

Health Consumers Queensland 2017 ANNUAL FORUM REPORT

Wednesday 17 - Thursday 18 May 2017
Rydges Southbank Townsville
23 Palmer Street, Townsville, Queensland



Health Consumers Queensland hosted our second Annual Forum on Wednesday 17th and Thursday 18th May 2017. A dynamic mixture of speakers explored the theme *“Power and Passion: Culture Change through Consumer Engagement and Partnerships”* through keynote sessions, a panel, networking, learning pods and concurrent sessions. Over 200 people attended the Annual Forum which provided an opportunity to showcase Queensland-wide best practice, consumer and community engagement. Consumers and carers, consumer and community organisations, Hospital and Health Services, Primary Health Networks and private organisations came together, contributed and connected with presenters and delegates and shared learnings from their experiences. The Annual Forum provided participants with valuable examples to inform and inspire their current or future projects, and increased their personal commitment and action towards meaningful consumer engagement and partnerships.

Gracelyn Smallwood Professor of Nursing and Midwifery, CQ University provided the Welcome to Country.



The Minister for Health and Minister for Ambulance Services, The Hon. Cameron Dick opened our Annual Forum showing his support of the role of Health Consumers Queensland and updating attendees on progress of actions against *My health, Queensland's future: Advancing health 2026*.



ANNUAL FORUM REFERENCE GROUP

Health Consumers Queensland established an Annual Forum Reference Group for consumers to be involved in the process of design, delivery and evaluation of the Annual Forum. The aim of the reference group 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

The Reference Group membership consisted of five consumers/carers and two staff members. 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.

Annual Forum Reference Group Members:

- Robyn Anderson (Townsville representative)
- Daniel Flynn (Townsville representative)
- Elizabeth Miller (Metro South representative)
- Susanne Oliver Armstrong (Sunshine Coast representative)
- Margaret Phillips (Townsville representative)
- Melissa Fox (Health Consumers Queensland CEO)
- Chelsea Gourgaud (Health Consumers Queensland Project Officer)

CALL FOR ABSTRACTS

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

35 abstracts were received from the Health Consumers Queensland Network.

The Reference group looked at a number of questions/criteria when reviewing the abstracts;

- Has the health service/organisation partnered with a consumer in the design, delivery or evaluation process?
- Shown examples of; meaningful engagement processes, leadership and partnerships with consumer/s or health staff
- Shown experiences or learnings of the project or process
- Has the project or process changed the culture of the health service, in some way, large or small, or had positive outcomes?
- Variety and location of abstracts
- Are they co-presenting with a consumer?



We invited those services whose abstracts weren't accepted to showcase their engagement projects and programs which partnered with consumers leading to positive outcomes via a Learning Pod. These included:

1. Queensland Child and Youth Clinical Network – Family Centred Care Posters
2. Children's Health Queensland – CHQ Consumer newsletter for consumers by consumers
3. Metro North Hospital and Health Service – Community Board Advisory Group (CBAG)
4. Metro North Hospital and Health Service – CaRE patient experience survey
5. Caboolture Hospital – Metro North Hospital and Health Service – Virtual Maternity Care Project
6. Brisbane North Primary Health Network – PHN Stepping up the mark! Consumer participation and engagement in Mental Health
7. Sunshine Coast Hospital and Health Service – How a frog named Fabio gives children a voice
8. Gold Coast Primary Health Network – Community Advisory Council
9. Moura Community Hospital – Moura Community & Central Queensland HHS



PRESENTATIONS, PANELS AND WORKSHOPS

There were a total of 14 sessions on the day, this included; key note speakers and 12 presentations.

Please find the link here to access the PowerPoint presentations, photo gallery and videos from our keynote speakers, presentations and panel.

<http://www.hcq.org.au/news-events/2017-annual-forum/>



KEYNOTE SPEAKERS

Putting people front and centre: co-designing youth mental health services,
Barrett Adolescent Centre Commission of Inquiry Implementation.

