

# TERMS OF REFERENCE

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## NSLHD Board Consumer Committee

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**TITLE:** Northern Sydney Local Health District Board Consumer Committee

### 1. Purpose of the Consumer Committee

The definition of consumers for the purpose of the Consumer Committee is:

*People who use, have used, or are potential users of, health services including their family and carers. (Health Consumers NSW)*

The Northern Sydney Local Health District (NSLHD) Board is focused on providing quality care for the people in our community and those who receive services in our District. The NSLHD Board has established the Board Consumer Committee as the peak committee responsible for overseeing the consumer engagement and consumer experience strategy and agenda. The Committee's primary functions include but are not limited to providing strategic advice to the NSLHD Board in relation to:

- (i) the consumer experience of health care; and
- (ii) consumer needs, including ensuring effective two way communication and research and engagement strategies are in place to promote the needs of consumers.

### 2. Governance

- The Consumer Committee reports to the NSLHD Board.
- All local and other consumer participation committees (however described) within NSLHD report directly or indirectly to the Consumer Committee.
- The NSLHD Consumer and Patient Experience Committee will report to the Consumer Committee.
- Executive Sponsor: Director of Clinical Governance has delegated responsibility for the effective functioning of the Consumer Committee.

### 3. Responsibilities

The Consumer Committee will:

- Demonstrate to the NSLHD Board that mechanisms are embedded to measure and monitor the consumer experience;
- Provide the strategic direction for collaboration with consumers and the community;
- Provide oversight of implementation of Partnering with Consumers Framework and lead and advise on development of the Consumer Engagement Strategic Plan;
- Oversight the implementation and monitoring of progress with regard to the Partnering with Consumers Standard, Standard 2 of the National Safety and Quality Health Service Standards (2nd Edition) and other standards which may pertain to consumer engagement and/or the consumer experience;
- Provide guidance and direction within NSLHD related to enhancing the consumer experience of care;

- Provide leadership and strategic direction that promotes a culture of continuous quality improvement and the development of research, particularly in relation to the consumer experience and community engagement;
- Establish and maintain a working relationship with the NSLHD Health Care Quality Committee (HCQC), to achieve a shared vision for safety and quality across the District, acknowledging that there are shared priorities, actions and responsibilities;
- Promote organisational alignment toward consumer centred care by ensuring systems and processes are developed and in place to enhance care and the consumer experience;
- Advise and report to the NSLHD Board on strategies and frameworks related to consumer relationships and consumer engagement;
- Provide a mechanism for escalation of and reporting back on consumer issues identified at, or through local participation committees (however described); and
- Provide advice and direction for consumer and community forums.

#### **4. Membership**

- NSLHD Chief Executive.
- NSLHD Director Clinical Governance (Executive Sponsor).
- Minimum of 2 members of the NSLHD Board one of whom is a member of the NSLHD Health Care Quality Committee (HCQC).
- As determined and appointed on terms approved by the NSLHD Chief Executive, a representative from the consumer participation committees (however described) from each of the Royal North Shore Hospital, Hornsby Ku-ring-gai Hospital, Ryde Hospital, Mona Vale Hospital, Mental Health Drug and Alcohol, Primary and Community Health and Northern Beaches Hospital.
- As determined and appointed by the NSLHD Chief Executive, up to three other persons whose presence will enhance the diversity and broader consumer and/or community representation of the Consumer Committee.
- As determined and appointed by the NSLHD Chief Executive, a senior representative from one of the major non-government organisations providing services to the NSLHD.
- NSLHD Aboriginal Health Service representative.
- A representative from the Sydney North Health Network.
- NSLHD Consumer and Patient Experience Manager
- A representative or representation from the NSLHD Youth Health Promotion (NSYHP)
- A representative or representation from the Culturally and Linguistically Diverse Community
- A representative or representation from Carers in the community

#### **5. Membership Tenure**

- Members of the Consumer Committee appointed by the NSLHD Chief Executive will be appointed for a period of 2 years or 3 years (as determined by the NSLHD Chief Executive) after which time their tenure will expire.
- Members of the Consumer Committee appointed by the NSLHD Chief Executive may be re-appointed by the NSLHD Chief Executive at the conclusion of their tenure.
- A member of the Consumer Committee who has been appointed by the NSLHD Chief Executive may have his or her appointment immediately terminated by written notice from the NSLHD Chief Executive if the NSLHD Chief Executive determines in good faith that such termination is in the best interests of NSLHD and the Consumer Committee.

## 6. Chair

- Consumer Committee Chair: A member of the NSLHD Board, appointed by the NSLHD Board.
- Alternative Consumer Committee Chair: the NSLHD Chief Executive, or Director of Clinical Governance may chair the Consumer Committee meeting in the absence of the Consumer Committee Chair.

## 7. Frequency of meetings

- Every 2 months, with a minimum of 5 meetings each calendar year.
- A meeting schedule will be published and communicated to the membership on an annual basis (December), by the Secretariat.
- The Consumer Committee Chair, or the NSLHD Chief Executive may convene ad hoc and out-of-session meetings should this be considered necessary.

## 8. Quorum

The quorum for meetings of the Consumer Committee shall be the nearest whole number above one half of the membership (50% +1), including at least one NSLHD Board member and one consumer member.

## 9. Business papers

- The Consumer Committee Chair shall approve the agenda prior to the meeting.
- Members of the Consumer Committee will receive the agenda papers, including the minutes of the previous meeting, at least five working days before the meeting.
- Meetings shall be minuted and the minutes distributed to all members of the Consumer Committee within five working days of the previous meeting.
- The Consumer Committee Chair shall sign the minutes at the following meeting when the Consumer Committee has endorsed them.

## 10. Reporting

- Minutes of meetings of the Board Consumer Committee will be sent to the NSLHD Board and the Executive Leadership Team.
- The Consumer Committee Chair will prepare a Success, Trends, Research, Activities, Alerts and Priorities (STRA2P) report for the NSLHD Board in addition to the minutes of the meeting. The STRA2P will identify and summarise specific issues for notation by the NSLHD Board.

Reports to be submitted to the Consumer Committee for notation:

Report Type	Report Name
Consumer Feedback Reports	BHI Patient Experience NSLHD Safety and Quality Report Complaints data
National and State Reports	Reports relating to Standard 2

National Safety and Quality Health Services	Reports related to Standard 2 Partnering with Consumers
Minutes	NSLHD HCQC meeting minutes Local facility consumer participation committees (however described) meeting minutes

**11. Working Relationship**

- The Consumer Committee will work collaboratively and in partnership with the HCQC where necessary. The Annual Calendar will include at least one meeting where the Consumer Committee and HCQC meet together.
- To facilitate a comprehensive and holistic approach to achieving the quality objectives both the Consumer Committee and HCQC will work collaboratively on the development and oversight of implementation of the NSLHD Quality and Safety Strategy.

**12. Evaluation**

- Review of the NSLHD Board Consumer Committee’s Terms of Reference will be conducted annually at the last scheduled meeting of the year.