

Health Consumers Queensland 2016 Annual Forum Report

Thursday 19 May 2016
Royal International Convention Centre
600 Gregory Terrace Bowen Hills, Brisbane, Queensland



Health Consumers Queensland hosted its first Annual Forum on Thursday 19th May 2016. A dynamic mixture of speakers explored the theme “Disruptions in Health to drive better health outcomes: The role of the consumer movement” through keynote sessions, panels, concurrent sessions and workshops.

The aim of the Annual Forum was to provide an opportunity for consumers and carers, consumer and community organisations, Hospital and Health Services, Primary Health Networks and private organisations to share new learnings from the experiences of consumers, carers and health service staff from across Queensland and internationally. It also allowed all stakeholders to share the findings of their initiatives aimed at improving and strengthening consumer engagement in Queensland and increase knowledge of best practice engagement. The forum assisted health service staff in their roles, as well as developed our passionate and engaged consumers and carers to be more effective positive disrupters in the health consumer movement in Queensland.



Over 230 people attended including a variety of participants; health consumers and carers, Queensland health staff and services, community members and consumer and community organisations. These participants shared their experiences through best practice examples of consumer and community engagement through a program of keynote speakers, panels, two Concurrent Session Topics, Workshops and panels.

The Minister for Health and Minister for Ambulance Services, Hon Cameron Dick opened our Annual Forum by launching Queensland Health's 10 Year vision - My Health, Queensland's Future: *Advancing Health 2026*. *Advancing health 2026* articulates a 10-year vision and strategy for Queensland's health system. This was a great opportunity to identify how effective consumer voices are and the role of Health Consumers Queensland have in supporting health services to do this better, provide more opportunities for consumer participation and to train staff and consumers to effectively partner together.



Call for Abstracts

Health Consumers Queensland gave the opportunity for health consumers and carers, Queensland health staff and services, community members and community organisations to share their stories and experiences through a call for abstract process.

Health Consumers Queensland received 27 abstracts from the Health Consumers Queensland Network that covered two topics and workshops.

The two topics and workshops included:

Topic 1: Consumer Leadership - How consumers have shaped and influenced services by seeking engagement with health services, to strengthen the consumer voice and drive better health outcomes in Queensland.

Topic 2: Consumer and Health Staff Partnerships - How partnerships between consumers and health service staff have been successful in improving health outcomes. Note: Health services must co-present with a consumer involved in the initiative.

Workshops: skills for consumers and health staff

Annual Forum Advisory Committee

Health Consumers Queensland established an Annual Forum Advisory Committee (AFAC) for consumers to be involved in the process of design, delivery and evaluation of the Annual Forum. The aim of the AFAC was:

- To select and make recommendations on submitted abstracts
- To make recommendations on consumer travel subsidy applications
- To make recommendations on the program and agenda
- To provide input on the evaluation process (including content of evaluation and analysis of feedback/outcomes, pre and post surveys).

The AFAC membership consisted of six consumers/carers, two Health Consumers Queensland staff members and one board member. These members were selected through an Expression of Interest process through the Health Consumers Queensland Network. The members were reimbursed for their time according to Health Consumers Queensland policy on remuneration and reimbursement.

AFAC Members:

Belinda Barrie

Janelle Colquhoun

Helena Lake

Dean Johnson

Janelle Morrissey

Russell Nelson

Stephen Russell

Melissa Fox (Health Consumers Queensland General Manager)

Chelsea Gourgaud (Health Consumers Queensland Project Officer/Forum Coordinator)

Health Consumers Queensland also extended the invitation out to Queensland health staff and services, community members, community organisations and other stakeholders to share information and resources through stall holders. Sixteen organisations staffed stalls on the day: Advanced Breast Cancer Group, Alzheimer's Australia Queensland, Amputees and Families Support Group Qld, Arthritis Australia Queensland, Australian Breastfeeding Association, Australia Commission on Safety and Quality in Health Care, Australian Pain Management Association, CanSpeak Queensland, Carers Qld, Diabetes Queensland, Epilepsy Queensland, Ethnic Communities Council of Queensland, headway ABI Australia, Kidney Health Australia, Palliative Queensland and Queensland Aged and Disability Advocacy.



Presentations, Panels and Workshops

There were a total of 16 sessions on the day, this included; two key note speakers, 12 presentations, two workshops and two panels.

Please find the link here to access the PowerPoint presentations, audio files, photo gallery and videos from our Keynote Speakers – International experiences of co-design transforming health services, consumer leadership and consumer and health staff partnerships presentations and panels and workshops. <http://www.hcq.org.au/news-events/2016-annual-forum/>

Keynote Speakers – International experiences of co-design transforming health services

(click on links below to download PowerPoint slides)

Renee Greaves, Patient & Whaanau Care Advisor, Ko Awatea, New Zealand

Dr Lynne Maher, Director of Innovation, Ko Awatea and Honorary Associate Professor of Nursing, University of Auckland, New Zealand. *New Partnerships, New Leaders: New Zealand.*

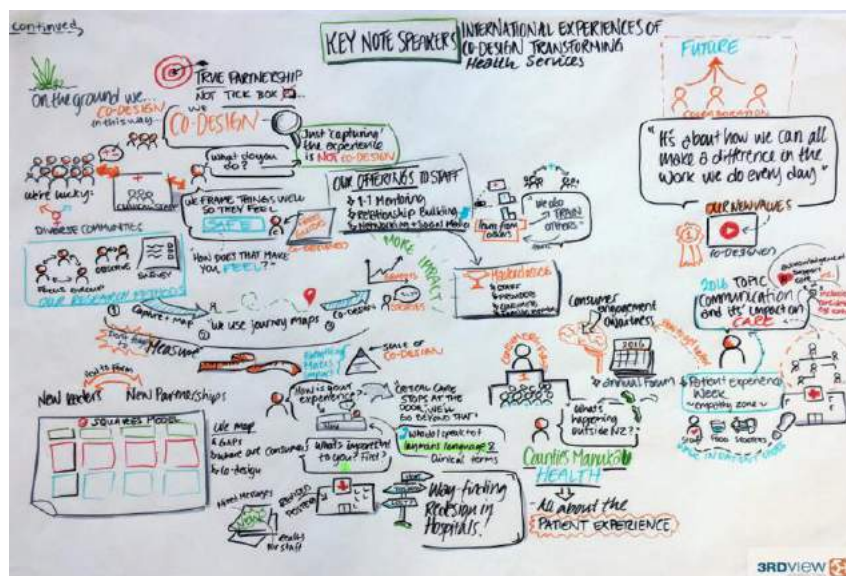
Lynne and Renee shared how they work together in their Auckland-based health service to create new partnerships between health consumers and health professionals to transform patient experiences and healthcare through co-design.

