

healthUPdate

31 July 2020 | Issue 12

From the CEO



In this edition of Health Update, we

- announce the newly appointed members of the Consumer Commission
- meet the new Health Department Secretary
- discuss how transilience can accelerate practices that have emerged in response to the pandemic.

Consumer Commission named to guide future health policy

A diverse group of 30 people from throughout Australia will comprise the Consumer Commission established by CHF to ensure that future health policy will be guided by consumer-focused lessons of COVID-19.

Its full name is the Consumer Commission: Beyond COVID-19 and its members come from every state and territory including many with health consumer and advocacy experience. The Commission chair will be Tony Lawson, chairman of CHF.

The Commission will focus on four key issues which have emerged as common themes expressed by Commission applicants who were asked to nominate the two biggest health issues facing Australia in the post-pandemic environment.

The Commission results from our view that national conversations are already turning to the post-pandemic directions and priorities for our health and human services systems, as well as responses to the community fallout of the looming economic impact.

We have an opportunity not only to reimagine healthcare, but to recreate it.

The Government's National COVID Coordination Commission has economically geared terms of reference. CHF believes that post pandemic policy must pay attention to equal access to healthcare and social welfare, distinctive patterns of disadvantage and enhancing social wellbeing and mental health. We also need to approach the measurement of 'social wellness' differently and strengthen the participation of civil society and consumers in recovery policy and planning.

CHF established the Commission to make a significant consumer-focused and driven contribution to the national policy discussion already unfolding about the future direction of health care policy and investment.

Commission members will participate in a series of virtual workshops from August to October 2020. The workshops will draw out ideas for how our health and social service systems can and should change in a post-COVID environment. We will be supplementing the views of the commission with in-depth interviews with health opinion leaders.

A remarkable characteristic of the COVID-19 response has been the pace of reform, with major changes such as the expansion of telehealth and unprecedented levels of cooperation between private and public hospitals, and state and federal governments. The question we now need to consider is which of these are long-term changes that will support a shift to a more patient-centred, integrated and effective health system into the future.

The voices of consumers need to be at the centre as we try to answer this question, and the Consumer Commission will be instrumental in shaping and presenting the consumer voice in this policy debate. To address the key measures of access and equity, the healthcare system needs to shift to focus on prevention, improved detection and management of disease. If this shift can be achieved, it holds out the promise that the national burden of disease can be reduced, leading to greater national wellbeing, social welfare and economic performance. This is the promise of a 21st century person-centred healthcare system

See the full list of [Commission members](#)

CHF leaders in wide-ranging talks with new Health Department Secretary

CHF Chair Tony Lawson and I met with Professor Brendan Murphy on 22 July in his first week in the chair as Secretary of the Department of Health after his high profile position as Chief Medical Officer. We held a wide ranging discussion on several issues that make health service access and outcomes better for consumers. We advocated for primary health care reform to be an implementation plan with short, medium and long-term actions and milestones and not just another strategy or framework. We urged that telehealth reforms become permanent and available to everyone.

We pressed for prevention to be elevated on the policy agenda. Action to tackle overweight and obesity should be the priority, more so now that the link between obesity and poor COVID outcomes is well established. Other topics discussed included a central role for consumers in the planned review of the National Medicines Policy and the need to take the Medical Cost Finder website further. We said the website needed to include more detail about surgeons fees and charges service-by-service, information about outcomes and be supported by a public awareness campaign.

Professor Murphy discussed the value of consumer insights into policy provided through CHF, and was briefed on CHF's [Consumer Commission](#), a thinktank which will be generating a policy blueprint for healthcare beyond COVID for release in late 2020. Professor Murphy commended CHF's approach to partnerships and said that when consumer organisations work in collaboration with others including clinicians change is possible. Professor Murphy will be the guest speaker at our AGM in November.

Transilience in the wake of coronavirus

The impact of coronavirus in driving health care change has injected fresh meaning into an unusual word: transilience. Transilience is defined as leaping or passing from one thing or state to another. Melbourne health academics Professors Anna Peeters and Lisa Gibbs, in [a recent paper](#) have adopted the word to describe the dynamics that can help us to use the pandemic experience to identify best next steps in preventative health.