Facilitator: Leonie Sanderson Engagement Advisor, Health Consumers Queensland

Panel:

- Jeannine Kimber Carer Representative
- Katherine Moodie Consumer Representative
- John Allan Executive Director, Mental Health, Alcohol and Other Drugs Branch, Queensland Health
- Gunther De Graeve Managing Director, Destravis
- Stacie Hansel, Education Queensland

After a short video presentation from the consumer angle, the panel discussed and highlighted the consumer and carer perspectives of being part of The Barrett Adolescent Centre Commission of Inquiry project – the background, the progress so far and the continued hopes for the future – as well as the Queensland Health and Education Queensland views of the impact on service design and development and the collaborative approach taken to co-design.



Culture Change through consumer engagement and partnerships, Health Consumers Queensland

Health Consumers Queensland CEO Melissa Fox and staff reflected on the significant changes and highlights they have observed or influenced in consumer and community engagement over the past two years including the barriers and service improvements that staff and consumers experience on the journey to effective and embedded partnering.

Each staff member introduced a consumer or health staff member who also reflected on the changes they have experienced or influenced.



PRESENTATIONS

(click on links below to download PowerPoint slides)

Breakout 1

[*Sidestepping tokenism: Building a dynamic mental health consumer group, Wide Bay Partners in Recovery*](#)

Breakout 2

Raising health staff awareness about health literacy issues – the impact of a consumer video on staff perceptions of health literacy, Townsville Hospital and Health Service

Breakout 3

[Outcomes of lived experience sharing in domestic and family violence training, Queensland Health Strategic Policy and Metro North Hospital and Health Service](#)

Breakout 4

[Life+ Peer navigation for people newly diagnosed with HIV, Queensland Positive People](#)

Breakout 5

[Good Start to Life – Co-designing optimal maternal and infant nutrition resources for and by Maori and Pacific Islanders families living in Queensland, Children’s Health Queensland](#)

Breakout 6

[People with disability – leading individual and systems change, Queenslanders with Disability Network \(QDN\)](#)

Breakout 7

[Communication across cultures with emotional intelligence, Townsville Intercultural Centre](#)

Breakout 8

[Transforming culture: CHQ’s ongoing community and consumer engagement approach, Children’s Health Queensland](#)

Breakout 9

[Be heard: Safe communication @ Redland Hospital, Metro South Hospital and Health Service](#)

Breakout 10

[Driving culture change needs many hands on the wheel – the critical role of executives, consumers and dedicated staff in cultivating a culture of Caring Together, Caboolture and Kilcoy Hospitals and Woodford Corrections Health Service](#)

Breakout 11

[Connecting with expectant parents through collaboration with consumers, Metro North Hospital and Health Service](#)

Breakout 12

[Evidence from a systematic literature review, Griffith University in partnership with Metro South Hospital and Health Service](#)



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 post event evaluation survey. These responses include feedback from Health Consumers Queensland Board members and staff.

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.

RESPONSES

- 88 respondents completed the post event evaluation survey
- 126 participants registered on Eventbrite to attend the pre-Annual Forum Networking session
- 191 participants registered to attend the Annual Forum
- 9 Learning pods

Question 1. I am a: (check all that apply)

- 67% of participants were consumers or carers and 46% of participants were from a Hospital and health Service and/or Queensland Health Staff

Consumer	47.7%
Carer/Family Member	19.3%
Hospital and Health Service worker	28.4%
Queensland Health worker	18.2%
Primary Health Network worker	8.0%
Consumer or community Organisation Services worker	13.6%
Other (please specify)	13.6%

Question 2. The 2017 Annual Forum highlighted the theme of the forum; culture change through consumer engagement and partnerships through the multiple presentations and learning pods?

- 34% of respondents strongly agreed and 36% agreed that the Annual Forum highlighted the theme of the forum through multiple presentations and learning pods.

Additional Comments:

- *Disappointed there were no individual consumers making the presentations - it appeared to be healthcare worker / admin officer led, rather than consumer led presentations*
- *We need to be aware that real culture change needs to be seen as a long term issue*
- *Was more about what people do rather than how they do it and if it has brought about a cultural change*
- *Great presentations*
- *Some great content*
- *Closing the gap between provider and consumer and how consumers can act to contribute effectively to closing the gap*
- *Would have liked more information in the concurrent sessions, to make choosing easier*
- *No Aboriginal and Torres Strait Islander context*

Question 3. What did you gain from this event?

