

# Consumers Shaping Health



News and views on health consumer issues - December 2020



## Consumer report points to attitude sea change

The CHF Consumer Commission's report, [\*Making Health Better Together\*](#) not only presents a valuable guide on lessons of the COVID-19 experience, it also points to a deeper shift in thinking on health and social policy in Australia..

The Commission began in mid-year with a call for commissioner applications. It proved a timely move. Many more applied than the 30 health and consumer leaders subsequently selected. As well, we also consulted 25 health experts to give their perspectives. Their combined input of ideas and wisdom has resulted in a report packed with 23 recommendations, primarily to embed consumer leadership and influence in health services and design in Australia.

The recommendations are sweeping, but they are also practical and doable. They range from proposals for a consumer leadership academy, more focus on the social determinants of health and preventive health, a "Health in All Policies" approach, stronger mental health services including peer support and better accountability on outcomes measures, improved coordination and integration of care by all levels of government and priority for the Ten Year Primary Care Plan.

The recommendations extend across a wide canvas, including increased support for income support payments and public housing.

The Commission' report suggests the pandemic has led to a significant shift in attitudes and behaviours around public health. *"People have reconceptualised the relationship between public and private health as the pandemic has shown that good*

*health is not something that can just be delivered to individuals by healthcare providers. More people have come to understand how their behaviours, actions and circumstances influence the quality of their experience and health outcomes both at the individual and societal levels.*

*Since COVID-19, we have seen significant reform to major aspects of health and social care across Australia including telehealth, income support, housing, childcare and many other areas where previously reform had seemed 'too difficult'. Additionally, as a society, we have reconceptualised the relationship between the public and private spheres into a more holistic understanding of population health. These policy changes and conceptual shifts have highlighted the benefits of investing in human capital and wellbeing to improve life for everyone in our community."*

We have already seen a dramatic expansion in telehealth which involves big behavioural change for doctors and patients. Now is the time for rethinking in the system for more care coordination and support for digital health networks and navigators.

And we need to see a sea change in thinking by governments to recognise and act on the potential of preventive health to deliver a healthier Australia by lifting to five per cent of the health budget spending on prevention.

[READ MORE](#)



## News and Resources





## A mentoring program for consumer representatives is coming in 2021.

A consumer mentoring program by CHF and NPS MedicineWise will provide support to new and less experienced consumer representatives to build their capacity to participate in one of NPS MedicineWise's Advisory Groups.

The program will take up to 4 pairs of mentors and mentees and will be implemented over one year in 2021.

**Mentees:** The program is actively seeking to build the capacity and diversity of new and less experienced consumer representatives who may already be involved with your organisation, or who want to get involved in advocacy.

**Mentors:** It is also a chance for experienced advocates to provide mentoring support and guidance, and share their knowledge in a supported, formal program.

We are accepting applications until 31 December. Applicants will be chosen by mid-January and the training will begin by the end of January.

If you think there may be people within your networks who might consider joining the program, we urge you to share the application links.

Applications close 31 December 2020

If you have any questions please contact the CHF Policy Officer, Quality use of Medicines - Dr Penelope Bergen at [p.bergen@chf.org.au](mailto:p.bergen@chf.org.au).

[FIND OUT MORE AND APPLY](#)



## Submissions

CHF is an active contributor to the health policy agenda in Australia. The aim of CHF's policy activities is to ensure that the consumer perspective is considered and consumer needs are addressed in the development and review of national health policies and reforms.

We made recent submissions to the data sharing legislation, the National Preventative Health Strategy, the National Statement on Ethics in Human Research and more ...

[SEE CHF SUBMISSIONS](#)

## Consumer Working Group - EOI

### National Clinical Quality Registry and Virtual Registry Strategy 2020-30 Consumer Working Group

CHF is establishing a Consumer Working Group to develop a consumer resource for the Department of Health's National Clinical Quality Registry and Virtual Registry Strategy (2030). This is part of an ongoing project with the Department of Health. If you would like to be considered as a member of the Consumer Working Group please complete the expression of interest [application form](#). The Working Group will be limited to ten people and sitting fees will be paid.

