

**HAWKE'S BAY HEALTH CONSUMER COUNCIL
ANNUAL PLAN 2016/17**

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 health literacy. • 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"> • Facilitate and support the development of an appropriate 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

	<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 2016/17	<ul style="list-style-type: none"> • Actively promote and participate in' co-design processes for: <ul style="list-style-type: none"> - Youth - Mental Health - Older Persons • Participate in the development of Health and Social Care Networks • Provide consumer perspective into Customer focussed Booking 	<ul style="list-style-type: none"> • Promote and assist initiatives that will improve the level of health literacy within the sector and community. • Facilitate and promote the development of a 'person and whānau centred care" approach and culture to the delivery of health services, in partnership with the Clinical Council. • Promote the provision of consumer feedback and 'consumer stories'. • Monitor all 'Patient Experience' performance measures/indicators as co-sponsor of the 'patient experience Committee' within the clinical governance structure. • Facilitate a focus on disability issues 	<ul style="list-style-type: none"> • Facilitate and support the development and implementation of a consumer engagement strategy and principles in Hawkes Bay • Establish a connection with Youth within the community • Influence the establishment and then participate in regional and national Consumer Advisory Networks.

Portfolios and areas of interest	HB Health Consumer Council Members:																															
<p>AREAS OF INTEREST</p> <ul style="list-style-type: none"> - Women’s health Sami, Olive, Leona - Child health Sami, Malcolm, Rachel - Youth health Dallas, Kylarni - Older Persons health Jenny, Heather - Chronic conditions Rosemary, Terry, James, Rachel - Mental Health Terry - Alcohol and other drugs Dallas, Kylarni, Rosemary - Sensory and physical disability Sarah, Heather, Tessa - Intellectual and neurological disability Heather, Olive - Rural health Leona, Terry - Māori health Tessa, Leona, James, Sami - Pacific health Olive, Sami, Tessa - Primary health Jenny, Rachel, Rosemary - High deprivation populations Jenny, Leona <p>2016-17 PORTFOLIOS</p> <ul style="list-style-type: none"> - Co-Design Youth: Dallas, Kylarni - Co-Design Mental Health: Terry & PAG - Co-Design Older Persons: Jenny, Heather, Rosemary - Health and Social Care Networks: Tessa, Rachel, Jenny, Leona, Terry - Customer Focussed Booking: Tessa, Sarah - Health Literacy: James, Leona, Olive - Person and Whānau Centred Care: Rosemary, Leona - Patient Experience Committee (of Clinical Council): Sami, Terry - Disability: Sarah, Heather, Terry - Consumer Engagement Strategy: ALL 	<table border="1"> <tr> <td data-bbox="1373 213 1630 304">Graeme Norton (Chair) HASTINGS</td> <td data-bbox="1630 213 2080 304">graeme.norton@clear.net.nz</td> </tr> <tr> <td data-bbox="1373 304 1630 395">Jim Henry NAPIER</td> <td data-bbox="1630 304 2080 395">jimbhenry@hotmail.co.nz</td> </tr> <tr> <td data-bbox="1373 395 1630 486">Jenny Peters NAPIER</td> <td data-bbox="1630 395 2080 486">peters.jenny26@gmail.com</td> </tr> <tr> <td data-bbox="1373 486 1630 577">Olive Tanielu HASTINGS</td> <td data-bbox="1630 486 2080 577">olivetanielu@rocketmail.com</td> </tr> <tr> <td data-bbox="1373 577 1630 668">Heather Robertson NAPIER</td> <td data-bbox="1630 577 2080 668">Heather.hb@xtra.co.nz</td> </tr> <tr> <td data-bbox="1373 668 1630 759">Leona Karauria NUHAKA</td> <td data-bbox="1630 668 2080 759">Info@s-a-s.co.nz</td> </tr> <tr> <td data-bbox="1373 759 1630 850">Rosemary Marriott HASTINGS</td> <td data-bbox="1630 759 2080 850">roseandterry@xtra.co.nz</td> </tr> <tr> <td data-bbox="1373 850 1630 941">Terry Kingston WAIPAWA</td> <td data-bbox="1630 850 2080 941">terrykingston@xtra.co.nz</td> </tr> <tr> <td data-bbox="1373 941 1630 1032">Tessa Robin NAPIER</td> <td data-bbox="1630 941 2080 1032">tessa.robin@tkh.org.nz</td> </tr> <tr> <td data-bbox="1373 1032 1630 1123">Malcolm Dixon HAVELOCK NORTH</td> <td data-bbox="1630 1032 2080 1123">dixonmj24@icloud.com</td> </tr> <tr> <td data-bbox="1373 1123 1630 1214">Rachel Ritchie HAVELOCK NORTH</td> <td data-bbox="1630 1123 2080 1214">andyrach@xtra.co.nz</td> </tr> <tr> <td data-bbox="1373 1214 1630 1305">Sarah Hansen HASTINGS</td> <td data-bbox="1630 1214 2080 1305">hansennorsemen@xtra.co.nz</td> </tr> <tr> <td data-bbox="1373 1305 1630 1396">Samitioata (Sami) McIntosh HASTINGS</td> <td data-bbox="1630 1305 2080 1396">smkoko@live.com</td> </tr> <tr> <td data-bbox="1373 1396 1630 1487">Dallas Adams HASTINGS</td> <td data-bbox="1630 1396 2080 1487">Dallasadams31@gmail.com</td> </tr> <tr> <td data-bbox="1373 1487 1630 1578">Kylarni Tamaiva-Eria HASTINGS</td> <td data-bbox="1630 1487 2080 1578">kylarnitamaivaeria@hotmail.com</td> </tr> </table>	Graeme Norton (Chair) HASTINGS	graeme.norton@clear.net.nz	Jim Henry NAPIER	jimbhenry@hotmail.co.nz	Jenny Peters NAPIER	peters.jenny26@gmail.com	Olive Tanielu HASTINGS	olivetanielu@rocketmail.com	Heather Robertson NAPIER	Heather.hb@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 NAPIER	tessa.robin@tkh.org.nz	Malcolm Dixon HAVELOCK NORTH	dixonmj24@icloud.com	Rachel Ritchie HAVELOCK NORTH	andyrach@xtra.co.nz	Sarah Hansen HASTINGS	hansennorsemen@xtra.co.nz	Samitioata (Sami) McIntosh HASTINGS	smkoko@live.com	Dallas Adams HASTINGS	Dallasadams31@gmail.com	Kylarni Tamaiva-Eria HASTINGS	kylarnitamaivaeria@hotmail.com	
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Support:

Operational and Minutes

Kate Coley (Executive Director, People and Quality)
Tracy Fricker (Council Secretary and EA to ED People and Quality)
Jeanette Rendle (Consumer Engagement Manager)

Clinical Council Liaison

Debs Higgins

Governance

Ken Foote (Company Secretary)
Brenda Crene (Board Administrator and PA to Co-Secretary)

Communications

Anna Kirk (Communications Manager)