

Terms of Reference

TE PUKAEA	
Applicable to: Whanganui District Health Board	Authorised by: General Manager Patient Safety, Quality and Innovation (GM PS,Q&I)
	Contact person: EA to GM PS,Q&I

1. Background

Te Pukaea is set up by Whanganui District Health Board (WDHB) as the organisation's consumer governance oversight group.

The name 'Te Pukaea' was gifted by Kaumātua John Maihi and means 'trumpet carrying the voice of the people'.

In 2020 consumer engagement in WDHB was reviewed and one of the key recommendations of that review was the reconstitution of Te Pukaea with a broader role as set out in these terms of reference.

Aligned to Te Pukaea, WDHB also has a less formal Consumer Forum for the networking, education and support of anyone in a consumer role for WDHB and to provide feedback to Te Pukaea.

These Terms of Reference were developed during the transition period for the national health and disability system. They recognise that changes will take effect to organisational structures from July 2022 onwards. However, there will still be a strong role for consumers going forward:

'People should be at the centre of our future health system that is listening and acting on the voices of consumers, whānau and communities in the design and delivery of health services.'

Department of Prime Minister and Cabinet Transition Unit, April 2021.

2. Definition

WDHB distinguishes between 'consumers' and 'community' engagement along a continuum from the individual receiving care or treatment to the collective of people in the rohe.

Consumer engagement covers the continuum from: the individuals receiving direct care; to their whānau and carers who support the individual and to groups of consumers and their organisations who often have an advocacy role.

Community engagement covers end of the continuum where members of a community and citizens are not directly involved in care but have a future interest in services and the benefits of a thriving community.

WDHB's strategy document He Hāpori Ora Thriving Communities 2020-2023 focuses on, and seeks to strengthen, consumer and community engagement. The mission states: Kia tāea e te whānau me te hāpori i tōna ake tino rangatiratanga - Together we build resilient communities, empowering whānau and individuals to determine their own wellbeing. The stated priority areas include:

- Empowering whānau-centred care, and
- Empowering consumer engagement.

3. Purpose

Te Pukaea's key purpose is to enhance consumer leadership and engagement, and therefore the patient/whānau experience, by working collaboratively with the WDHB governance and leadership of the WDHB, to bring the consumer voice to the design, function and monitoring of equitable, effective whānau/patient-centred health services in the WDHB rohe.

Te Pukaea is primarily focused on:

- the achievement and demonstration of equity in health outcomes as set out in He Hāpori Ora and the DHB's pro-equity strategic focus
- providing consumer leadership to WDHB
- supporting safe services, quality improvement and providing advice to encourage and achieve best practice and innovation for WDHB
- providing a strong, representative and viable voice for the consumers and their whānau on health service planning and delivery.

4. Te Tiriti o Waitangi

Throughout its work, Te Pukaea will recognise and honour WDHB's obligation to Iwi and Māori in line with the five principles outlined in He Hāpori Ora:

- Guarantee of Tino Rangatiratanga
- Equity
- Active Protection
- Options
- Partnership.

The work of Te Pukaea is underpinned by He Hāpori Ora Thriving Communities and the organisation's values. Members of Te Pukaea are expected to uphold the values and be culturally safe in how they work and what they do.

5. Responsibilities

The General Manager Patient Safety, Quality and Innovation and Kaiuringi Māori and Equity jointly sponsor Te Pukaea on behalf of the WDHB Kaihau Hauora/Chief Executive and the Executive Leadership Team (ELT).

Te Pukaea has the responsibility, through the sponsors, to give advice and make recommendations, from a consumer leadership perspective, to the Kaihau Hauora/Chief Executive, Executive Leadership Team and the Board.

Te Pukaea has the responsibility for listening to consumers directly, and through its networks, and faithfully conveying the voice of consumers to the organisation for communications, education, policy development, strategy formation and implementation, research and governance.

6. Functions

Te Pukaea has the role of providing governance oversight for consumer leadership and engagement for WDHB. Te Pukaea receives the Applications for Consumer Representation to consider and either recommend approval of the suggested representatives or provides further advice on finding the right consumer/s for a committee, group, project or initiative.