Tracey Johnson, CEO Inala Primary Care and Churchill Fellow

New roles for consumers in primary care: Canada & UK.

2014 Churchill Fellow Report

Tracey shared her experience of her Churchill fellowship and what she learnt from other countries in terms of consumer engagement in the planning, oversight and co-design of health services. This session provided examples from Canada and the UK, of the new possibilities for consumer engagement in primary care.



Health Consumers Queensland – A Framework for moving forward (click on links below to download PowerPoint slides)

“Consumer & Community Engagement Framework”

Review Workshop Presentation

This group work session was an opportunity to start the Health Consumers Queensland’s Consumer and Community Engagement Framework review process.

Health Consumers Queensland’s Consumer and Community Engagement Framework was developed in 2012 using a collaborative model with many key health stakeholders in Queensland. Since that time it has been used by many hospital and health services in Queensland and Australia wide to inform their Consumer and Community Engagement Strategies. Workshop participants reflected on key elements of the framework and gave ideas on how it might be updated to reflect the current and future engagement landscape. This feedback has been collated and will form part of the consultation process moving forward through the six month review of Health Consumers Queensland’s Consumer and Community Engagement Framework.



Presentations (click on links below to download PowerPoint slides)

Mater Young Adult Centre Brisbane: A service for young people shaped by young people.

Kelsie Dummett, Mater Youth Consultancy and Greg McGahan, Manager of the Mater Young Adult Centre Brisbane shared their experiences of the Mater Youth Consultancy (MYC). This was formed in late 2014 as part of planning for Mater Young Adult Health Centre Brisbane (MYAHCB). The MYC were actively involved in planning, commissioning and operational matters for the service. They bring an energy that informs our vision and future plans for the centre.

The Prince Charles Hospital Adult Cystic Fibrosis Centre: Breathing fresh air into the system.

The Prince Charles Hospital Adult Cystic Fibrosis Centre undertook a Cystic Fibrosis Australia funded Peer Review Panel in 2012. One of the recommendations from the review led to the formation of a Patient Advisory Committee. Douglas Porter, Consumer Representative, chaired the committee and

is an important component of the Adult Cystic Fibrosis Centre's longstanding commitment to continuous improvements in patient care.

Patient Safety and Quality Improvement Service, Clinical Excellence Division, Queensland Health: *Ryan's Rule, A statewide patient, family and carer escalation system.*

Shaune Gifford, Principal Project Officer, Queensland Department of Health's Patient Safety and Quality Improvement Service in collaboration with patient safety colleagues, clinicians and consumers has coordinated the development and implementation of the Ryan's Rule - Patient and Family Escalation Process into 164 public facilities across Queensland Health.

University of the Sunshine Coast: *A new era: practical and productive engagement of consumers in scientific research.*

Dr Catherine Itman, University of Sunshine Coast, has a strong desire to engage scientists and consumers in medical research. A lecturer in health sciences at the University of the Sunshine Coast, Catherine heads a research lab which investigates how genes and chemicals influence male health.

Lady Cilento Children's Hospital (LCCH): *The development of the Oncology Family App in partnership with families.* Penelope Slater, Program Manager, Philippa Fielden, Clinical Nurse Consultant, Oncology Services Group.

The LCCH Oncology Family App is a free app for parents of children with cancer that fulfils a need for ready access to critical information on cancer and cancer care. It engages and empowers families and patients to ensure they receive timely, safe and consistent care throughout Queensland.

Gold Coast Primary Health Network (GCPHN): *Designing, implementing and measuring a successful Community Advisory Council. The Gold Coast PHN experience.*

Kellie Trigger, Planning and Stakeholder Engagement, and Noela Baglot, Chair Community Advisory Council led the establishment of the GCPHN Community Advisory Council. The Community Advisory Council was a remarkable opportunity to strengthen the representation of health consumers within the primary care sector on a national scale.

Caboolture and Kilcoy Hospitals: *Ward 3B: the critical role of the consumer voice in designing a ward for those living with cognitive impairment.* Christine Bryden, Dementia Advocate, Suzanne Michaels, Project Manager.

When Caboolture Hospital began designing a new 32 bed ward to cater to the increasing number of patients living with cognitive impairment, the voice of consumer, Christine Bryden, was an important part of the planning process.

West Moreton Hospital and Health Service: *How consumers have shaped and influenced services by seeking engagement with health services, to strengthen the consumer voice and drive better health outcomes in Queensland.* Bernadette Praske, Principal Engagement Advisor and Convenor, Len lamprecht,

The first formal meeting of the Ipswich Prostate Cancer Support Group (IPCSG) was held on 15th April 2004. This was the start of an ongoing relationship between the West Moreton Hospital and Health Service (WMHHS) and Len Lamprecht. This project's aim is to develop and implement strategies that will improve the quality of care provision to men with prostate cancer in the Ipswich and West Moreton region.

