

Waitematā DHB Consumer Council Strategic Objectives 2021/22

The Waitematā District Health Board’s Consumer Council works collaboratively with the Waitematā DHB Chief Executive, and the Board to develop effective partnerships in the design, planning and delivery of high quality¹, safe and accessible health care services for the Waitematā community.

Areas of Focus	Improving patient, whānau and family experience	Informing decision making about equity, safety and quality, design and redesign of health services	Ensuring the patient/community voice is heard by the DHB
Responsibilities	<ul style="list-style-type: none"> • Overview and monitoring of patient experience strategy • Understand and critically review feedback themes from Patient Experience surveys and improvement activities • Report, identify, highlight patient experience/ community feedback and identify priority areas for Patient Experience activity • Seek to ensure that services are organised around the needs of all consumers 	<ul style="list-style-type: none"> • Understand and critically review complaint and adverse event themes and recommendations that impact on patient experience • Advice and on-going input into the direction and implementation of the Quality Strategy • General advice to teams/services who present their work to the Council, seeking advice about direction and/or engagement • Promote equity of access/treatment. • Seek to enhance the communication of the DHB with the community and make health easy to understand. • Recruitment and management of consumer council members ensuring far-reaching community representation 	<ul style="list-style-type: none"> • Advice and support through regular reports to the Board to ensure Waitematā DHB is engaging with consumers at all levels of governance • General advice to teams/services who present their work to the Council, seeking advice about direction and/or engagement • Oversee the self-assessment process for the Consumer Engagement Quality Safety Marker • Ensure, coordinate and enable appropriate consumer engagement within the DHB. • Ensure regular communication and networking with the community and relevant community groups. • Link with specific interest project work to support problem solving and provide advice.
Strategies	<ul style="list-style-type: none"> • Monitoring of recommendations and advice provided to services that impact on patient experience • Identify, prioritise and pro-actively raise consumer issues to the organisation • Ensure overarching principle of equity 	<ul style="list-style-type: none"> • Identifying and ensuring that the Council’s focus is aligned with the Community’s Health needs • Aligning the Council’s focus with the DHB’s organisational plans and strategies • Monitoring of recommendations and advice 	<ul style="list-style-type: none"> • Twice-yearly reporting to the DHB Board on Consumer Council activity • Engaging with the community and increasing awareness of the council to enhance consumer engagement in planning and decision-making. Support conduct of annual community forums

¹ High-quality healthcare services can be measured using the Health Quality and Safety Commission’s Health Quality and Safety Indicators. These indicators measure internationally recognised range of aspects of quality: safety, patient experience, effectiveness, access/timeliness, efficiency and equity. The Consumer Council’s work focuses on safety, access, equity and patient experience.

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	<p>of access to treatment and services is upheld and considered on all discussions and recommendations</p>	<p>provided to services and recommendations that impact on equity and access to services</p> <ul style="list-style-type: none"> • Ensuring good attendance, robust, open and diverse discussion during the Council's Meetings • Work with the DHB to develop, improve, review programmes to promote patient safety, equity and health literacy 	<p>held in community settings.</p> <ul style="list-style-type: none"> • Develop and maintain connections with youth within the community. • Ensuring strong linkage with the DHB through regular updates and communication with the CEO and the Board.
<p>Objectives 2021/22</p>	<ul style="list-style-type: none"> • Ensure that the Council's focus is aligned with organisational plans and strategies • Engagement in the prioritisation of agenda items and key issuesSupport finalisation of the Consumer Engagement Health Quality and Safety Marker for Waitematā DHB. 	<ul style="list-style-type: none"> • Early engagement with the DHB's services and project teams to ensure consumer perspective is captured on plans and programmes • Regular review of the 'Actions and Follow-up List' to monitor recommendations and advice provided by the Council to services that impact on patient experience • Facilitate a focus on the following issues: <ul style="list-style-type: none"> - Disability and access (including languages) - Mental Health Services - Telehealth Services - Specific services for Māori and Pacific and how these meet current needs - Transgender Health/Rainbow tick - Timely medical interventions - Challenges in aged residential care facilities - Consumer health preferences - Communication (engagement with youth and community) 	<ul style="list-style-type: none"> • Continue promoting the Consumer Council's 'elevator pitch' as a tool to engage members of the community with the functions and activities of the Council. • Support the development of a consumer friendly website for the DHB to enable better engagement and community interaction and, make health easy to understand (promote health literacy). • Finalise details of the appointment and re-appointment process for Consumer Council members. • Review and provide recommendations on (thematically analysed) complaints and feedback received by the DHB. • Recruitment of representation from youth and Rodney communities.