

SKIN HEALTH INSTITUTE CONSUMER FOCUS GROUP GUIDELINE

INTRODUCTION AND PURPOSE

The purpose of the Skin Health Institute (SHI) Consumer Focus Group is to involve consumers and/or carers in the planning and delivery of clinical services, quality and safety, patient information, and publications for patients at SHI.

The Consumer Focus Group will also consider and review SHI safety and quality performance, planning and implementation of quality improvement activities and participate in the evaluation of patient feedback data.

Partnering with the Consumer Focus Group is about listening to and using consumer knowledge, skills and experience in a systematic way to deliver better health care at SHI. This is achieved through compliance with the National Safety and Quality Health Service Standards (NSQHS, Second Edition).

MEMBERSHIP

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

- (1) Director (Chairperson)
- (2) Director of Clinical Services
- (3) Director of Education and Engagement
- (4) Director, Clinical Research & Advanced Targeted Therapies
- (5) Nurse Unit Manager; and
- (6) 6 consumers and/or carers, 2-3 as annual members, and 2-3 attending a meeting(s) based on an email request to patients who express interest in attending a forthcoming meeting.

The normal terms of office for members shall be three years. Members shall be eligible for re-nomination.

All members of the Consumer Focus Group will be provided with a general orientation so that they can address and deal with basic issues in a consultative and cooperative environment in an informed manner.

The Executive Assistant shall be responsible for taking minutes and maintaining adequate records of meetings and other matters as required by SHI.

REPORTING

The Consumer Focus Group meeting outcomes will be provided to the Clinical Governance Committee, Directors, and the Board for their consideration.

FUNCTIONS

The Consumer Focus Group shall:

- (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 SHI's clinical operations, clinical administration, and planning activities.

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- (4) Actively involve consumers/carers in decision-making about safety and quality at SHI.
- (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 SHI.
- (6) Provide feedback on patient information publications prepared by SHI.
- (7) Invite the group to speak to the workforce about their experience of our service.
- (8) Monitor SHI incident statistics and specific reports as necessary.
- (9) Evaluate patient feedback data for comments and suggestions to address key issues.
- (10) 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 provides feedback/suggestions.
- (11) Support the operation of and consider reports from sub-committees, working parties, and other consultative forums established under the auspices of SHI to address specific consumer issues.