

Purpose:	<p>The Bay of Plenty Health Consumer Council (BOPHCC) will be a voice for the consumers of the health system and the people of the Bay of Plenty District Health Board (BOPDHB).</p> <p>The BOPHCC will work collaboratively with the BOPDHB as an advisory body to advance their vision of “Enabling communities to achieve good health, independence and access to quality services”.</p>
Functions:	<p>The BOP Health Consumer Council will:</p> <ul style="list-style-type: none"> • Enable meaningful consumer participation across the Bay of Plenty • Identify and advise on issues requiring consumer and community participation, including input into the development of health service priorities and strategic direction • Participate, review and advise on reports, developments and initiatives relating to provision of health services • Ensure regular communication and networking with the community and relevant consumer groups • Link with special interest groups as required, for specific issues and/or problem solving • Maintain an overview of consumer engagement activity across the BOPDHB for transparency benefits • Challenge planned services for any omission or disadvantage to those in most need, should it occur • Adhere to the BOPDHB’s policies and protocols. <p>For the avoidance of doubt, the BOPHCC will NOT:</p> <ul style="list-style-type: none"> • Provide clinical evaluation of health services • Be involved in the BOPDHB’s contracting processes • Be held accountable for decisions made by BOPDHB’s management and/or governance whether compatible with BOPHCC's views or not • Discuss or review issues that are (or should be) processed as formal complaints, for which full and robust BOPDHB processes exist • Represent any specific consumer interest group or organisation nor enter into communication with a clear conflict of interest.
Level of Influence	<p>The BOPHCC has the authority to give advice and make recommendations to the BOPDHB senior management and the Board according to the levels of impact shown in the BOPDHB Consumer Engagement Framework – 2016.</p>
Secretariat	<p>Secretariat support provided, in collaboration with the BOPDHB Programme Manager, Quality & Patient Safety will convene the BOPHCC</p>
Membership:	<p>The BOPHCC will comprise ten to twelve consumer representatives. Members will have diverse backgrounds, contacts, knowledge and skills, and must be passionate about consumers being able to access the best possible health care and services from the BOPDHB.</p>

	<p>Members will be selected to cover a range of areas e.g. Māori health, women’s health, child health, long term conditions, mental health, and disability. Although appointed to reflect the consumer voice in a particular area of interest, an individual member will not be regarded as a representative of any specific organisation or community, nor an ‘expert’.</p> <p>One BOPHCC member will be appointed from the Consumer Health Liaison Group</p> <p>Membership composition will include the following principles:</p> <ul style="list-style-type: none"> • Reflect the requirements of the Bay of Plenty Health Services Plan • Reflect the population that uses health services • Recognise the need to address inequalities and disparities in health outcomes • Act to recognise BOPDHB responsibilities under the Treaty of Waitangi. <p>When selecting members, consideration must be given to maintaining a demographic balance that reflects the population; Speciality, ethnic, rural/urban, east/west geography.</p> <p>The BOPHCC may co-opt other people from time to time for a specific purpose.</p> <p>Inaugural members will be appointed for a one or two-year terms to stagger end of term dates, and thereafter appointments will be for a two year term commencing in June each year. Members may be reappointed for no more than three terms.</p> <p>Members will be provided with training and support by the BOPDHB to undertake their role successfully.</p> <p>Remuneration shall be paid based on the BOPDHB Consumer engagement payment and reimbursement of expenses guidelines.</p> <p>All members who reasonably believe they may have an actual or potential conflict of interest is to disclose their interest to the chair immediately they become aware of it. Any conflict in interest will be recorded.</p> <p>Membership may be terminated or full dissolution of the BOPHCC may be undertaken by the Chief Executive Officer (CEO) of BOPDHB in consultation with the chair of BOPHCC. Termination will be requested within three months from when performance is found to be seriously unacceptable.</p> <p>Members who fail to attend three consecutive meetings without an apology will be asked by the chair to step down from the BOPHCC.</p>
Chairperson	<p>The inaugural chair will be appointed by the BOPDHB CEO (or delegate) for a term of one year. Thereafter the chair will be appointed by the CEO following consultation with BOPHCC members.</p>
Meetings:	<p>A minimum of ten meetings per year will be held February to November.</p> <p>Should more meeting time be required, this will be treated as an ‘out-of-session’ consultation.</p> <p>The Secretariat will provide administrative support.</p>

	<p>A quorum will be half the current membership, including the chair or delegate.</p> <p>Others may attend as invited persons to facilitate the business on hand by invitation of the chair.</p> <p>Minutes and agendas will be circulated at least a week prior to each meeting, with any reading material attached.</p> <p>Meetings will be up to two hours, held at an agreed time, to enable all members to participate.</p> <p>Meetings will be published on the BOPDHB website and be open to staff and the public. On occasion when there are issues of confidentiality or other risks, meetings may be closed in full or part at the discretion of the chair.</p>
Reporting:	<p>The BOPHCC will report and make recommendations to CEO quarterly or more often when requested. Relevant information is then reported to the Board by the CEO.</p> <p>Reports and minutes will be placed on the BOPDHB website once approved by members.</p> <p>Minutes of those parts of any meeting held in “public” shall be made available to any member of the public, consumer group, community etc. on request to the chair.</p>
Terms of Reference Review:	<p>Members will review the Terms of Reference (TOR) bi-annually and make any recommendations for change to the CEO. BOPHCC TOR will be reviewed and confirmed by CEO biannually.</p>