

Purpose:

The purpose of the Consumer Focus Group is to involve consumers and/or carers in the review of safety and quality of clinical services at Skin and Cancer Foundation Inc (S&CF). Partnering with consumers of this group is about listening to and using consumer knowledge, skills and experience in a systematic way to deliver better health care.

The Consumer Focus Group provides advice and recommendations to the S&CF on matters relating to the planning and delivery of clinical services, quality and safety, patient information, and publications for patients.

This group will also consider and review the organisational safety and quality performance, the planning and implementation of quality improvements, and participate in the evaluation of patient feedback data. This is to ensure the Foundation is complying with the National Safety and Quality Health Service Standards (NSQHS).

Reporting:

The Consumer Focus Group meeting outcomes will be provided to the Foundation's Management Committee, Credentialing and Quality Committee and the Board for their consideration.

Functions:

- (1) Facilitate co-operation and partnership in both an informal and formal process to gather information and feedback from consumers on how our services can be improved.
- (2) Facilitate the establishment of a group of consumers from diverse backgrounds in the population served.
- (3) Contribute to the Foundation's clinical operations, clinical administration and planning activities.
- (4) Actively involve consumers/carers in decision making about safety and quality at S&CF.
- (5) Ensure that the members of this group receive sufficient advice and support to enable them to understand their role and be able to work effectively with the S&CF.
- (6) Provide feedback on patient information publications prepared by the organisation.
- (7) Invite the group to speak to the workforce about their experience of our service.
- (8) Monitor the Foundation's incident statistics and specific reports as necessary.
- (9) Examine proposals for the implementation of programs, works or processes where there will be any significant change in the workplace that has consumer implications and provide feedback/ suggestions.
- (10) Support the operation of and consider reports from sub-committees, working parties and other consultative forums established under the auspices of the S&CF to address specific consumer issues.
- (11) Evaluate patient feedback data for comment and suggestions to address key issues.

Membership:

The Consumer Focus Group is appointed by the Executive Director and shall consist of the following members:

- (1) Executive Director (Chairperson)
- (2) Clinical Operation Manager
- (3) Director, Corporate Affairs
- (4) Clinical Administration Manager
- (5) Trials Manager
- (6) Deputy Clinical Operations Manager; and
- (7) 6 consumers and/or carers, 2-3 as annual members, and 2-3 attending a meeting(s) based on an email request to patients to express interest in attending a forthcoming meeting.

Practices and Procedures:

- (1) The Clinical Support Assistant shall be responsible for taking minutes and maintaining adequate records of meetings and other matters as required by S&CF.
- (2) The normal terms of office for members shall be three years. Members shall be eligible for re-nomination.
- (3) All members of the Consumer Focus Group will be provided with a general orientation so that they are capable of addressing and dealing with basic issues in a consultative and co-operative environment in an informed manner.

Meeting Procedures

1. There shall be at least two Consumer Focus Group meetings per year.
 - a. The minutes of each meeting shall be forwarded to all members of the Consumer Focus Group. A copy of the minutes will also be provided to the Management Committee, Credentialing & Quality Committee and the Board.
 - b. As far as possible, minutes will be circulated within two weeks of a meeting. Meeting outcomes will also be circulated to all.
 - c. The Director of Corporate Affairs will arrange for the email seeking 2-3 patient attendees, over and above the standing members, eight weeks prior to the meeting. The first 2-3 to respond will be selected. Where the same patients in this category have participated previously then the next persons applying will be appointed, so as no person attends more than one meeting per annum in this category, unless there are insufficient responses to the email.
2. Notice of meeting will be circulated eight weeks prior to the date, with a request for agenda items.
3. An agenda for each meeting will be forwarded to the members with all pre-meeting reading requirements at least one week prior to the date of a scheduled meeting.
4. Agenda items shall be provided to the Minutes Secretary no less than ten (10) working days prior to a scheduled meeting. A request for an item to be placed on the agenda should include a brief outline of the discussion item and any necessary pre-meeting reading on that issue. Specific questions should also be tabled with the Minutes Secretary at least ten (10) working days prior to a meeting to allow time to obtain an appropriate response.

5. The proposed meeting dates for any year will be decided at each Meeting. Meeting dates and venue will be sent to members with the agenda and any reading materials for each meeting.

Approved:



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Mr Chris Arnold
Executive Director

9 May 2016

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Date