Applications will close at COB Friday, 18 of December, 2020.

[FIND OUT MORE](#)



The banner features the CHF logo (Consumers Health Forum of Australia) on the left. The central graphic shows four interlocking gears with icons: a person reading, a doctor and patient, a heart with a cross, and a person in a wheelchair. Below the gears is the text 'CHF | SUMMIT 2021' and 'Shifting Gears'. At the bottom, an orange bar contains the dates '18-19 March 2021'. The background is purple with the text 'Consumers as leaders in healthcare'.

## Summit 2021 - Shifting Gears

**18 - 19 March 2021**

Australasia's inaugural consumer health summit will be a virtual event, putting this high impact event in reach of a wider audience within Australia, New Zealand and worldwide.

Consumers as leaders in healthcare will be a central theme of this first Australian and New Zealand Consumer Experience and Leadership in Health Summit.

Successful health strategies, policies, research and programs depend on consumers involvement at each stage of development.

### Register now - Early Bird closes 1 February

CHF Summit 2021: Shifting Gears will draw together consumers and other leaders from the health sector, to explore the latest research and developments which drive health towards a consumer-centred culture.

*Principal Sponsors of the Shifting Gears summit: Australian Commission for Safety and Quality in Health Care, Australian Department of Health, Australian Digital Health Agency and NSW Health and Telstra Health*

[Conference website](#)



## Conference features

### Pre-conference masterclass

*A pre-conference masterclass in experience based co-design.*

### Capturing experiences of care

This masterclass exposes participants to the practices and benefits involved in experience based patient experience and co-design.

The Masterclass will be delivered by **Dr Lynne Maher**, recognised in many places worldwide for her work on patient experience and co-design, creativity and innovation and sustainability for improvement.

### Pre-conference masterclass

## Australia's Health Panel



### The National Preventative Health Strategy

The Australian Government is developing a 10-year [National Preventative Health Strategy](#), focused on evidence-based approaches to reducing disease and poor health. The Strategy is due to be completed by March 2021.

This month's Australia's Health Panel survey is a chance for consumers to have their say about the National Preventative Health Strategy as well as Preventative Health in general.

This will help CHF with its ongoing advice and advocacy to Government to ensure the National Preventative Health Strategy reflects the priorities of health consumers.

To have your say about the future of preventative health in Australian healthcare, login or sign up to [Australia's Health Panel](#)

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.

See [Australia's Health Panel results](#)

[Have your say on Australia's Health Panel](#)

## Symposium recording



**Recording available: 'Ethics in the healthcare sector and its importance during times of crisis'**

30 November 2020

### **Recording available "Ethics in the healthcare sector and its importance in times of crisis"**

*Australian Ethical Health Alliance - webinar recording*

Last week's symposium successfully examined real-world ethical dilemmas clinicians have faced during times of crisis – particularly, COVID-19 – beside those ethical dilemmas that have been faced by healthcare institutions. The webinar also included a reflection on AEHA's journey to date, two guest speaker presentations by Prof Erwin Loh and Dr Greg Kesby, and 15 minutes of open discussion between the audience and all panellists. Please feel free to share this link with your peers.

[WATCH THE REPLAY](#)

## Surveys



## Rural and Remote families with chronic kidney disease

### *Study into financial impact of CKD*

The focus of this study, from the University of Sydney, is on those who are on dialysis or have a kidney transplant. If you or a family member have been diagnosed with Chronic Kidney disease Stages 3-5, you are eligible to participate. The survey will take about 25 minutes to complete and can be done on a mobile phone if needed. The survey will be open until the 31st of December 2020 (one survey per family).