Aboriginal and Torres Strait Islander Health Cairns and Hinterland Hospital and Health Service: *Djili Bippera (See us, Hear us).*

Simon Costello, the Senior Project Officer (SPO) Cultural Capability Aboriginal and Torres Strait Islander Health Unit was requested to attend a Cairns and Hinterland Hospital Board meeting to discuss the best way to effectively engage Aboriginal and Torres Strait Islander consumers and their carers to ensure consumer input into service planning and delivery was improved. Following this meeting the Board agreed that a review of the existing governance structure was required.

West Moreton Hospital and Health Service: *How partnerships between consumers and health service staff have been successful in improving health outcomes.* Kaitlin Davies, Community Engagement Coordinator, Belinda Barrie, Consumer/Carer Representative.

As Chair of the Community Advisory Committee which reports directly to the Board of West Moreton Hospital and Health Service, and Chair of the Gatton Community Reference Group, Belinda has formed a strong partnership with the health service and contributed to a wide range of health service activities. Belinda's input has been integral to ensuring that the consumer and community perspective is incorporated into planning and decision making. A wealth of evidence tells us that consumer and community engagement has direct outcomes on patient care, safety and quality and health outcomes.

Consumer/Carer Representative: *Beyond a seat at the table.*

Pat Ryan, Carer Representative and Neil Ryan, Carer Representative, recognise that change takes time and must be approached using a variety of strategies. During Mental Health Week in 2015, Pat and Neil partnered with consumers, carers and local community health services to bring about a public event showcasing the creative talents of consumers.

Royal Brisbane and Women's Hospital (RBWH): *Consumer Perspectives on Clinical Handover.*

Failen James, Consumer Representative, Helena Lake, Consumer Representative, Lisa Mitchell, Clinical Handover Coordinator.

Having surveyed over 700 patients in the annual Patient Experience Survey, the RBWH's Safety and Quality Unit decided that more focused patient surveying in the area of Clinical Handover should be undertaken, with the aim of assessing patient involvement in, and improving patient input into, the process of clinical handover. Consequently, the consumer representatives on the hospital's Clinical Handover Committee worked with a staff member to design, develop, conduct and report on 40 patient interviews to gain their viewpoints on clinical handover.

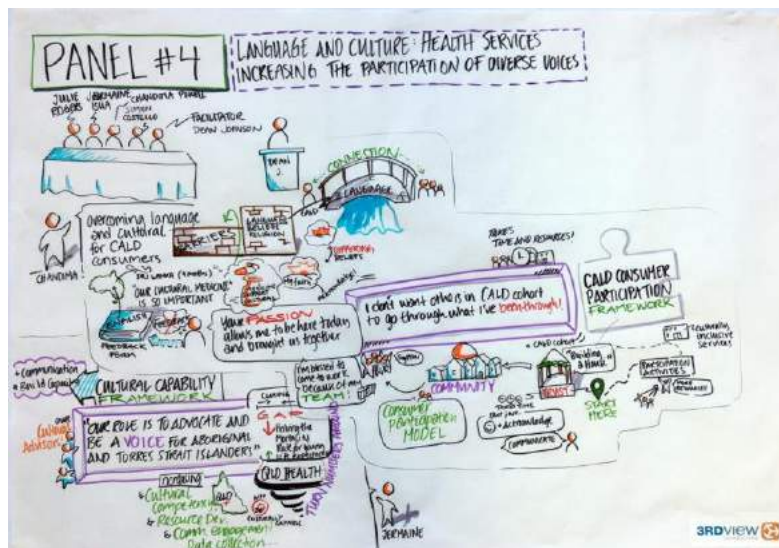
Panels (click on links below to download PowerPoint slides)

Lessons from the mental health consumer workforce and peer support

This session was facilitated by Andrew Blythe, Consumer Representative, who provided an overview of peer work and findings from his research. Andrew facilitated a panel of mental health leaders including three local health services who are exploring peer work through research and practice; Central Queensland, Wide Bay, Sunshine Coast Primary Health Network, Brisbane North Primary Health Network and Metro South Hospital and Health Service Addiction and Mental Health Services.

Each of the groups presented a snapshot of their respective services, which was followed by an open discussion about the recent rise of peer workers, especially within community mental health, and what that might mean for the future of health services.

Central Queensland, Wide Bay, Sunshine Coast Primary Health Network
Metro South Addiction and Mental Health Services
Brisbane North Primary Health Network



Language and culture: Health services increasing the participation of diverse voices

This session was facilitated by Dean Johnson, Indigenous Health Coordinator and Professional Lead for Indigenous Health Services at West Moreton Hospital and Health Service. The panel members included; Chandima Powell, CALD Consumer/Carer Consultant, Queensland Transcultural Mental Health Centre, Simon Costello, Senior Project Officer Cultural Capability, Cairns and Hinterland Hospital and Health Service and Julie Rogers and Jermaine Isua from the Cultural Capability Team, Children’s Health Queensland Hospital and Health Service.



