNA Tessa (Steering Group), Olive, Gabrielle, Jenny, Leona, Jim (Members working group) - Pharmacy Graeme (National & local) - Patient Surveys Rosemary , Gabrielle, Jenny - Consumer Stories Nicki, Heather, Rosemary, Gabrielle - Restraints Committee Heather - Quality Accounts Heather, Rosemary - Signage Rosemary - Diabetes Pathways Rosemary, Rachel - Digital Retinology contract Rosemary 	<p>Support:</p> <table style="width: 100%;"> <tr> <td style="width: 50%;">Ken Foote</td> <td>(Company Secretary)</td> </tr> <tr> <td>Brenda Crene</td> <td>(Board Administrator and PA to Company Secretary)</td> </tr> <tr> <td>Anna Kirk</td> <td>(Media & Communications Advisor)</td> </tr> <tr> <td>Leigh White</td> <td>(Clinical Council Liaison)</td> </tr> </table>		Ken Foote	(Company Secretary)	Brenda Crene	(Board Administrator and PA to Company Secretary)	Anna Kirk	(Media & Communications Advisor)	Leigh White	(Clinical Council Liaison)																								
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