In session five of VicHealth's thought-provoking recent discussion series [Life and Health Re-imagined](#), the two authors talk about how COVID-19 has demonstrated we can do things differently, to act on such priorities as inequities in health and the logical interconnections of health care with other spheres, such as housing and social supports.

We can accelerate practices that have emerged in response to the pandemic that promote health and wellbeing; letting go of practices that do not support physical or mental health; restoring positive pre-pandemic practices that are still feasible and serve us well; and developing new practices.

One of the discussants, former Federal Health Minister, Nicola Roxon, said now was the time for primary care to assume its ascendancy.

We would agree. Having witnessed the former Minister seek to promote primary health policies in the face of widespread inertia a decade ago, we need to exploit now the transilient lessons of coronavirus to build a cohesive primary health system.

Leanne Wells
Chief Executive Officer



Key questions for the Consumer Commission to answer:

- How has the COVID-19 pandemic changed the way we think about and deliver healthcare services and build a healthy society?
- What should the future of health and social care policy look like from the consumer perspective?
- What tangible changes should be put in place to support equal access to health care and reduce disadvantage across the Australian community?
- How can the consumer voice, experience and perspective be instrumental in shaping the approach in the post-COVID environment?

News and Resources



Self-care and health: by all, for all - Learning from COVID-19

Self-care offers an explicit strategy amongst the range of measures required for combating COVID-19 and future health threats.

The [Michell Institute for Education and Health Policy](#), at Victoria University's latest report distils the opportunities arising from COVID-19 and how enhancing self-care capabilities can protect and prevent from current and future health threats such as preventable chronic diseases.

GET THE REPORT

COVID-19/Chronic Condition fact sheets



Resources for people from non-English speaking backgrounds

Non-English speakers with chronic diseases including heart disease, diabetes and lung disease represent the most 'at risk' members of the communities.

In partnership with NSW Multicultural Health Communication Service, and in collaboration with NSW Health, Maridulu Budyari Gumal has developed some COVID-19/Chronic Condition fact sheets which are now available on the Maridulu Budyari Gumal website: SPHERE.

Maridulu Budyari Gumal is an academic health science partnership - the Sydney Partnership for Health, Education, Research and Enterprise (SPHERE) with an ambitious purpose: to change the future of healthcare.

[FIND OUT MORE](#)



National Pain week

It's National Pain week this week with the theme of 'Faces of Pain' – showing that anyone and everyone can be living with chronic pain.

Faces of Pain are a video series and written stories about life with chronic pain from many different Australians. Find videos and resources on the National Pain website. #NPW2020

[FIND OUT MORE](#)

Public consultation open

Prescribing Competencies Framework Review



NPS MedicineWise welcomes feedback from all stakeholders on the revised Prescribing Competencies Framework document now available on the [NPS MedicineWise website](#).

The Framework details the practice expectations for Australian prescribers, including the knowledge, skills and attitudes required to safely and effectively prescribe medicines.

Contact: External Relations & Policy Adviser
Daniel Pignatiello via dpignatiello@nps.org.au

Closes Friday 4 September 2020.

[MORE INFORMATION](#)

Upcoming webinars



#CHF Talks webinar series

CHF will be hosting more webinars in this series on topics relevant to the interests of consumers in healthcare. Topics will include:

August

- Self-care Agenda

September

- COVID Living Evidence
- E-Prescribing (part 2)
- Primary Health Reform

October

- Social Prescribing
- Telehealth 2

BEING Supported

Mental Health Peer Support Line

1800 151 151

OPEN



Surveys

You hold the missing piece

Complete the Women's Health Survey
jeanhailes.org.au/survey2020

Help shape women's health in Australia.

The Women's Health Survey opens on Tuesday 14 July, and closes on Friday 28 August.

Jean Hailes for Women's Health gratefully acknowledges the support of the Australian Government.



The Jean Hailes national Women's Health Survey

Jean Hailes for Women's Health is a national not-for-profit organisation committed to improving women's health.

The online survey is one of the country's most revealing insights into the health concerns and needs of women in Australia, with the 2020 survey looking for insights into the physical and mental health effects of COVID-19 and Australia's summer bushfires.

Help Jean Hailes for Women's Health reach as many women as possible.

The survey is anonymous and only takes around 15 minutes. The small investment of your time contributes greatly to our results, leading to practical, positive support for women and their future health and wellbeing.