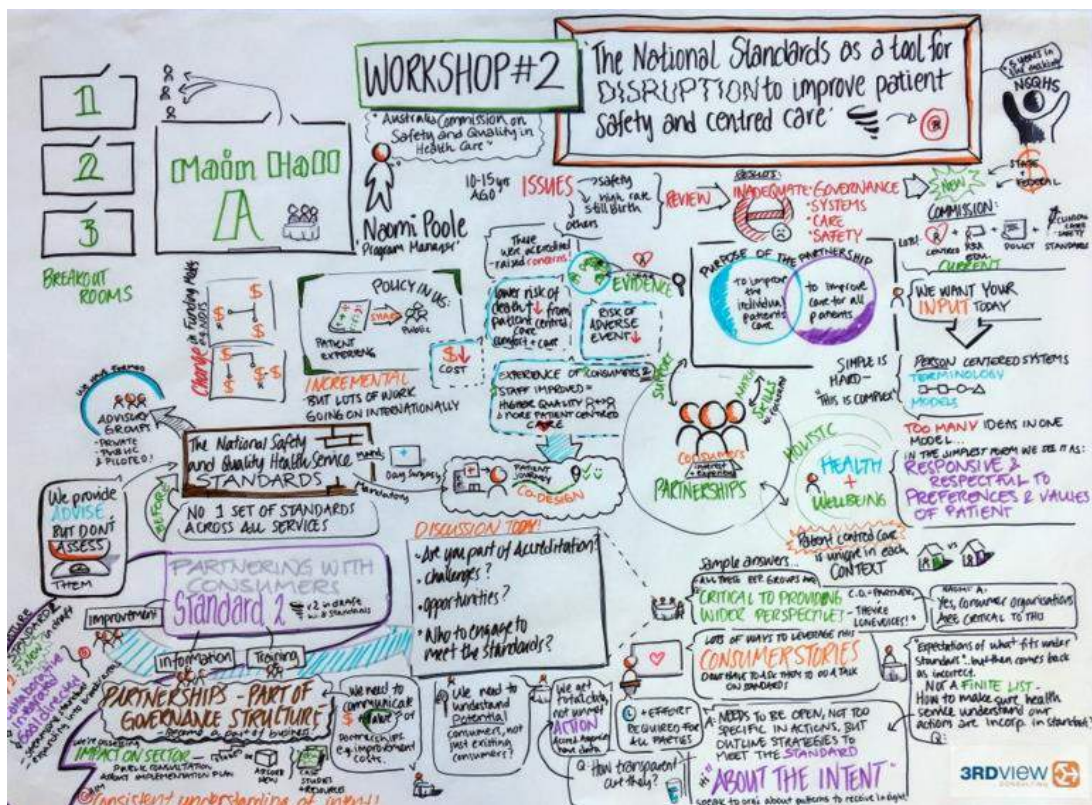
Workshops (click on links below to download PowerPoint slides)

Michael Morris, founder and Managing Director of the Samuel Morris Foundation: [Leading effective meetings with consumers](#)

This workshop aimed at consumers who are or would like to become a Chair of meetings and staff who are or may Chair/facilitate meetings with consumers.

Australia Commission on Safety and Quality in Health Care: [The National Standards as a tool for disruption to improve patient safety and centred care.](#) Naomi Poole, Program Manager, Australia Commission on Safety and Quality in Health Care

This workshop focused on the development of the Standards, feedback on their implementation, the types of changes which are expected to be integrated into the new version of the Standards and how consumers and health services can continue to use them as a tool for change.



Summary of findings

As part of our evaluation process, and in order to ensure that the work Health Consumers Queensland does is effective and measurable, we provided the participants with a short pre and post event evaluation survey.

Pre-Event Evaluation Survey

Responses

- 37 respondents completed the pre-event evaluation survey

Q1. I am a?

- 40% Consumer
- 29% Carer/Family Member
- 13% Hospital and Health Service worker
- 18% Queensland Health worker
- 8% Primary Health Network worker
- 24% Consumer organisation representative
- 2% Community services worker
- 10% Other

Q2. Which stream of presentation interests you the most (please order your preferences from 1 (most interested) to 3 (least interested))

- 54% of respondents first preference was the Consumer and Health Staff partnerships stream

Q3. What are you hoping to gain attending the Annual Forum?

- 75% of the respondents want networking opportunities
- 70% of the respondents want to Increase their knowledge of health service's engagement activities
- 81% of the respondents want to hear examples of good practice in consumer engagement
- 81% of the respondents want to gain ideas they can take back and implement in my health service or consumer organisation
- 67% of the respondents want to increase their understanding of the role they can play in consumer engagement in health care
- 5% of the participants commented other

Additional comments

- I hope to explore new ideas
- Very happy to attend the forum
- I am looking forward to a great day – Thankyou Health Consumers Queensland for organising a wonderful program and I am sure we will all benefit from attending
- Thank you for the opportunity to attend the forum and promote consumer involvement in Queensland Health

- Having never been to a Health Consumer Forum before, I am looking forward to learning new skills, to help me with the organisations I work with
- I am looking to raise awareness about some of the challenges affecting carer engagement and to influence future consumer and carer policy directions in this regard
- Looking forward to meeting other consumers and interacting. Also gain any extra knowledge that can help me in my role
- It all looks fantastic - sure to be a great day!!
- Excellent program with a real emphasis on consumer involvement
- Looking forward to an exciting and engaging day!
- I'm excited to be a part of this forum as collaboration between all organisations, clinicians, peer support workers, and family and friends. It is vital to provide a far more efficient recovery of the people living in emotional stress and torment
- Ideas to engage consumers in the remote areas. Ideas on bringing about changed mindsets within Hospital and Health Services regarding what real consumer engagement looks like

Post-Event Evaluation Survey

The Post event evaluation survey was given out on the day of the forum as well as a follow up email post event via survey monkey.

Participants

- 269 participants registered on Eventbrite
- 238 participants attended the Annual Forum
- 133 participants completed the post evaluation survey
- 16 community organisation stall holders

Q1. I am a: (check all that apply)

- 42% of participants were consumers and 42% of participants were from a Hospital and health Service and/or Queensland Health Staff

Consumer	42.9%
Carer/Family Member	24.1%
Hospital and Health Service worker	23.3%
Queensland Health worker	19.5%
Primary Health Network worker	8.3%
Other Health worker	1.5%
Consumer organisation representative	27.8%
Community services worker	7.5%
Other (Peer worker, Member of the HCQ Board, Student, Advocate for PIR, Health Service Commissioning, Chief Operating Officer)	7.5%

Q2. The 2016 Annual Forum highlighted the need for consumers to be involved in the design, delivery, and evaluation of health services.

- 69% of respondents strongly agreed and 27% agreed that the Annual Forum highlighted the need for consumers to be involved in the design, delivery and evaluation of health services

Strongly disagree	3.0%
Disagree	0.0%
Neutral	0.0%
Agree	27.1%
Strongly Agree	69.9%

Q3. The 2016 Annual Forum showcased examples of health services effectively engaging with consumers.

