

Consumer Experiences Council (CEC) Terms of Reference (ToR)

Vision: Champions of patient and whānau led change towards healthy communities, and world class health care achieved together

Purpose: To support a 'Community, whānau and a patient centric model of healthcare' where through input and guidance; based on the interests of patients and whānau and in the spirit of genuine partnership, systems and organisational cultural change lead to positive health outcomes.

Scope: Provide strategic advice to the Executive Leadership Team (ELT) based on the experience of patients, whānau and staff and influence system design to improve quality, safety and experience through more responsive and accessible services including integration with other strategic programmes, such as:

- Ahu Awhi/models of care
- Large infrastructure investments
- Prioritisation processes for the annual planning cycle
- Initiatives supporting equity
- Health Quality Safety Commission initiatives

Membership:

Consumer advisors X 7 (One appointed as Co-Chair)

District Director

Chief Quality, Safety and Risk (Co-Chair)

Chief Nursing Officer

Chief Strategy

General Manager Māori Health Team

General Manager Pacific Health Team

Clinical Director Adult Emergency Department

Director of Starship Child Health Medical and Community and Paediatric Emergency Medicine

Consumer Experience Team Manager (Management support)

Patient Experience Team Administrator (Administrative support)

Goals:

1. Support Te Toka Tumai Auckland to deliver care that matters to patients and whānau
2. Help patient and whānau needs to be well understood by Te Toka Tumai Auckland
3. Monitor how patient and whānau feedback systematically drives improvements to Te Toka Tumai Auckland services and experience

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4. Promotes a shift in culture towards patient and whānau centred care

Objectives: (the action plan with more specific objectives and KPIs would alongside the ToR)

- Reflect the Te Toka Tumai Auckland values of Welcome *Haere Mai*, Respect *Manaaki*, Together *Tuhono* and Aim High *Angamua* throughout all activities and communication of the CEC
- Ensure that a sound framework for the CEC is established and that this structure will support the work of the CEC and its success
- Value and legitimise the patient and whānau voice by listening and responding to their individual and collective experience
- Provide feedback on policy, initiatives, programmes, reviews across all areas of the Te Toka Tumai Auckland based on priority and scope
- Act as a 'sounding board'
- Communicate and promote patient and whānau centred care across Te Toka Tumai Auckland and participate in the planning and implementation of staff and volunteer education and training

Measures: (12 or 24 months)

1. Communication of patient experience increases threefold
2. Patient voice and lived experience is prominent in decision making
3. Improvements for patient and whānau experience are part of the Te Toka Tumai Auckland planning structure
4. Communication of patient needs and experience increases and is representative of patient and whānau, including Māori, Pasifika, youth, older people and people living with disabilities
5. Patient and whānau experience improves for all populations over time
6. The development of an annual CEC action plan with key performance indicators (KPIs) to monitor progress and identify achievements and determine where more needs to be done to achieve agreed standards/objectives

Principles:

- Tuhono – we work in relationship with patients, whānau and staff
- Listening – patients and whānau are heard
- Respect – empathy, inclusiveness and responsiveness
- Being real – we humanise insights and bring a focus to whānau centred approaches
- Brave – we live the behaviours, mind-set shifts and holistic approaches we need to feel safe enough to challenge the status quo

Roles and Responsibilities:

Refer to Role Statement: CEC Council Consumer advisor

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All members of the Council must engage and take responsibility for guiding the programme towards success for Te Toka Tumai Auckland, including:

- Demonstrate Te Toka Tumai Auckland values in all interactions
- Partake in robust discussion and speak freely but constructively
- Asks the hard questions and hold others to account
- The capacity and capability to understand and fulfil the role and fully commit for the duration stated
- Understand the importance of their personal contribution to the programme's success
- Are committed to prepare for and attend council meetings for the duration of their tenure
- Are aware of Te Toka Tumai Aucklands process and standards in relation to privacy and confidentiality

All members of the Council must:

- Apologise in advance to the secretariat if unable to attend the council meeting
- Attend all scheduled meetings and if unable to attend request support from the secretariat to participate via teleconference or other agreed channels
- Submit any invoices for payment of costs incurred above the standard Council sitting fee at or immediately after the meeting to enable timely reimbursement
- Request support in advance from the secretariat for assistance with transport or anything else to enable attendance and participation in the council meeting
- If unable to attend more than two meetings in a row related to health, leave, work or other matters discuss with the secretariat to consider other opportunities to enable participation or to recruit another patient and whānau advisor to replace them in the short term
- Share reflections at the end of each meeting to assist evaluate and improve meetings

Meeting administration and support:

- Meeting packs will be distributed a minimum of 5 working days prior to the next scheduled meeting and/or the last working day before a weekend if the scheduled meeting is on a Monday or Tuesday
- Draft meeting notes will be distributed no more than 10 working days post the meeting

Frequency:

The CEC will meet monthly from late January to mid-December for up to 11 two hour meetings per calendar year, inclusive of an annual planning meeting.

Acceptance and review of Terms of Reference (ToR):

The CEC ToR is reviewed annually by the membership 12 months from the formal approval date.