

Consumers Shaping Health

CHF
Consumers Health
Forum OF Australia



News and views on health consumer issues - May 2021



What do we expect and need in this Budget?

As this edition of *Consumers Shaping Health* goes to press, we await the fine detail of what the Federal Budget will bring, particularly for health care.

After such a momentous year in health care, with community and consumers having to adjust to the intimidating challenges of the pandemic, it is notable that at least two issues — aged care and mental health — nonetheless dominate the pre-Budget discussions.

That would surely indicate that the long under-served needs of aged care and mental health services warrant a sea change, both in direction and in funding.

The speculation is that the Budget will not deliver the quantum of funding that both sectors desperately need if we are to provide the level of care reasonably expected of a prosperous nation. But we must hope that the Government will provide the leadership and incentives for long term improvement.

We can also expect to see a significant boost in support for other areas including higher Medicare rebates for rural services and a better deal for women's health.

In digital health there is expected to be more investment in MyHealthRecord digital portals which we would support.

But it appears unlikely that there will be significant improvement in support for struggling areas central to the social determinants of health such as income support and public housing.

We will continue to advocate with others for a society that ensures health of Australians should not be predetermined by socio-economic status.

When CHF released its [submission](#) for this Budget, we stated that consumer leadership in health is more important than ever in the COVID era when every Australian is both at risk and can play a part in countering the pandemic.

There is a growing acceptance that people-centred care leads to improved outcomes and a more efficient health system. This was identified by the Productivity Commission in its Shift the Dial report in 2017 when it called upon all Australian Governments to re-configure the health system around the principles of patient-centred care.

That's why we have called for a better supported health consumer movement that would include an academy to develop stronger, more effective leadership for the more important participants in health care.

Leanne Wells

Chief Executive Officer



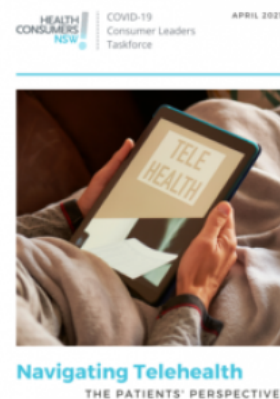
News and resources

Navigating Telehealth: the Patients' Perspective

Navigating Telehealth: The Patients' Perspective is a Report produced by Health Consumers NSW which focuses on what patients and families reported about their experiences of using telehealth during 2020, as well as recommendations based on these experiences.

You can download the report and a more detailed background paper from the Health Consumers NSW website.

[FOR MORE](#)



The Fourth Atlas of Australian Healthcare Variation

**Australian Atlas
of Healthcare
Variation
2021**



The *Fourth Atlas of Australian HealthCare Variation* was launched on 28 April 2021 by the Australian Commission of Safety and Quality. It examines variation in healthcare use according to where people live.

It covers six clinical areas:

- early planned birth;

- chronic disease and infection
- ear, nose and throat surgery in children and young people
- lumbar spinal surgery; gastrointestinal investigations
- medicines use in older people.

National leaders in health care discussed the important findings - you can find highlights in a [30 minute presentation here](#) (scroll down a bit for the replay).

FOR MORE

'Power to the people' - The Health Advocate

In this brief article in *The Health Advocate*, authored by the Australian Commission of Quality and Safety in Healthcare, — CHF CEO, Leanne Wells, discusses how engaged health care consumers and health literacy play a part in improving efficiency for health services, as well as improving health outcomes for patients.

The Health Advocate is the magazine for the Australian Hospitals and Healthcare Association. You can access the complete [published May edition here](#).



READ MORE

COVID-19 vaccine rollout

Latest from the Dept of Health on the COVID-19 vaccine rollout in Australia

Currently people in phase 1a and 1b are eligible to receive a COVID-19 vaccine.

When will you get your COVID-19 vaccine?

Go to [Australia.gov.au](https://australia.gov.au) and use the [Vaccine Eligibility Checker](#) to confirm which phase of the rollout you are in.