- 54% strongly agreed and 40% agreed that the Annual Forum showcased examples of health services effectively engaging with consumers

Q4. I now have a greater understanding of the work of Health Consumers Queensland, how they can help build my capacity to shape health services and access engagement opportunities.

- 40% of participants strongly agreed and 46% agreed that they now have a greater understanding of the work Health Consumers Queensland do and how they can help build their capacity to shape health services and access engagement opportunities

Q5. What did you gain from this event? Participant's gained:

- 71% networking opportunities
- 69% Increased knowledge of health services' engagement activities
- 83% heard examples of good practice in consumer engagement
- 65% gained ideas to take back and implement in their health service or consumer organisation
- 60% Increased their understanding of the role they can play in consumer engagement in health care
- 9% responded other

Additional Comments:

- Ideas for education
- strategies for improving my effectiveness
- Emphasised just how much more work needs to be done
- I have hope
- I heard of interstate design innovations that could be applied as well as led me to develop ideas
- Inspiring and motivating
- Courage!
- Inspiration & re-energised that we can do this!
- understanding of peer support

Q6. The keynote speakers effectively shared international experiences of "Disruptions in health to drive better health outcomes: the role of the consumer movement".

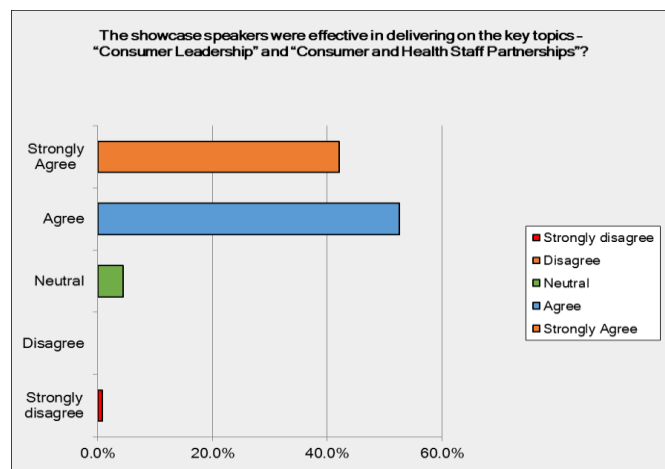
- 52% of participants strongly agreed and 42% agreed that the key note speakers effectively shared international experiences of "Disruptions in health to drive better health outcomes: the role of consumer movement"

Additional Comments:

- Excellent presentations
- Fabulous keynote presentations

Q7. The showcase speakers were effective in delivering on the key topics – “Consumer Leadership” and “Consumer and Health Staff Partnerships”?

- 42% of the participants strongly agreed and 52% agreed that the showcase speakers were effective in delivering on the key topics – “Consumer Leadership” and “Consumer and Health Staff partnerships”



Additional Comments: If not, how would you recommend the showcase sessions be delivered?

- Be able to attend more sessions
- I liked the example from the lady with early onset dementia who helped design a hospital ward
- Increased knowledge of implementation of consumer input

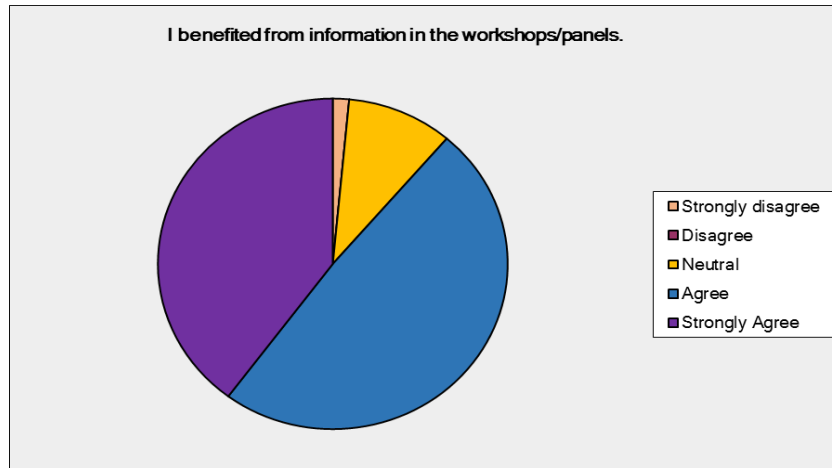
Q8. I benefited from information in the workshops/panels.

- Of the participants, 39% strongly agreed and 48% agreed that they benefited from the information in the workshops/panels

Additional Comments

- Some people wanted to be in two places at the same time
- The presenter from the new Children's Hospice was fabulous!
- I was unable to attend workshops as presentations I was interested in where being held at the same time and I couldn't stay for the whole day
- I would have liked more on mental health and more time to ask questions
- Firstly, it was a great opportunity to introduce our program to others and be familiar with other service providers as well. Secondly, it was great to see the vision of involving consumers right from the beginning in the health services cycle

- Practical advice around meeting structure and people management in a respectful understanding manner
- The peer work panel presentation had valuable insight and could have benefited from a longer time to cover as well as the CALD/indigenous community panel
- More time for breakouts/workshops, please



Q9. The graphic facilitator/recorder was helpful in capturing a visual representation of the day?

- Of the participants, 33% strongly agreed and 33% agreed that the graphic recorder was helpful in capturing a visual representation of the day. 32% said Neutral.

Additional Comments

- Perhaps the most effective of all elements used to record the event
- I have to go check it out. Heard it is great.
- Amazing work
- Was not made aware of it
- I really didn't get a great time to review it however I would love for it to be circulated as soon as possible
- The graphic recorder was amazing and such a great way to highlight summary of forum
- Excellent!
- Great, very inclusive way to share the info

Q10. The Royal International Convention Centre was an appropriate venue to host the Annual Forum?