The survey closes on Friday, 28 August. Please share this survey with your networks and colleagues.

[TAKE THE SURVEY](#)



Share your views with the TGA

The Therapeutic Goods Administration (TGA) is seeking feedback from you and other health consumers in the [2020 TGA Stakeholder Survey](#).

Your feedback will help the TGA to report on their performance and identify areas to improve.

The survey takes around 10-15 minutes to complete. Have your say before the survey closes on 21 August 2020.

[TAKE THE SURVEY](#)

Australia's Health Panel



Australia's Health Panel - community pharmacy

Pharmacies are one of the **most common contact points** consumers have with the Australian healthcare system and pharmacists are one of the most trusted sources for healthcare services. In recent years issues related to price transparency, medicine shortages and provision of information have given some consumers a less than ideal health experience.

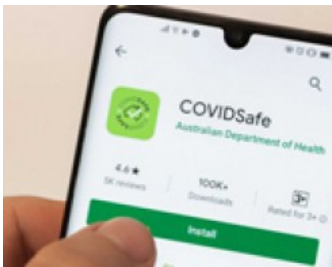
This month's survey asks about **your views and experiences** with community pharmacies.

Australia's Health Panel allows consumers to comment on health policy and issues, and offer feedback on trends and discussions.

Join **Australia's Health Panel** and have your say on today's issues in health care. Please share details about Australia's Health Panel with your networks.

[JOIN AUSTRALIA'S HEALTH PANEL](#)

Australia's Health Panel Survey Reports



[What Australia's Health Panel said about the COVIDSafe app](#)

In May 2020, Australia's Health Panel (AHP) asked panellists about their first impressions of and attitudes towards the COVIDSafe smartphone app released by the Australian Government

[READ MORE](#)

Media releases

[New Closing the Gap Agreement a self-determined step forward](#)

We welcome the new National Agreement on Closing the Gap, a significant step forward that has been determined by and for Australia's First Nations Peoples

[MEDIA RELEASE: 31 JULY 2020](#)

[Dr Harry Nespolon's passing a loss for all](#)

The untimely passing of Dr Harry Nespolon is a great loss to his medical colleagues but also to all Australians [MEDIA RELEASE: 27 JULY 2020](#)

[The blot in Australia's health report](#)

The latest report on Australia's health shows the nation is performing generally well apart from a notably poor score on overweight and obesity.

[MEDIA RELEASE: 23 JULY 2020](#)

[All Media Releases and editorial](#)

Conferences and workshops



Summit - Shifting Gears 2021

Special offer for members at Shifting Gears

All CHF members who register to attend the [CHF Summit: Shifting Gears](#) in March 2021 will be eligible to attend the Summit gala dinner, free of charge, at the Dockside, level 3, overlooking Cockle Bay.



We welcome representatives from all our member organisations at the Summit. Please share information about the Summit with your networks.

Abstract submissions are **now open** to speak or share a poster. We invite you to propose topics across our four streams:

- **Consumers as researchers:** Partnering for new knowledge and translation
- **Consumer-based Health Care:** Integrating consumer and community values in health care and decision-making
- **Consumer Leadership:** Collaborative partnerships in individual health care, services and system
- **Consumer Enablement:** Creating supportive environments

We are also interested in hearing about what lessons you or your organisation have learned in times of rapid change, like the COVID-19 pandemic, with a focus on consumer involvement in health care.

See more about [topics for submissions](#). Abstract submissions close on 7 September 2020.

The CHF Summit will offer the opportunity for both organisations and consumers to come together to explore, discuss and grow the concept and practice of consumer-centred care, and be at the forefront of system change. We look forward to seeing you in March 2021.

CONFERENCE WEBSITE

CHF Journal - Health Voices



The future for preventive health in Australia

Australia should adopt the same time-proven approach to prevention as we do to the financing of medicines and medical benefits under Medicare, writes Terry Slevin.

Health Voices
Issue 26 | May 2020

READ MOIRE

Webinar replays

A summary of our recent webinars for health care consumers

- A celebration of the learnings from the National Collaborative Pairs program [watch replay](#).
- Script change - electronic prescribing and the consumer ... [watch replay](#).
- Not Going Viral - consideration of future-focused health policy post COVID with Deputy Chief Medical Officers Dr Nic Coatswroth and Prof Michael Kidd [watch replay](#).
- Telehealth in Primary Care [watch replay](#).
- The National Health Inforamtion Strategy - what is it, and does it mean for consumers [watch replay](#).

