

Consumers Shaping Health

CHF
Consumers Health
Forum OF Australia



News and views on health consumer issues - September 2020

Social prescribing



COVID and a social prescription for change

The Australian Healthcare & Hospitals Association has just published a detailed and thought-provoking report on how we can turn the experiences of COVID-19 into opportunities for change.

[Australian healthcare after COVID-19 --- An opportunity to think differently](#), lists ten steps Australia can take now to improve our health and our health system.

The report captures the mood for change. As it happens, this re-imagining of health provided a timely context for our well-attended webinar this week on a significant new development in primary care, social prescribing.

But first, the AHHA report's steps towards change. These range from an evaluation of the impact of COVID and natural disasters to inform a re-imagined health system; greater transparency; empowering consumers to be engaged and active in their health through health literacy and opportunities to co-design services; reduce low and no-value health care through use of evidence-based approaches; team-based care; patient-reported outcome data to measure what matters to patients; and partnerships between health, aged care, disability and community services.

That is not the complete list but the steps mentioned do give a sense of the fresh potential for patient-centred change opened by the COVID experience. One section titled *Patients at the centre*, envisages care systems that are integrated and responsive, patient centred and outcomes focussed.

The speed and scale of the response required of the health system to COVID has highlighted a fragmented system and its ability to respond effectively. Low value care, inflexible funding models, siloed planning, health inequities and poor integration of care make us more vulnerable to poor health outcomes and emerging system shocks.

Many of these current fault lines in our system highlight the need for evolution in health care towards a more joined-up health and social system that is central to the success of social prescribing.

This week's webinar, presented by CHF with Mental Health Australia and featuring Canadian innovator, Dr Kate Mulligan, showed how social prescribing can be a therapeutic option for many by guiding people towards more positive life activities and pastimes. It's proving a positive therapy, particularly for those with chronic conditions, when the effects of conventional medicine can be amplified if we also address those social factors that can have a positive bearing on people's lives, their capacity to self-manage and live with chronic conditions.

And as we learned, even just talking about social prescribing turns out to be positive therapy - [watch the webinar](#)

And to learn more about the UK experience with social prescribing you might want to [tune in to a webinar on 16 September](#) being presented by the Melbourne School of Population and Global Health and Melbourne Population and Global Health Students Society.

Leanne Wells
Chief Executive Officer



News and Resources



Enter your Big Idea into our competition for consumers

Do you have an idea to change the way healthcare is delivered? Or to fix a problem - or to transform how the health system works?

We are inviting you to produce a video about your Big Idea for Health to screen at a feature event of our Australian and New Zealand [Shifting Gears Virtual Summit](#) to be held on March 18 -19 next year.

Send in videos of your ideas for innovation in health to be part of the [Big Ideas Forum](#) at the Shifting Gears Summit.

Production of the one-minute videos will be supported by a simple, easy to use app and winners will share their idea with ABC TV journalist Ellen Fanning at a Big Idea Forum at the conference. There is a wide range of themes these videos might explore.

The best ideas will also be promoted through CHF's advocacy work.

If you have an innovative idea which would change the way healthcare is delivered, enter our Big Idea video challenge.

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

The sponsor for the Big Ideas Forum is CSIRO

FIND OUT HOW TO ENTER

CHF Conference - abstracts open

CHF Summit 2021 - Shifting Gears

Share the lessons learned from COVID-19 at at our virtual Summit 2021: Shifting Gears

Abstract submissions are now open

Submissions can be for oral, workshop or poster presentations at the [CHF Summit: Shifting Gears](#).

18 - 19 March 2021

The COVID-19 pandemic has disrupted the way we live, work and access healthcare. We invite you to submit your abstract about consumer involvement in times of rapid change, reflecting on your or your organisation's experience in the COVID-19 pandemic or other similar situations.

- What have you learned during that it can share with others?
- What new parts of our healthcare systems have developed that should be retained and expanded?
- What have we learned about equity and inclusion in a time of crisis?

We also 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

See more about [topics for submissions](#). The closing date for **abstract submissions** has been **extended to 16 October 2020**.

