



Southern Melbourne Primary Care Partnership Consumer Engagement Network (Coordinators)

TERMS OF REFERENCE

1. BACKGROUND:

Southern Melbourne Primary Care Partnership (SMPCP) was established in July 2014 as a result of the merger between Kingston Bayside Primary Care Partnership (KBPCP) and Inner South East Partnership in Community and Health (ISEPiCH). From its inception SMPCP has sought to actively engage consumers in promoting positive health outcomes by establishing the Community Consumer Collaboration Group (CCCG), as a working group of SMPCP.

SMPCP uses the following definition of consumer participation:

'...when consumers, carers and community members are meaningfully involved in decision-making about health policy and planning, care and treatment, and the wellbeing of themselves and the community...'¹

In addition, we seek to expand this to include consumers in the process of designing and delivering health services.

There are wider policy and regulatory changes at State and national levels have seen an increased focus on Consumer Participation in the delivery of health services (National Safety and Quality Health Service (NSQHS) Standard 2 Partnering with Consumers and Better Care Victoria Consumer Engagement Strategy)

There are three main ways consumers can be involved in healthcare:

1. **Direct care level** – consumers take part in their own healthcare and treatment, and that of their family and carers. Health services should support consumers to be equal partners in their care
2. **Service level** – consumers take part in the design of healthcare services, the way services are delivered and in quality improvement projects. In addition, health professionals and services should partner with consumers in making decisions about the care they receive
3. **System level** – consumers take part in quality and safety improvement activities across the wider healthcare system. Healthcare organisations should partner with consumers in governance, planning, and policy development to co-design and drive improvement in performance monitoring and evaluation.

To explore these ideas the CCCG organised a Consumer Advisor Forum (CAF) held on 24 May 2018. The forum brought together consumer and community representatives and key personnel with responsibility for supporting consumer engagement from SMPCP Partner Agencies and other health services. The forum had 53 participants and was facilitated by Max Hardy. There were consumers and staff from the following agencies - Star Health, Cabrini Health, Alfred Health, Calvary Care - Bethlehem, Monash Health, Connect Health & Community, Headspace, Monash Partners, Safer Care Victoria, MPN Alliance Australia, Voices of the Valley and SMPCP.

¹ Victorian Department of Health & Human Services, Doing it with us not for us: Strategic Direction 2010-2013 and the Cultural Responsiveness Framework (2009).

2. PURPOSE:

The CAF recommended the establishment of a Consumer Engagement Network (CEN) as an SMPCP Working Group with two constituent groups:

- Consumers, currently active, within consumer engagement processes of SMPCP partner agencies and like-minded health service providers services, and
- Consumer Participation Coordinators

These Terms of Reference refer to the Consumer Participation Coordinators / Patient Experience Coordinators

The key tasks identified for the CEN

- Identify and facilitate common training opportunities for consumers and co-ordinators. Some training suggestions include:
 - Improving health literacy for consumer representatives
 - Meeting procedures
 - Engaging with clinicians
 - Health governance systems
 - National Standards
 - Understanding Quality and Safety data
 - Communication skill – influencing and providing constructive feedback
 - Advocacy skills
- Quarterly Co-ordinators support meetings to share ideas and strategies to promote consumer engagement and identify and facilitate common training opportunities for consumer representatives

LEVELS OF CONSUMER PARTICIPATION WITH SMPCP

CEN in the context of SMPCP is primarily at the systems level, with a focus on designing systems in partnership with consumers. SMPCP also supports service level consumer involvement by encouraging our health service partners and other stakeholders to increase consumer input in their work towards redesigning and improving their services.

3. MEMBERSHIP:

- Membership will consist of Consumer Participation Coordinators / Patient Experience Coordinators of SMPCP partner agencies and like-minded health service providers.
- A Chairperson will be selected from the members to chair meetings and approve agenda and minutes.

4. REPORTING:

The CEN is established by and reports to the SMPCP Executive Governance Group.

5. AGENDA:

SMPCP in collaboration with CEN Coordinators Chair to set and send meeting agenda, reminders and information/links via email prior for each CEN meeting

6. MINUTES:

CEN representative to record Minutes & Actions, to be ideally circulated within two week of meeting. Minutes will be distributed, filed and maintained by SMPCP

7. MEETINGS:

- The group will meet on a quarterly basis, on the 2nd Wednesday of the month, unless otherwise arranged.
- A meeting quorum is a minimum of half of the membership plus one (1).

8. ANNUAL REPORT:

Draft July 2018

CEN will prepare an annual report of its activities, to be presented at the final meeting for the calendar year, and filed with SMPCP.

9. VENUE:

The CEN Co-ordinators will meet at Central Bayside Community Health Service in Parkdale.

10. Review and Report (written/presentation):

The CEN Coordinators shall conduct an annual review its performance (audit/self-assessment) and report to the SMPCP Executive Officer – outlining achievements and challenges, proposed direction at the end of each calendar year.

These TOR will be reviewed by CEN Coordinators at the first calendar meeting of the year. Recommendation(s) will be provided to SMPCP Executive Governance Group for consideration and final approval.

Revision History:

Next Revision Date	Completion Date	Summary of Changes
01/08/2019		▪