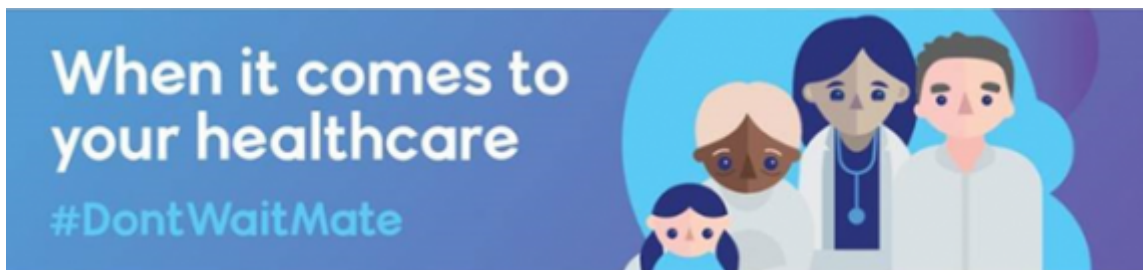
Share the link to the survey:

[https://sydney.au1.qualtrics.com/jfe/form/SV\\_3w4DyVXh6UZQZMN](https://sydney.au1.qualtrics.com/jfe/form/SV_3w4DyVXh6UZQZMN)

The researchers hope this project will help improve the lives of people living in rural and remote communities who require dialysis or a kidney transplant.

If you have any questions or concerns please contact: Nicole Scholes-Robertson on email: [nicole.scholes-robertson@sydney.edu.au](mailto:nicole.scholes-robertson@sydney.edu.au)

[GO TO THE SURVEY](#)



## Consumer survey - healthcare during COVID-19 restrictions (Dec 2020)

The [Continuity of Care Collaboration](#) (CCC) is a communication collaboration of more than 35 Peak Bodies, Industry and Healthcare organisations. The goal of the CCC is to stress the importance for people to continue with monitoring their health status and conditions during the COVID-19 pandemic.

A consumer survey by the CCC seeks to better understand access to health services in Australia and any barriers people may be experiencing.

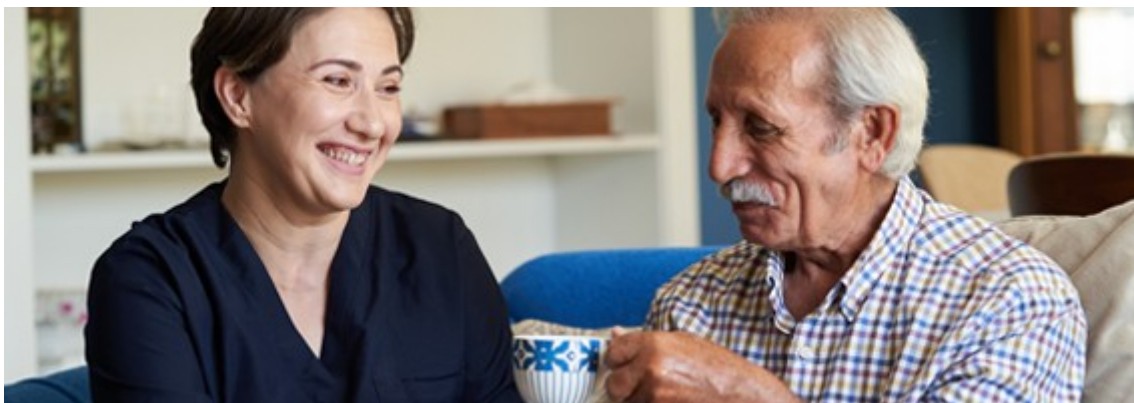
The questions in the survey are optional and the data collected will be anonymous. The survey should take you about 5 minutes.

The CCC includes Pathology Awareness Australia, Consumers Health Forum, Heart Foundation, Australian Primary Healthcare Nurses Association, Royal Australian College of General Practitioners and more.

The survey data will be available to these organisations to inform public messaging about healthcare and to ensure optimal long term health outcomes are achieved.

Please [share this survey](#) with your channels as we would like as many patients, consumers and carers to complete this as possible.