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.

FIND OUT MORE

Consumer-pharmaceutical industry relationships: Building trust and transparency



Consumer-pharmaceutical industry relationships: Building trust and transparency

Six key principles that should guide consumer organisation thinking about whether or how to engage with pharmaceutical industry funders, have been identified in a report of a consumer workshop.

Health Consumers NSW partnered with the Evidence, Policy & Influence Collaborative at the Charles Perkins Centre, The University of Sydney and the Consumers Health Forum of Australia to host the workshop earlier this year to discuss the risks and benefits of partnering with the pharmaceutical industry.

The report of the workshop which was released this week identifies the guiding principles as:

- Consumer centredness
- Honesty and transparency
- Fairness
- Independence
- Values alignment
- Governance and accountability.

[GET THE REPORT](#)

#WDAD2020



Duchenne Muscular Dystrophy (DMD) Day in September

One in 5000 newborn boys in the world is affected by a rare and fatal disease: Duchenne Muscular Dystrophy (DMD). Seems like a small group, but the 250.000 patients around the globe think big and have big dreams. Duchenne Parents have set up organisations in their countries, and all of them work day by day to guarantee access to care, to improve research, to educate patients and families.

September 7th is the annual day #WDAD2020 will be celebrated!

The online invitation is [available on facebook](#)

Watch an [information video](#)

AWARENESS DAY WEBSITE



Dignity Survey - Safe Motherhood for All

The Birth Dignity Survey 2020 - Do women in Australia have the birth they want?

Women have different hopes and fears concerning pregnancy, birth and the postnatal period. These are shaped by individual experiences as well as their social and cultural background, and the care they received.

The Birth Dignity Survey focuses on women's experiences of maternity care to understand what women want & need, and the issues pregnant women face during pregnancy, birth and the postnatal period.

[Safe Motherhood for All Inc.](#) want to understand a women's sense of supportive relationships with health professionals and their sense of control over decisions made during birth. Research has consistently shown these are two of the most important factors in ensuring positive experience in having a baby.

The survey is open until 30 September 2020 for all women who have birthed in Australia in the past two years.

Safe Motherhood for All Inc. would like to encourage First Nation women, rural women; culturally and linguistically diverse (CALD) women and women experiencing vulnerability to complete the survey.

COMPLETE THE SURVEY

The Consumer Commission: Beyond COVID-19

CHF has established the [Consumer Commission: Beyond COVID-19](#) with a diverse group of consumer leaders to contribute views and ideas about the future of the Australian health and social care system.

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The Consumer Commission is holding a series of workshops from August to October, which will result in a final report. The following workshops have been completed, see the communiques for details of each workshop.

- **Workshop 1 - mental health and wellbeing**
[Communique on workshop 1](#) (4 August 2020)
- **Workshop 2 - integration and care coordination**
[Communique on workshop 2](#) (5 August 2020)
- **Workshop 3 - health equity**
[Communique on workshop 3](#) (11 August 2020)
- **Workshop 4 - digital health**
[Communique on workshop 4](#) (12 August 2020)

[MORE INFORMATION](#)



Global Patients Congress (GPC 2020)

You are invited to the 9th Global Patients Congress (GPC 2020), a two-day virtual event on 16 - 17 September 2020.

The congress is a bi-annual event for the International Alliance of Patients' Organizations (IAPO), which brings together patient advocates, policy makers, civil society, industry and academia to share ideas, explore solutions, and discuss the future of patient-centred healthcare.

This year's theme is *Co-creation in Innovative Healthcare during COVID-19* and will provide a platform for patient advocates together with the wider global health community to engage in focused discussion on health systems.

IAOP hopes you will be able to join them at the virtual GPC 2020 and add your voice to the global patient movement.

[FIND OUT MORE](#)

Webinars



Patients: partners in health

#CHF Talks webinar series

As part of our “CHF Talks” webinar series, we will be presenting this timely webinar on significant trends for change in primary health care in Australia.