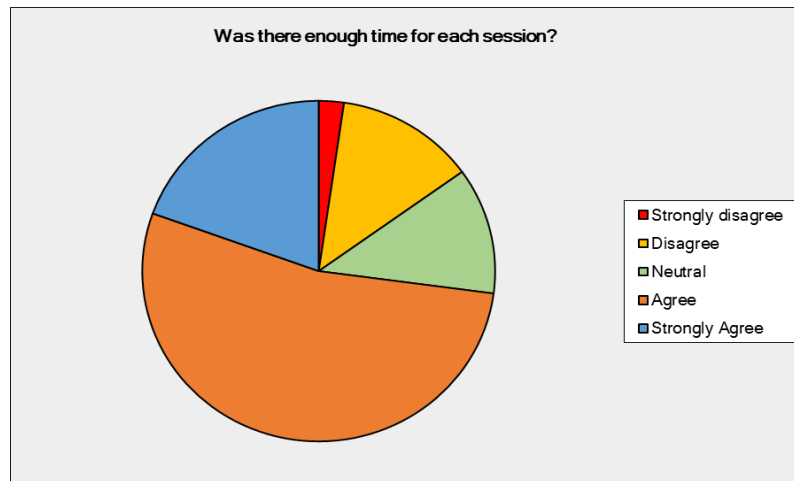
- Of the participants, 50% strongly agreed and 41% agreed that the Royal International Convention Centre was an appropriate venue to host the Annual Forum

Additional Comments

- Super venue
- Lovely venue-easy to get to
- Loved the venue but close to a train station would have been great
- Loved the venue and staff were helpful
- Easy access & parking
- Access was easy which is always a plus when you are with a person with a physical disability

Q11. Was there enough time for each session?

- 19% of the participants strongly agreed and 53% agreed that there was enough time for each session



Additional Comments

- More time on panel for questions from the floor
- Maybe a couple of less presentations but more time for each. More time for questions needed
- Less plenary, more real sharing of Australian examples. We are doing well, so why listen to overseas!
- Lunch was too long. More panel discussion would be good.
- I wish I could have been in two places at once!

Q12. Were there enough time and opportunities to meet people?

- 28% of the participants strongly agreed and 57% agreed there was enough time and opportunities to network with people

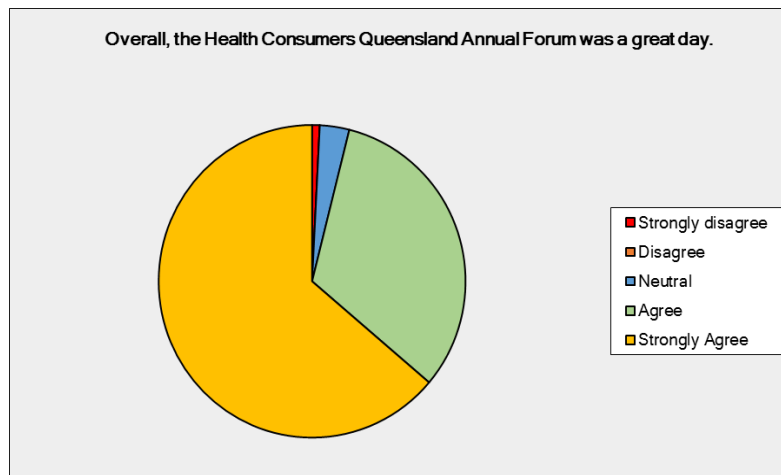
Additional Comments

- Keep on time, encourage conversations
- Perhaps inclusion of meet and greet session would provide greater opportunity to network, there's never really enough time though
- The only times were eating times and it is horrible and hard to effectively network with food through your teeth. Dedicated activities and times for quick 15 min slots for networking throughout the event would have been beneficial
- Possibly a funded dinner afterwards would help. I found there was so many people I couldn't get round to meet others
- Great balance
- It was a hard to choose between concurrent but really interesting sessions. You want to get to everything and that limits time spent networking

- It can be hard to mingle and approach people. Perhaps an ice-breaker can help... or a different colour 'dot' on the name badge for consumers & 'workers' to help start convo's?
- A little more time would have been good

Q13. Overall, the Health Consumers Queensland Annual Forum was a great day

- 63% of the participants strongly agreed and 32% agreed that the Health Consumers Queensland Annual Forum was a great day (95% total)



Additional Comments

- I would like to see more on Mental Health. This area seemed to be left out of many generalisations on health
- Met interesting people. Hopefully there were lots of department staff here listening
- It was really well organised and a great event. Well done.
- Can't wait to see what will happen
- Well organised. Congratulations, very impressed. Looking forward to next year.
- It was a great conference and excellent presentations for the most part
- Well done Chelsea and well done HCQ board!
- I hope to attend another conferences in the future, if I can afford it due to being on a carers payment currently
- Because of the use of the word, consumer, I thought the primary focus was on mental health. I found out this term is used for all consumers' not just mental health consumers.
- Let's do it again. I've spoken to many Queensland Health workers interested in attending after hearing some feedback
- The Health Consumers Queensland staff are so friendly, warm and inviting
- Really enjoyed all sessions and met some fantastic people
- An extremely informative, thought-provoking and motivating conference
- More please!
- Better than anticipated

Q14. What theme, areas or topics around Consumer Engagement would you like covered at next year's Annual Forum? Suggestions for keynote speakers including from overseas? Suggestions of future workshops/panel topics?