The functions of Te Pukaea are to:

- Monitor, coordinate and enable appropriate consumer engagement across WDHB provided services
- Ensure consumer engagement in policy development and project management
- Represent local consumers at the regional and national level, as required

- Receive, consider and disseminate information from and to WDHB and other consumer networks
- Be responsive to the diverse voices of consumers
- Be involved in WDHB contracting processes to ensure consumer engagement for WDHB funded, externally provided services including primary and community-based care
- Advise and promote a 'Partners in Care' approach to the provision of person and whānau centred care, including input into the development of health service priorities and the enhancement of consumer engagement, patient safety and health literacy
- Participate, review and advise on reports, developments and initiatives relating to health and the availability and/or dissemination of health-related information
- Ensure regular communication and networking with a representative spread of consumers and relevant consumer groups
- Link with communities of interest, as required, for specific issues and problem solving
- Support the Patient Safety, Quality and Innovation team with consumer input as required
- Participate in the promotion and education of the community on consumer leadership and engagement.

Te Pukaea does not provide clinical oversight of health professionals.

7. Membership

There shall be ten (10) members on Te Pukaea, with a minimum of 50 percent Māori. The total membership will be representative of diverse backgrounds, contacts, knowledge and skills. All members must be passionate about consumers being able to access the best possible services and care.

Although appointed to reflect the consumer voice in a particular area of interest, they will not be regarded as representatives of any specific organisation or community.

It is recognised that a group of 10 people cannot directly represent the full diversity of the rohe, however the members are expected to be cognisant and a voice for all including:

- Māori health
- Pacific health, Asian and other cultures, including recent immigrant health
- Maternal, child and youth health
- Older persons' health
- Women's health, Men's health, Transgender health
- People with Long-term conditions
- Mental health, Alcohol and other drugs
- Disability
- Rural health, primary and community health
- Other high deprivation populations.

8. Officers and their responsibilities

Co-Chairs

- Two members of Te Pukaea will be appointed as Co-Chairs, with at least one of these people being of Māori descent.
- The Co-Chairs will be appointed by the ELT sponsors in consultation with the WDHB Kaihautu Hauora/Chief Executive.
- The initial appointment will be for 12 months.
- The Co-Chairs may be paid additional fees and allowances, depending on the level of commitment involved in addition to Te Pukaea and other consumer networking meetings they need to attend.
- The Co-Chairs will work with the ELT sponsors, with operational responsibility through the GM Patient Safety, Quality and Innovation who will assign a designated role to provide administrative support from their team.

- The Co-Chairs will convene and facilitate meetings, set agendas, approve minutes and reports.
- At least one of the Co-Chairs will be a consumer representative on the WDHB Clinical Board.
- At least one of the Co-Chairs will attend the Consumer Forum meetings.

Members

All members have responsibility for modelling the organisation's values and being:

- patient and whānau centred
- oriented to learning and continuous improvement
- respectful and non-judgemental
- demanding in holding the system to account
- transparent
- respectful of privacy and confidentiality
- work in partnership with others to achieve equitable, safe, quality care
- regular and punctual attenders of Te Pukaea meetings and promptly inform the administrator if unable to attend.
- well connected to consumers and attend other consumer networking meetings, as required.

A significant breach of the expectation set out in these Terms of Reference, including regular meeting attendance, may be investigated and could result in an appointment being replaced.

Appointments

When making appointments, consideration will be given to ensuring members have the listening and communication skills to carry out the responsibility and good networks and connections.

Members will be appointed by the ELT sponsors in consultation with the ELT and endorsement from the WDHB Board and Hauora Ā Iwi.

Term

Members shall be initially appointed for 12 months, to enable review once the new health and disability system is in place. It is expected that going forward the term of appointment for Co-Chairs and members would be two years with a right of two years plus two years renewal of membership, with a maximum of six years.