The dynamics of health care are changing, with increasing acceptance of patients being engaged as partners with clinicians in their care. What does this mean for Australia’s approach, particularly at a time when the Federal Government is developing a 10 Year Primary Health Reform Plan?

Emerging concepts and practices such as patient activation and aspects of health care that need to be strengthened such as self-management and health literacy will be discussed by the webinar panel featuring American exponent of partnership in health care, Professor Larry Baker, consumers advocate, Linda Beaver, Care Opinion, Assoc Prof Michael Greco, and a leader in general practice reform, Dr Paresh Dawda.

Watch out for a video coming soon that will present a preview of the webinar

[REGISTER](#)

WEBINAR

SAVE THE DATE

THURSDAY
10th September
9am - 10am
AEST

**Reimagining healthcare in Australia:
The role of digital in future health delivery**

The mass move to telehealth saw Australia's virtual care capacity rapidly accelerate during COVID-19.

Join our panel of experts, including Brendan Murphy and Kulleni Gebreyes, on September 10 as we explore the path from telehealth to virtual care and the opportunities that lie ahead.

This webinar is a proud joint initiative of

Deloitte **digital health** **CHF** Consumers Health Forum of Australia

WEBINAR: re-imagining healthcare in Australia - the role of digital in future health delivery

The mass move to telehealth saw Australia's virtual care capacity rapidly accelerate during COVID-19

Join the panel of experts and explore the path from telehealth to virtual care and the opportunities that lie ahead.

Panelists include: Brendan Murphy (Secretary, Department of Health), Leanne Wells, Kulleni Gebreyes (Partner, Deloitte US) and Steve Hambleton (former State and Federal President, Australian Medical Association).

The webinar will be on Thurs, 10 September from 9.00 am -10.00 am (AEST)

[REGISTER](#)

Conferences & workshops



Summit 2021 - Shifting Gears

Abstract submissions are now open

[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.

Achieving improved experience for consumers requires going beyond the usual approaches and moving to one that brings people together. Co-design methods are used to better understand how it feels to deliver and receive care, and to make improvements together.

With healthcare services striving for improvement - in clinical outcomes, cost of delivery, and staff and patient experience, this training will show how co-design creates value for both consumers, staff and healthcare providers and how to further advance value based 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.

Dr Lynne Maher is Director of Innovation, Ko Awatea, Counties Manukau, Auckland, Associate Honorary Professor of Nursing, University of Auckland, and Adjunct Associate Professor, School of Medicine, Tasmania

Pre-conference masterclass



Redefining healthcare agility

Join the first ever APACMed Virtual Forum

More than 80 world class leaders from over 30 countries to share, inspire and discuss how this is the moment for healthcare to redefine itself.

Be inspired and get connected during the live discussions, interviews, demonstrations and master classes.

[FIND OUT MORE](#)

Surveys



CHF

Australia's Health Panel

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.

[Join Australia's Health Panel](#)

Media releases and editorial



The best script is what matters to you

Social prescribing involves the referral of patients to non-medical activities to supplement conventional care, should become a standard part of Australian health care.. MEDIA RELEASE: 03 SEPTEMBER 2020

[READ MORE](#)



Budget must recognise value of better resourced health and social care

The Federal Budget must respond urgently to the health and economic lessons of the pandemic and provide funding to ensure that elderly and low-income Australians MEDIA RELEASE: 01 SEPTEMBER 2020

[READ MORE](#)



Health insurance needs deep diagnosis

The calls for yet further tinkering with health insurance to make it more attractive to already financially-stretched young people highlight the need MEDIA RELEASE: 18 AUGUST 2020

[READ MORE](#)



Make mask supply mandatory for health workers

Inadequate supply of face masks reported in some hospitals and widespread confusion about when and what masks are needed MEDIA RELEASE: 11 AUGUST 2020

[LEARN MORE](#)

[READ ALL MEDIA RELEASES & OPINION](#)

Webinar replays

Our recent webinars for health care consumers

- 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](#)

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.

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](#).

VISIT ACSQH COVID RESOURCES

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](#)

General 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

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 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](#)



Join us!

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.

[BECOME A MEMBER](#)



Consumers Health Forum



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