Potential speakers

- Sir John Oldham is the National Clinical Lead for Quality and Productivity at the Department of Health in England UK (Improvement methods, Leadership in quality and management in healthcare) <http://www.leighbureau.td.com/speakers/JOldham/>
- Dr Atul Gawande – USA <http://atulgawande.com/>
- Simon Denegri - involve (UK - consumers in research) <https://simondenegri.com/>
- Pioneer, Pat Capponi (Peer Worker) from Canada https://en.wikipedia.org/wiki/Pat_Capponi
- Robyn Priest, Peerlink's Lead Project Coordinator USA <https://nevadasi.com/robyn-priest/>
- ConNetica Qld Suicide Prevention – Speaker: John Mendoza <http://www.connetica.com.au/>
- Robert Trett - The Personality Disorder Service for Victoria <http://www.spectrumbpd.com.au/> would benefit consumers, carers, service providers, clinical and professional staff etc
- Intelligent Health UK <http://www.intelligenthealth.co.uk/> Dr William Bird
- Planetree Framework – Person Centred Care, Design services, engagement, cultural transformation <http://planetree.org/>
- Fay Jackson, General Manager, Richmond PRA NSW <https://www.richmondpra.org.au/our-senior-leadership-team>

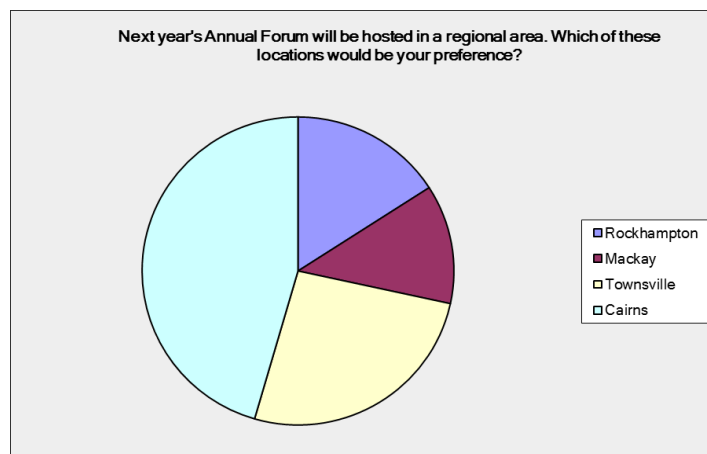
Other Suggestions

- Patient experience video's, either good and bad
- Health Literacy
- Primary Health Networks – An update of their work across the state
- More examples of good practice and outcomes of consumer engagement
- How do other organisations outside health engage with their community? I believe Health services can learn from non-health organisations
- How to ensure that the mental Health focus and the Peer workforce (eg. Consumer Consultants) and volunteers are supported by management and that management have the appropriate training to recruit and retain the most valuable members of our team/s
- Consumers speaking about the role of consumers in changing organisational culture
- How to engage with senior, executive, board, management level with consumers – break those barriers
- Consumer engagement achievements and activities over the next 12 months at Health Consumers Queensland
- International experiences of best practice
- Examples of how to embed consumer engagement into everyday business of healthcare organisations ie integrated into governance and decision making at all levels
- Evaluation and measurement examples - Continuous improvement analysis, program logic, how to measure the benefits
- Poster presentations - local initiatives, showcase examples
- Failures in consumer engagement - what not to do, look at the barriers and how to overcome these

- A more integrated and cohesive system that communicates and works well together, for the benefit of the consumer/carer(s)
- Policy development participation by consumer representatives
- Health delivery for CALD/refugee and Aboriginal and Torres Strait Islander and people from remote communities
- Aboriginal and Torres Strait Islander consumer experiences/ perspectives with health services
- Engaging with Culturally and Linguistically Diverse clients, particularly those who speak no English
- NDIS versus Qld Community Care- what is the difference, how will they interface
- Consumer involvement in health professional training at a university level

Q15. Next year's Annual Forum will be hosted in a regional area. Which of these locations would be your preference?

- 45.5% Cairns
- 26.1% Townsville
- 15.9% Rockhampton
- 12.5% Mackay



Additional Comments

- Whichever has the largest population
- Have two smaller conferences - Townsville and Rockhampton
- Transport cost would be an issue - local services would be better
- Mackay
- Consider more than one forum i.e. mini forums one for western area and one for coastal
- Whilst this is important is it going to be costly/difficult for consumers in SEQ to participate? How to fund?
- Do these locations have a success story to celebrate?
- Mt. Isa, Longreach, etc. Where the businesses/people need the business or "tourist" dollar
- Rockhampton is half way mark? So easy to get to from north & south
- Emerald, but no venue. May need 2 days
- Could one be held in Toowoomba? We need staff and bureaucrats in the system to understand what it's like to try and access services in the Darling Downs region
- Gold or Sunshine Coast. Need to determine cost of supporting delegates, limitations

- Neutral: will there be travel grants to volunteer advocates?
- West Morton region
- Any. Pick a location that can provide an opportunity to showcase the best work in the state - e.g. a tour of a health service that is nailing it!
- Roma
- Toowoomba, Stanthorpe (School of Wine and Tourism is a great setting)

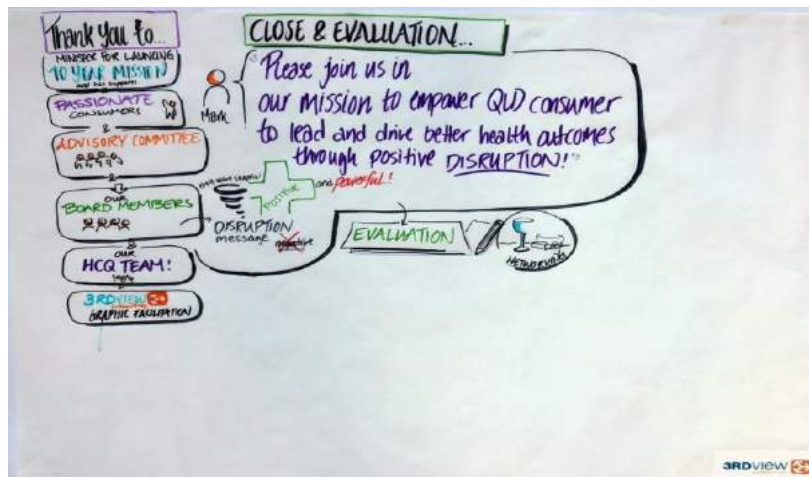
Q16. Do you have any additional feedback or comments for Health Consumers Queensland?

