

**HAWKE'S BAY HEALTH CONSUMER COUNCIL
ANNUAL PLAN 2018/19**

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	Promote and support the enhancement of consumer engagement
FUNCTIONS	<ul style="list-style-type: none"> • Identify and advise on and promote, a 'Partners in care' approach to the implementation of 'Person and Whānau Centred Care' into the Hawkes Bay health system, 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. • Seek to ensure that services are organised around the needs of all consumers 	<ul style="list-style-type: none"> • Identify and advise on issues that will improve clinical quality, patient safety and making health easy to understand. • Seek to enhance consumer experience and service integration across the sector. • Promote equity of access/treatment • .Seek to ensure that services are responsive to individual and collective consumer needs. 	<ul style="list-style-type: none"> • Oversee implementation of the Consumer Engagement Strategy for the Hawkes bay health system • Ensure, coordinate and enable appropriate consumer engagement within the health system <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"> • Proactively raise and promote issues of importance and/or concern to consumers generally, for consideration and/or resolution by relevant organisations within the health system. • 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 relevant reports, papers, initiatives to the Board. 	<ul style="list-style-type: none"> • Work with Clinical Council to develop and maintain an environment that promotes and improves: <ul style="list-style-type: none"> - Putting patients / consumers at the centre - Patient safety - Consumer experience - Clinical quality - Health literacy - Equity • Promote initiatives that empower communities and consumers to take more responsibility for their own health and wellness. 	<ul style="list-style-type: none"> • Raise the profile and community awareness of Consumer Council and the opportunities / options for enhanced consumer engagement in decision making. • 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

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Strategies cont..	<ul style="list-style-type: none"> • 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"> • Promote a clinical culture which actively engages with patients / consumers at all levels, as ‘partners in care’. • Advocate / promote for Intersectoral action on key determinants of health. 	<ul style="list-style-type: none"> • Engage with HQSC programmes around consumer engagement and ‘partners in care’. • 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 2018/19	<ul style="list-style-type: none"> • Actively promote and participate in ‘co-design processes for: <ul style="list-style-type: none"> - Mental Health, Youth • Participate in the evolution of primary care and the work of the Primary Care Development Partnership. • Promote and support work on the development of a Disability Strategy for the HB Health sector. • Hold active membership in Clinical Council committees including Consumer Experience Committee. • Actively participate in the People Strategy and Clinical Services Plan development and implementation. 	<ul style="list-style-type: none"> • Promote and assist initiatives that make health easy to understand within the sector and community. • Facilitate and promote the implementation of a ‘person and whānau centred care’ approach and culture to the delivery of health services, in partnership with the Clinical Council. • Oversee the provision of consumer feedback and the use of ‘consumer stories’. • Require regular provision of and monitor all ‘Consumer Experience’ performance measures/indicators as co-sponsor of the ‘Consumer Experience Committee’ within the clinical governance structure. • Facilitate a focus on disability issues 	<ul style="list-style-type: none"> • Support the implementation of the Consumer Engagement Strategy and principles in Hawkes Bay • Further develop and maintain connections with Youth within the community. • Influence the establishment and then participate in regional and national Consumer Advisory Networks.