CHF YOUTUBE CHANNEL

Resources and Information for COVID-19



Use **Healthdirect Australia**, the Australian Government Health advice portal for consumers, for [information on Coronavirus information](#), [symptom checker](#) and helpline: 1800 022 222.

Turn to the website of the [Department of Health](#) to find the most recent, verified information, posted daily.

Use the [World Health Organisation](#) website to verify accuracy of health advice.

Be Health Aware - [CHF portal for health resources](#)

Resources and Information



Department of Health

Factsheet - [Home Medicines Services information for consumers](#)

[Infection control training](#) - 30-minute online training module for health care workers in all settings. It covers the fundamentals of infection prevention and control for COVID-19. This training is recommended as a useful resource for everyone.

Australian Commission of Safety and Quality in Healthcare

Guide to [infection prevention and control and medicines](#)

Elective surgery [guidelines and Q&A for consumers](#)

Guides on Telehealth

NHMRC Partnership Centre for Health System Sustainability provides easy to [follow guides on telehealth](#) for consumers. See the [telehealth consumer](#)

[advice](#) and [video guide factsheets](#).

NPS MedicineWise

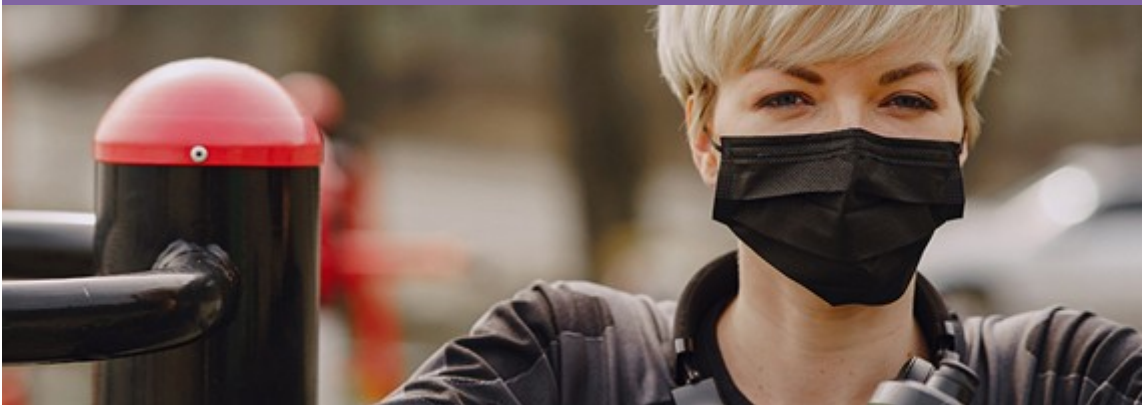
A new [information hub from NPS MedicineWise](#) will help you be medicinewise during COVID-19

Video with [information for people](#) who are **considering taking opioids** for chronic (ongoing) non-cancer pain.

Digital Mental Health Standards

Fact sheets [to provide tips](#) for consumers, carers and clinicians

Advice for wearing masks



The upsurge in COVID-19 cases, particularly in Victoria, has prompted wider calls for people to wear face masks if they are in crowded locations.

If you want to know more about face masks, this [informative page](#) from Victoria's Health and Human Services Department will answer most of your questions, and even has advice on how to [make face masks at home](#).

The Australian Department of Health has released a [subtitled video](#) from the Commonwealth Chief Nurse and Midwifery Officer, Alison McMillan, with health advice from the Department on when you need to wear a face mask in Australia, how to wear one and remove it safely.

We want to hear from you



COVID SPACE – a place for sharing stories

What's happening in your home and community to beat COVID-19?

Share your story - tell us on **COVID SPACE**

We want to hear about the smart moves and fresh steps in your community to counter the virus.

Email the Communications Team on Communications@chf.org.au or share your story with us on [Facebook](#)

EMAIL THE COMMUNICATIONS TEAM

Consumer Representatives Program

Consumer Representative appointments

Congratulations to:

Geoffrey Bartle, nominated to the NPS MedicineWise - Expert Working Group - Heart Failure.