Top 3 COVID-19 vaccine questions – phase 1b, misinformation and GP appointments. The latest [video from Dr Lucas De Toca](#), First Assistant Secretary of the COVID-19 Primary Care Response, has answers to the top 3 questions you've been asking.

This page, from the Department of Health covers advice about [the AstraZeneca vaccine](#).

FIND OUT MORE ABOUT VACCINES

Register for NPS MedicineWise national events

National Medicines Symposium (NMS 2021)

This year's NPS National Medicines Symposium (NMS) 2021 will be a virtual event held on **Tuesday 18 May 2021**.

Registration is \$100 and closes on 14th May. Access includes exclusive online networking opportunities, and recordings of the presentations post-event.

[FIND OUT MORE](#)

Choosing Wisely Australia National Meeting

Empowering consumers to choose wisely.

The Choosing Wisely Australia National Meeting will follow the Symposium on **Wed 19 May 2021**.

Registration is \$100 and closes on 14 May. Access includes networking opportunities and recordings of the presentations post-event.

[FIND OUT MORE](#)

Medicine Shortages Communication Champions



Consultation Paper on medicine shortages

Medicine shortages have been of particular concern during the COVID-19 pandemic, and for this reason the Department of Health has been reviewing the ways in which this can be managed.

The Therapeutic Goods Administration (TGA) is seeking feedback on proposals to help ensure ongoing, reliable supply of important medicines.

The Department of Health is seeking feedback on possible reforms that would:

- prioritise the evaluation and registration process for certain important generic prescription medicines, to reduce the risk of shortages
- encourage registration of more generic versions of medicines known to be affected by shortages, to mitigate the impact of those shortages
- support a more reliable supply of overseas-registered medicines imported into Australia

Public consultation is invited on the consultation paper: *Building a more robust medicine supply: proposals to help prevent, mitigate and manage medicine shortages*.

Your input on the proposals to help facilitate ongoing, reliable supply of important medicines is welcomed. The consultation will close on 17 May 2021.

The [consultation paper gives further details](#) about proposed mechanisms to prevent and mitigate medicine shortages.

Read more [about this consultation](#) and complete the survey.

If you have any queries, please feel free to contact us at medicine.shortages@health.gov.au.

[FIND OUT MORE](#)

Webinar replay

CHF Talks

Consumers shaping health
WEBINAR SERIES



Living Evidence and Consumers

What's it like to watch your partner, pregnant with twins, ventilated in intensive care with COVID-19? What is long COVID like? Chris, a science communicator & broadcaster has had COVID-19, now he is contributing to the Living Evidence Taskforce.

In this panel discussion, presenters who have been working on the [National COVID-19 Clinical Evidence Taskforce](#) will share insights about the work they do.

Each week, more than 250 Taskforce contributors work together to find new research and quickly incorporate that research into national, evidence-based guidelines for the clinical care of Australians with COVID-19.

These are living guidelines, updated with the latest global research in near real-time with trusted, up-to-the minute advice to clinicians providing frontline care. Hear from the team on the findings from this project.



Dr Tari Turner



Dr Eleanor Horton



Chris Lassig

[Watch the replay](#)

Australia's Health Panel



New survey on loneliness from Australia's Health Panel

In late 2020 CHF and the Medibank Better Health Foundation hosted a Loneliness Thought Leadership Roundtable to develop a roadmap for addressing loneliness in Australia. The final [report from the Loneliness Roundtable](#) has just been published.

There's one last chance for you to help us by sharing your experiences about loneliness and your views the effects of loneliness in Australia.

The results will be used inform CHF's advocacy on loneliness, 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

Participate in research

Join Us - call for research stories

Join Us is the [national health research register](#) that helps researchers prevent, treat and find cures for disease.

Join Us connects researchers with people who are willing to be involved in research that is relevant to them.

It's quick and simple – you sign up, provide a few details that are held in a secure database and when a relevant study comes up, you are asked if you'd like to take part. By joining us you could help change a life. Together we can change millions of lives.