TAKE THE SURVEY



## Invitation to participate in a research project about improving hospital discharge for carers and older adults

Monash University are seeking 25 carers of older adults living in the community to take part in an interview for a research project. The research project aims to identify carers' experiences and needs in supporting older adults who are discharged from hospital to home. The research interview will take place by telephone and it will take about one hour. To take part, carers will:

- Be supporting an older adult living in the community with chronic health difficulties, and
- Have experience with discharge from hospital to home following admission for a physical health problem of the older adult that they support

All carers are very welcome including those from diverse cultural backgrounds, diverse sexual orientation, and diverse locations such as rural and regional areas. Carers who have recently supported an older adult (within the past 12 months) are also eligible.

Contact Jacqui Allen, Monash University School of Nursing and Midwifery on 0427 940 794 or email: [Jacqui.allen@monash.edu](mailto:Jacqui.allen@monash.edu) for more information.

EMAIL TO PARTICIPATE

## PC4 Research Consumer Showcase

The PC4 (Primary Care Collaborative Cancer Clinical Trials Group) Research Consumer Showcase webinar is free event for the consumer community to connect and learn about PC4 supported research.

PC4 welcome all consumers to attend this webinar on PC4 supported research. We look forward to hearing from PC4's Director, Prof Jon Emery, PC4's Research



Coordinator, Ms Paige Druce and Dr Emma Kemp, a PC4 training award recipient.

These presentations will highlight new research about bowel cancer risk and screening, emerging biomarkers to diagnose GI cancers and breast cancer survivorship.

**Contact:** Mairead McNamara | Research Support Officer

**Email:** [mairead.mcnamara@unimelb.edu.au](mailto:mairead.mcnamara@unimelb.edu.au)

REGISTER

## CHF Talks webinar series



## Developing the Living Evidence Guidelines for COVID-19

### #CHF Talks webinar series

The webinar will discuss the work of the Living Evidence Taskforce for COVID-19, why the Guidelines are important for clinicians and health consumers, and how consumers are engaged in the role.

This webinar was scheduled for 19 November 2020, however this date has to be postponed. **The webinar will now take place next year, in February 2021.**

Register now to hear more.

REGISTER

## Media releases and editorial

### [Fixing aged care for a civilised society](#)

*If Australia is to meet standards of a civilised society, older people who need support should have universal access to care...* [MEDIA RELEASE: 30 NOV 2020](#)

### [Academy to advance health consumers' interests](#)

*Much health policy decision-making is a contest between government and the powerful vested interests in health. That poses a constant challenge to ensure the interests of the most important player, the consumer, are not. ...* [BLOGPOST: 30 NOV 2020](#)

### [Call for Academy to empower consumer voice](#)

*A new report has called for a Consumer Health Leaders Academy to strengthen the role of consumers in health system decision-making. The Academy would equip consumer advocates and advisers within health consumer networks ....* [MEDIA RELEASE: 23 NOV 2020](#)

### **COVID and the plague of ideas that has sparked change**

*Australians' experience with COVID-19 has stimulated more active consumer and community involvement in health care decision-making, authors writing in CHF's ejournal, Health Voices, report on a range of developments ...* [MEDIA RELEASE: 18 NOV 2020](#)

### **Mental health report needs action now**

*CHF supports the final report of the Productivity Commission on Mental Health and urges governments to implement the findings as a comprehensive package...*  
[MEDIA RELEASE: 17 NOV 2020](#)

### **Win-win-win for health and consumers on climate**

*The potential of a shift to cleaner and cheaper sources of renewable energy offers a watershed opportunity for Australia's economy and health...* [MEDIA RELEASE: 16 NOV 2020](#)

### **Social prescribing --- an ideal time for consumers to write the script**

*Leanne Wells, Mark Morgan and Leanne Beagley Social prescribing presents a step forward in healthcare. Far from being left behind by the dominating impact of COVID on health thinking. ...*  
[BLOGPOST: 09 NOV 2020](#)

