



Nelson Marlborough Health Consumer Council

Why do we need a Consumer Council?

Consumers (patients, clients, services users, family/whanau) are at the heart of our services. We aim for every part of our health system to be shaped and improved by involving those who use and care about our services.

We currently hear the voices of patients, carers and the public through a variety of feedback mechanisms. We need to build on what we have and progress from listening and understanding the perspectives of the public, patients and carers, to partnership, collaboration and responsiveness.

The next step in our journey towards collaboration and partnership is to provide the public with a stronger voice in key decision making.

What is the role of a Consumer Council?

Through true partnership, the Council would provide a strong and viable voice for the community and consumers, on health service planning and delivery. The Council will enhance consumer engagement and experience through promotion of service integration across the sector, the promotion of equity, and ensuring that services are organised and provided to meet the needs of all consumers, now and in the future.

What skills will Consumer Council members need?

Establishing a Consumer Council creates the opportunity to select people who are experts by experience with diverse backgrounds, contacts, knowledge and skills, to provide the Board and management with a wide-ranging consumer view.

Members will also be selected to reflect:

- Our responsibilities under the Treaty of Waitangi
- Maori health views
- The population that uses health services
- The need to address disparities in health outcomes
- The requirements and priorities within strategic documents
- A range of interest areas e.g. women's health, mental health, and so on.

How will Consumer Council members be appointed?

The Consumer Council appointment process will be open and transparent. The message about the Consumer Council and the request for applications will be promoted using all available communication channels – newspapers, community groups, networks, information evenings, newsletters and social media.

Applicants will be short-listed using the competency matrix criteria, followed by an interview with the Chief Executive, Board Chair and community leaders.