[JOIN US REGISTER](#)



Carers of older adults needed to help with research

This project will improve hospital discharge for carers and older adults.

Monash University is seeking carers of older adults living in the community, to take part in research project which aims to identify carers' experiences and needs when 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,
- 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 people who have recently supported an older adult within the past 12 months.

Contact Jacqui Allen on 0427 940 794 or by email Jacqui.allen@monash.edu for more information.

Media releases and editorial

[Steve Morris worked together with consumers on medicines](#) - We acknowledge and congratulate Adjunct Associate Professor Steve Morris for his role as CEO of NPS MedicineWise during a period of significant developments for consumers and are sorry to hear Steve will be leaving NPS in July. His leadership has been invaluable in..... .. [MEDIA RELEASE: 04 MAY 2021](#)

[Ongoing Telehealth drives innovation and gives everyone better access to healthcare](#) - We welcome the extension of Medicare coverage for telehealth consultations for GPs, allied health and specialists to the end of 2021. To be able to consult with your health care provider by phone or video was an important step in making ongoing healthcare safer for patients..... .. [MEDIA RELEASE: 27 APRIL 2021](#)

[Consumer report card points to highs and lows of the health system](#) - A new Consumer Report Card on Australia's Health System finds that significant areas including mental health and cost barriers to care present issues of concern. The Consumers Health Forum has studied 12 indicators against historical and international measures to report on health system performance. [MEDIA RELEASE: 26 APRIL 2021](#)

[Learning from consumer experience improves health care](#) - Learning from consumer experience improves health care The health system in Australia would benefit significantly by paying more attention to the lessons learned from patient experience, the Consumers Health Forum says. This is a key message from the latest edition of the Health Voices ejournal published this month which covers the recent Shifting..... .. [MEDIA RELEASE: 15 APRIL 2021](#)

[Youth Health Forum video call to bridge gap in health system](#) - The challenges facing young people in the health system and potential remedies are aired by Youth Health Forum leaders in a new video released today. The video features two young health leaders, Jasmine Elliott and Roxanne MacDonald, explaining the challenges for young people in transitioning from..... .. [MEDIA RELEASE: 13 APRIL 2021](#)

[A fresh view of Shifting Gears from Croakey](#) - After the scores of speakers and hundreds of conversations at CHF's Shifting Gears Summit, reporting on the proceedings presents numerous opportunities. CHF's ejournal Health Voices provided articles from 15 of the contributors to the Summit. Yet a comprehensive conference report by Croakey News..... .. [BLOGPOST: 05 MAY 2021](#)

[Health consumers of today, partners of tomorrow](#) - Jennifer Doggett in @CroakeyNews writes that the recent Shifting Gears Summit hosted by the Consumers Health Forum of Australia highlighted the changing role of consumers in health care, moving from a tokenistic "charity and volunteer" model to one of co-design and co-creation. The Trans-Tasman... .. [BLOGPOST: 12 APRIL 2021](#)

[READ ALL MEDIA RELEASES & OPINION](#)

CHF Talks webinar series

Recent webinars for healthcare consumers

Future focus: What's in store for health and care in 2021? Insights into Australian priorities from leaders in the health sector. Speakers include: Dr Brendan Murphy, Secretary for the Department of Health, and Amanda Cattermole, CEO of the Australian Digital Health Agency - 8 Feb 2021 [watch replay](#)

[CHF YOU TUBE CHANNEL](#)

Opportunities to participate



Consumer representative program

Consumer representatives are nominated for national committees to ensure that the views and interests of health consumers are represented at the national level. CHF supports consumer representatives by providing resources in a number of ways. Find out how to become a [Consumer Rep](#)

[CONSUMER REPRESENTATIVE PROGRAM](#)

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.

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. Find out more about CHF [Special Interest Groups](#).

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

[FIND OUT ABOUT SPECIAL INTEREST GROUPS](#)

Resources and Information

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.

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](#).

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](#)

[Consumers Health Forum](#)

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