

Consumer Council Work Plan 2018/2019

Action 1: Leadership / Support

Purpose	Activity	Action / Result	By When / Who
Increase Consumer Council understanding and knowledge regarding local DHB services	<p>Receive information on various service functions and facets</p> <ul style="list-style-type: none"> - Presentations to Consumer Council - How services work - Members to visit Service Areas - Understand key priorities for service barriers/constraints and quality improvements underway <p><i>9/4: ER – wants to see Mental Health (Model of Care and the Mental Health Review). MH should fit in all categories.</i></p> <p><i>Gary – all relevant documentation for reading should come through this group (MH).</i></p>	<p>The Mental Health Inquiry results are open for consultation of submissions</p>	<p>June 2018 (Visit to Buller Services)</p> <p>October 2018 (Meeting in Hokitika)</p> <p>4 July 2018 Grey/ Hokitika (as per link sent)</p>

Action 2: Having a positive influence

Promoting better understanding and awareness of Consumer Council through engagement within DHB Forums / Clinical Committees where relevant	<ul style="list-style-type: none"> • How we target groups regarding communications, what committees • How do we raise profile of CC group amongst the youth on West Coast • Promoting CC work amongst patients & staff 	<ul style="list-style-type: none"> • Review website -> consumers post meeting, individual Bio of Consumer Council members 	April 2018
--------------------------------------------------------------------------------------------------------------------------------------------	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------	------------

	<ul style="list-style-type: none"> • Providing point of contact within services for patients • Rotating CC meetings across region – Buller, Grey and Hokitika • Quality Accounts 		
Priority 3: Focus Projects for the Year			
Purpose	Activity	Action / Result	By When / Who
Improve consumer representation in DHB clinical committees where relevant providing Consumer Council feedback	Focus points for the year: <ul style="list-style-type: none"> • Hospital Volunteers/Navigators, i.e. Friends of the Hospital • Embedment of Consumer Council representatives into clinical forums • Hand Hygiene • Influenza roll out • Service Improvement • IDEAL 	<ul style="list-style-type: none"> - Restraint Committee - Medication Safety Committee - Maternity Safety Committee - Local Work Streams Groups - Special Projects - National Patient Experience Survey - Quality Initiatives - Youth Health Advisory - Falls Committee - Stroke Committee - Mental Health Service (multiple) - Accreditation (Credentiailling) - Health of Older Persons - Hub for Community Health <p>Ongoing liaison with Chair of Committees/Group to obtain Terms of Reference and select consumer representation</p>	<p>Ongoing</p> <p>Ongoing</p>

Having a positive and progressive influence	<ul style="list-style-type: none"> • Focus on people with long term conditions (continuity of care) including Mental Health/Dementia • Assist DHB • Integrate Family/Health Care/ Buller 		
Investigate further opportunities	<ul style="list-style-type: none"> • Investigate further opportunities for our Community to assist patients and their Families/ Whanau wherever practical 		
Priority 4: Communication			
Purpose	Activity	Action / Result	By When / Who
Develop a Communication Plan for the Consumer Council	<ul style="list-style-type: none"> • Media Release – (Senior Communications Advisor) to attend Consumer Council meeting and outline strategy and develop a communication plan • Council updates to Chief Executive via Executive Management Team (EMT) • Website / CE Update / Facebook / Develop Bio for each CC member place on Internet website • Preplan questions by getting statements from speakers/presenters prior to each meeting and core questions for speaker/presenter from Consumer Council prior to meeting 		On appointment of new Senior Communications Advisor