Richard Brightwell, nominated to the NPS MedicineWise - Expert Working Group - Heart Failure.

Consumer Representative Reports



CHF expects and appreciates reports from CHF nominated consumer representatives. These reports help keep CHF informed of consumer representative work.

Consumer representative reports can be made online, via email, mail or phone. CHF thanks the following consumer representatives for keeping us up to date on their work.

Geraldine Robertson, DoH - Diagnostic Imaging Accreditation Scheme (DIAS) Advisory Committee

Consumer Representative Vacancies

CHF nominates consumer representatives to high level committees and

those related to funded priority areas. Calls for nominations are made via *healthUPdate* and the CHF website. Not all opportunities are advertised due to time limitations or because CHF decides to target invitations due to the specific work or strategic nature of the work involved.

More information about all the opportunities below can be found on our Consumer opportunities webpage.

If you have any questions, please contact the person listed or alternatively, our Consumer and Member Relationship Coordinator, **Ghislaine Martin**, on 02 6273 5444 or email g.martin@chf.org.au.

CHF is not currently running EOIs for committee work that requires a CHF consumer representative nomination.

Full details of committee vacancies are only accessible on our website by our members and consumer representatives. If you do not have access and would like to apply, please contact Ghislaine Martin on 02 6273 5444 or g.martin@chf.org.au.

SEE ALL CONSUMER REP OPPORTUNITES

Other Consumer Representative Vacancies

This section is for consumer representative opportunities that CHF does not provide nominations for. Members can work directly with other stakeholders to nominate consumer representatives to committees that are of interest to them.

CHF checks that consumer participation is supported with coverage of travel costs and sitting fees, however CHF does not prescribe an amount for sitting fees as committee requirements vary.

Consumer Advisory Group to the SCEI Diploma of Nursing Industry Advisory Committee

Southern Cross Education Institute

The Southern Cross Education Institute (SCEI) provides vocational and educational training delivering nationally recognised qualifications across Australia to local and international students. The SCEI industry committee has been established to oversee its industry impute and engagement in relation to SCEI's nursing programs.

Expressions of interest close on Friday 31 July 2020

MORE INFORMATION

Consumer Forum on diabetes living guidelines

La Trobe University, Centre for Health Communication and Participation

La Trobe University, Centre for Health Communication and Participation
The Centre for Health Communication and Participation at La Trobe University is seeking the involvement of twelve consumers from throughout Australia to meet with researchers in a 90 minute online forum. The aim of the forum is to explore how consumers can be more involved in the development of living clinical practice guidelines (living guidelines) for diabetes.

Expressions of interest close midnight Sunday 2 August 2020 (AEST).

[MORE INFORMATION](#)

Drug Utilisation Sub-committee (DUSC)

Department of Health

The Australian Orthopaedic Association (AOA) established the Clinical Quality Committee to provide high level advice to the AOA Board on clinical and quality matters excluding matters related to the AOA National Joint Replacement Registry.

Applications close at 5:00pm AEST on Monday 10 August 2020.

[MORE INFORMATION](#)

Clinical Quality Committee

Australian Orthopaedic Association

The Australian Orthopaedic Association (AOA) established the Clinical Quality Committee to provide high level advice to the AOA Board on clinical and quality matters excluding matters related to the AOA National Joint Replacement Registry.

Applications close at 12:00 midnight AEST on Sunday 16 August 2020.

[MORE INFORMATION](#)

Patient Education Committee

Australian Orthopaedic Association

The Australian Orthopaedic Association (AOA) established the Patient Education Committee to develop a patient/consumer friendly suite of

patient education materials specific to orthopaedic/musculoskeletal conditions and procedures.

Applications close at 12:00 midnight AEST on Sunday 16 August 2020.

[MORE INFORMATION](#)

Nutrition Care Preferences in General Practice Study

Griffith University

Griffith University is recruiting participants for a study: Nutrition Care Preferences in General Practice. Would you like to share your views about nutrition in general practice?

Participants will be asked about their experiences of and preferences for how they would like to receive nutrition care.

You will be asked questions over the phone about your health care experiences and preferences and how you would like to receive nutrition care.

Closes on Monday 31 August 2020.

[MORE INFORMATION](#)

[BECOME A MEMBER](#)



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