**READ ALL MEDIA RELEASES & OPINION**

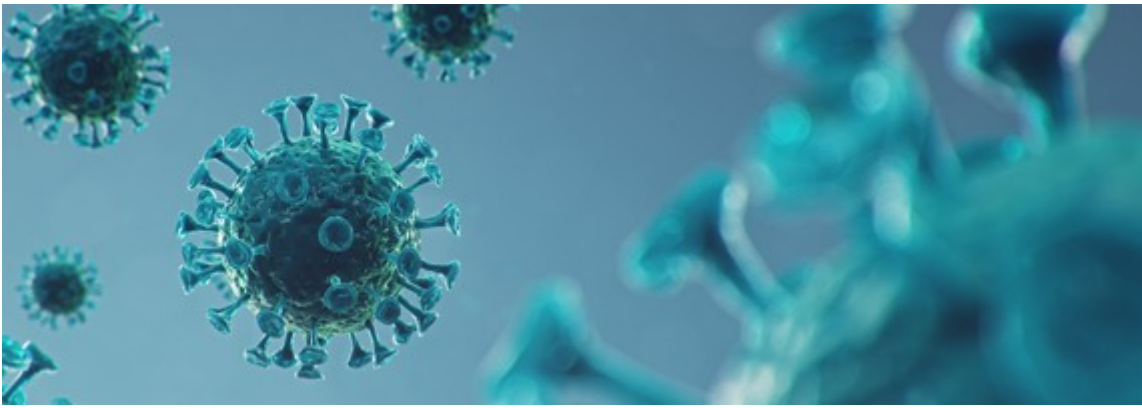
## **Webinar replays**

### **A summary of our recent webinars for healthcare consumers**

- Self-care... patient power - a webinar will be on self-care and self-management and follow-up on the Mitchell Institute's national blueprint for support and development of self-care released on 7 Oct 2020 .... [watch replay](#)
- Patients, partners in health – significant trends for change, with increasing acceptance of patients being engaged as partners with clinicians. What does this mean for Australia's approach? .... [watch replay](#)
- Social prescribing, the referral of patients to non-medical activities to supplement conventional care - webinar on successful trials in Canada and Australia .... [watch replay](#)
- 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 Coatsworth and Prof Michael Kidd ..... [watch replay](#)
- Telehealth in Primary Care ..... [watch replay](#)
- The National Health Information Strategy - what is it, and does it mean for consumers ..... [watch replay](#)

**CHF YOU TUBE 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.

### **NPS MedicineWise**

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

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

The **Australian Commission of Safety and Quality** has published a [FAQ page](#) on the **safe use of masks** for consumers and a [factsheet you can download](#).

## 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](#).

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

## Public health information in 18 Languages

These essential videos on [keeping safe during the pandemic](#) were prepared for culturally and linguistically diverse (CALD) communities by the North Western Melbourne Primary Health Network.

## Factsheets for people with chronic conditions during COVID-19

Maridulu Budyari Gumal has developed [COVID-19/Chronic Condition fact sheets](#) for non-English speakers with chronic diseases including heart disease, diabetes and lung disease. Available on the website SPHERE.

## What's happening in your community?



## 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](mailto:communications@chf.org.au) or share your story with us on [Facebook](#)

EMAIL THE COMMUNICATIONS TEAM

## Opportunities for participation



## Special Interest Groups

Special Interest Groups (SIGs) are a way for members and the broader consumer community to be involved in our advocacy work and in shaping policy.

CHF has established Special Interest Groups to focus on Primary Health Care, Research & Data, Digital Health, Safety & Quality and Rural & Remote. SIGs help us to features even more consumer insight and perspective reflective of our Australian community..

Opportunities to join SIGs are advertised in newsletters and on our website.

[FIND OUT ABOUT CHF SIGS](#)



## Become a member

As a member of CHF you will be kept up to date on key health reform issues through our publications and member alerts. CHF membership enables you to influence the national health agenda by contributing to CHF surveys and polls, consultations and campaigns. Members can draw on CHF position statements, media releases and policy submissions to inform your work and advocacy.

[JOIN US](#)



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