

# Consumer and Carer Reference Group Communiqué December 2018

This update highlights key discussions and considerations from the meetings of the Sustainable Health Review (SHR) Consumer and Carer Reference Group held on 26 June, 26 July and 20 August 2018 respectively, as well as a joint meeting with the SHR Clinical Reference Group held on 18 September 2018.

## Final Report Narrative

For their June meeting, the Panel asked Reference Group members to provide advice on crafting a narrative for the SHR Final Report which would resonate with health consumers. The meeting was facilitated by Tuna Blue and resulted in a one page narrative which was submitted to the Panel for consideration.

Key elements of the narrative;

- *Courage will be the critical prerequisite to move from the current 'health' system to a holistic, whole of person, community 'wellbeing' system over the next ten years. This will be a system where the burden of societal issues such as obesity and climate change are not borne wholly by the WA health system as the 'end of line'.*
- *Courage will be necessary to transition to a shared framework of joint outcomes across the whole of the WA public sector and community, focused on improving the social and cultural determinants of health and wellbeing. This shift will challenge the dominant paradigm of an acute healthcare system and the inherent conflict for service providers in people needing to be unwell.*
- *Enforcing accountability for whole of system outcomes will be the key. Driving reform beyond the current health providers will be critical. Innovative funding models driven by community need.*
- *We need to have inclusive, just, healthy communities and healthy people for generations to come. Given this we need bi-partisan support to ensure the vision endures beyond electoral cycles. No-one should be left behind, now and into the future.*

## Consumer engagement discussion

At their July 2018 meeting, Reference Group members reflected on their experience of being a part of the Sustainable Health Review and continued to shape advice for the Panel on the narrative and vision of the Final Report.

At the August 2018 meeting, Reference Group members presented their vision to the Panel Chair, highlighting their aspirations for a health system which partners with consumers, carers and community members to deliver more sustainable health services.

Key comments included;

- **Support for individuals and communities** to take responsibility for their own health through self-management, community development, etc.
- **Support for partnerships between consumers and clinicians** working on a range of projects, including the design of health services.
- Additional services, such as interpreters, are required to **support culturally and linguistically diverse communities**.
- **Empower Aboriginal Medical Services** to undertake more service delivery especially in transition to country.
- **Co-design face to face cultural competency training** to supplement the mandatory online training for all staff and volunteers.

- **Additional support for Indigenous consumers;** explore alternate models of accommodating and transporting patients to and from appointments.
- **Emphasis on implementation of the SHR Final Recommendations** and ways in which the health system can be publicly accountable for their delivery and transparent about what work has been done.

### Feedback on the Draft Final Report Recommendations

A Joint Reference Group meeting was held in September 2018 to provide general advice to the Panel on whether Draft Final Report Recommendations were;

- comprehensive (*did they cover enough ground?*);
- balanced (*did they target the right areas and to the right depth?*);
- bold (*will they produce long term change?*); and
- meaningful (*do they resonate with both consumer and clinician audiences?*).

Tuna Blue facilitated a ‘world café’ style meeting to ensure that Reference Group members had the opportunity to provide feedback on all of the recommendations. As a result of this meeting, a number of changes to the Final Report recommendations were made.

### Closure of the Reference Group

In December 2018 Reference Groups were invited to an afternoon tea, hosted by the Reference Group Chairs, to thank members for their service and contribution to the Sustainable Health Review.

Reference Groups held monthly/bi-monthly meetings totalling more than 40 hours from August 2017 to November 2018 and played a significant part in shaping the Final Report strategies, recommendations and narrative. In addition, many Reference Group members attended SHR events, supported the work of Health Consumers’ Council to engage vulnerable, hard to reach groups and became members of SHR Working Groups involved in specific areas of work under the Review.

### Further information

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Website: <http://ww2.health.wa.gov.au/Improving-WA-Health/Sustainable-health-review>