- Any ideas acted upon at this forum emailed to the person who suggested them for acknowledgement & feedback
- Don't use the 'squeaky' toy to indicate time allowances during panel discussions
- What are the entry-points for becoming involved as a consumer rep - maybe an actual presentation about the pathways - where and how do you contribute and where does that contribution go
- Thank you for the work that you are doing
- Well done to the organisers!
- I wasn't sure the workshop on the framework quite hit the mark. The questions were a bit general and I'm not sure everyone knew enough about it to provide informed feedback
- Excellent event for first time effort. Will be hard to better this one but confident project team will excel at the second one
- This was an excellent forum - very informative and energising
- Thank you, great day, interesting speakers. Great to be in the audience with service providers and consumers
- Thank you for an inspiring day. Take home message - Let's put the care back into health care!
- It showed me how far HCQ has come in a short time, well done :)
- Thanks for the great job you are doing - have appreciated the opportunity to be here, to learn, to network to expand my mind. It's an exciting sphere to be involved in! Well done
- Thank you for the fantastic experience you have provided to us all. Great Job well done
- I would like this to be a regular way to engage lived experience across all the area of health including CALD and Aboriginals and Torres Strait Islanders
- Great day, well done
- Well done Georgina and team
- Thanks for an inspirational day. This type of day engages and reinvigorates the Consumers and Health teams who are partnering together to improve services
- More grassroots examples and discussions of what engagement can be like on the ground
- Maintain your friendly engaged attitudes
- Poster presentations - for individuals to showcase their achievements
- The ATSI presentation had the opportunity to be fabulous and to provide us with information regarding cultural needs and examples of community consumer engagement. I felt let down with this presentation and it certainly did not meet my expectations
- Well done on an excellent day and very good administration
- Can't wait for next year's Forum!
- Great speakers and so much passion!!! Well done team!
- Today was a very 'engaging' event! Well done
- Great day, thank you, 10!

- Measurement seems to be an area with lots of room for great things to happen...if you care,
- Congratulations

Conclusion

From the pre-event evaluation survey and post-event evaluation survey, the respondents gained what they had hoped by attending the Annual Forum. These included networking opportunities, increased their knowledge of health service's engagement activities, examples of consumer engagement, new ideas to implement in their work place and increased their understanding of the role they can play in consumer engagement in health care.



Feedback and comments taken down by the Annual Forum Advisory Committee (AFAC)

We gave the Annual Forum Advisory Committee a survey to capture any feedback or comments from the participants in each breakout room. The survey asked one question:

What key learnings or questions did you take away from this presentation/workshop? Participants said:

Aunty Carol Currie Welcome to Country

- Awesome Welcome to Country



Renee Greaves and Lynne Maher

- Great presentations, Emotions – How do you feel? Touch points
- Social media – linking, mentoring Consumers/Carers,
- Master classes – Consumer/Carer representatives, Consumers learning together
- Early examples – starting with training
- Presentations aimed at consumers not staff
- Video clip at the end was so great – Impact

Inala Primary Care: Tracey Johnson:

- Extra skills for GP's
- Rating the whole experience – not just the hospital
- Allied health services utilised better co-ordinated care teams
- Person centred care
- "Often we don't know we're doing it badly"

University of the Sunshine Coast: Dr Catherine Itman

- The services entitled requirements needed to complete a complex research study
- Difficult to involve consumers in basic research
- Keen to involve consumers through and would like some help
- Too much data, we need to see consumers as sources, not just data sources because they're the most under-utilised resource in our health system
- Stories help us to improve our services, for successful outcomes

Aboriginal and Torres Strait Islander Health Cairns Hospital and Health Service: Simon Costello

- Both presentations were excellent, especially the last one, he presented it so clearly and I learnt a lot

Mater Young Adult Centre Brisbane: Kelsie Dummett and Greg McGahan

- Round table discussion needs to occur
- Out of home care, foster care
- To include Aboriginal and Torres Strait Islander and Culturally and Linguistically Diverse voices

Caboolture and Kilcoy Hospitals: Christine Bryden and Susanne Michaels

- Fantastic
- Do they use companions in secure ward?
- Secure 8 ward – how many single beds – room configurations, double/single bed rooms or 8 bed room

Australian Commission on Safety and Quality in health Care: Naomi Poole

- Good to hear the evidence around consumer engagement/partnerships – presented succinctly
- More involvement
- This is very enlightening, I'm very happy

The Prince Charles Hospital Adult Cystic Fibrosis Centre: Douglas Porter

- Really interesting
- I work in the health system and I am really glad to know about this look at a similar process in our unit

Gold Coast Primary health Network: Kellie Trigger and Noela Baglot

- Real world, with real characters, makes it real. Theory in practice, it is not just rhetorical
- Great to see success of the PHN was based on relationships, networks and a strong database to build off
- Fabulous! Really enjoyed the day, it is ground info, really hands on and tangible stuff
- Such an effective organisation
- Great support from Advisory Committee

Additional comments:

- All presenters before lunch were excellent, they were delivered in a way that was clear and easy to understand
- I found the Forum to be of excellent value - both for informative content and for networking. Keep up the excellent work

Considerations for next year's Annual Forum

In reflecting on all the feedback received, Health Consumers Queensland staff and board have documented the following learnings for our 2017 Annual Forum, which will be held in a rural/regional location:

- Book in international speakers as soon as possible
- Release date claimer with key themes 6 months prior to event
- Distribute Call for Abstracts three months prior to event, including template
- Release program one month prior to event
- Schedule fewer presentations with more time for question and answers
- Strongly encourage the private sector to attend including a representative from each Primary Health Network
- Ensure we have definitions of “what is a consumer” and “consumer and community engagement” for all guests to see, not assume all participants know what this is
- Presentation/workshop around the value of consumer engagement
- More time in program for attendees to network (eg. speed dating) and visit stalls
- Allocate time to move between each presentation