Remuneration

Remuneration shall be paid based on the State Services Commission Fees Framework applicable to WDHB Statutory Committees. Actual and reasonable other expenses including travel will be funded, as approved by the GM Patient Safety, Quality and Innovation.

Confidentiality

- Members may be involved in, or hear conversations that include confidential information about patients, staff, whānau/visitors and may also become aware of confidential or sensitive information about WDHB.
- WDHB expects that members will not discuss or disclose any such information with, or to, any unauthorised person, or third parties, who are not lawfully entitled to receive it. If you are unsure whether you can discuss or disclose, ask one of the ELT sponsors in the first instance
- Any documents, software or other intellectual property that you receive, or have access to in your role remains the property of WDHB and must not be published or used without consent.

Orientation

All Te Pukaea members will be given adequate orientation including:

- attending the two day Hapai te Hoe cultural education programme
- receiving initial training in consumer information and available data reporting including the Health Quality and Safety Commission (HQSC) data reporting and Consumer Engagement matrix
- receiving an overview of the WDHB strategy to He Hāpori Ora Thriving Communities
- being trained in information technology platforms and administrative systems to support their work
- adverse events management.

Health and Safety

WDHB is committed to maintaining & promoting the health and safety of all its staff, contractors, volunteers & patients. In regard to health and safety all members need to:

- Not do anything that puts their own or other's health and safety at risk
- To follow all reasonable health and safety instructions
- Report any hazards, incidents / accidents immediately to the Te Pukaea administration support.

Administration Support

Administration support for Te Pukaea will be provided by the Patient Safety, Quality and Innovation team including:

- Booking meeting and venues
- Managing reimbursements
- Set up meetings as required
- Sending out agendas
 - Agenda and papers to be distributed the week prior to a meeting
- Recording meeting attendance, and minutes
 - Minutes will be approved by the Co-chairs and circulated to all members within one week of the meeting taking place
 - 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.

WDHB Staff

The Co-Chairs and the ELT sponsors can request other DHB staff to attend meetings as required.

9. Meeting structure

- Meetings will be held monthly, excluding January, or more frequently at the request of the Co-Chairs. Members should expect meetings to be up to two hours long unless notified that additional time is required.
- Meetings will generally be open to the public (who will not have speaking rights at the meeting unless already arranged with the Co-Chairs) but may move into 'public excluded' where appropriate and shall be conducted in accordance with WDHB Board Standing Orders as if Te Pukaea was a Board Committee.
- A standing reciprocal invitation is extended to the Clinical Board for a representative to attend Te Pukaea meetings.
- There will be standing agenda items including reports from the Health Quality and Safety Commission and Patient Safety, Quality and Innovation.
- Te Pukaea will receive reports from the Service Level Alliances and the themes coming through conversation cafes and other consumer channels of feedback.
- At least five members must be present to reach a quorum with a spread of representation.

10. Reporting

Through the Co-Chairs, Te Pukaea will have monthly contact with the GM Patient Safety, Quality and Innovation and provide twice-yearly of reports of Te Pukaea activities and recommendations to the Kaihau Hauora/CE, through the GM Patient Safety, Quality and Innovation. These reports will be sent through WDHB leadership to the respective WDHB boards.

Once approved these reports of Te Pukaea activities and recommendations will be placed on the WDHB website.

11. Key Documents

- He Hāpori Ora Thriving Communities
- NZ State Sector Commission Framework for fees for statutory bodies

- Health Quality and Safety Commission Consumer Engagement Matrix
- WDHB Consumer Engagement Strategy Overview
- WDHB Consumer Engagement Definition, Scope and Principles
- WDHB Consumer Engagement Structure
- Clinical Board Terms of Reference
- Consumer Forum Terms of Reference
- Applications for Consumer Representation Form
- WDHB Consumer Representative Agreement.

12. Review/amendments

These terms of reference will be reviewed by WDHB working in partnership with Te Pukaea in May 2022 to ensure alignment with the new health and disability systems and structures.

The Kaihautu Hauora/Chief Executive will review the performance of Te Pukaea annually.