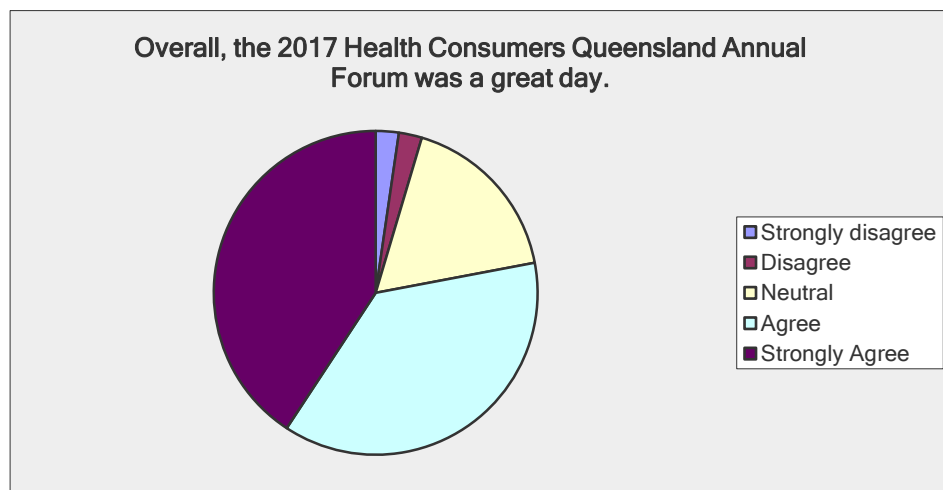
Networking opportunities	77.9%
Examples of good practice in consumer engagement	64.0%
Ideas to take back to my organisation or community	76.7%
Better understanding about what I can do to improve consumer engagement in health care	54.7%
Other (please specify)	14.0%

Additional Comments:

- *Great to catch up with lots of other consumers I've met at other forums/consultations/workshops/committees over many years*
- *Consumer perspective*
- *Understanding of other consumer areas of expertise e.g. domestic violence issues*
- *Policy Development ideas*
- *Met some inspirational people*

- *From the HIV program - an idea for a consumer matching experience peer support model - C.M. Model for emergency hospital clients (Mental health)*
- *Looking forward to working in increasing Hospital and Health Service staff's understanding of patients voice re: health literacy*
- *I am leaving with knowledge. I now know what I can expect as a consumer. From my health care in my region because of the success stories and examples shown/given in this forum*
- *Change and inclusion does work and can work where I live*
- *Better understanding of the role of community member's abilities and opportunities to improve the quality of health care*
- *Helping others - more confidence to speak up*
- *The community connectedness*
- *Awareness of current mistakes and areas for improvement*

Question 4. Overall, the 2017 Health Consumers Queensland Annual Forum was a great day.



- 40% of respondents strongly agreed and 37% agreed that the Annual Forum was a great day.

Question 5. Please leave any further comments or feedback you would like to provide to us

- *Fantastic forum! Thank you for providing a great platform for such important discussions around consumer voices and how we can all work together to advocate for and achieve health!*
- *I would have liked to have seen more handouts from the backgrounds of the speakers for reference*
- *A very well prepared day*
- *Overall, thank you for hosting the forum. It is a great initiative that just needs tweaking*

- *A few light bulb moments which I look forward to taking back to my organisation. Thank you!*
- *Superb organisation with good food too. Thank you*
- *Managed to get answers to questions I had. Was also able to obtain contacts to increase my network to further follow up on*
- *It was difficult to choose between sessions as all sounded interesting*
- *An incredible achievement to get so many people together! We appreciated the efforts by HCQ*
- *I really appreciated the ability to hear real stories from real consumers*
- *It's an absolute reminder of why I am in healthcare*
- *Found the first session to be too confronting as the first session of the day. Think it should have been done later in the day after people had warmed up because it was a valuable session to have - just wrong timing*
- *Very well organised, diverse group of people, safe space to voice opinions. I learnt a lot overall, thank you HCQ!*
- *I am looking forward to the videos, so that I can catch up on the ones I missed!*
- *I loved the opportunity to network with those you may never meet*
- *If anything it was a tightly packed program. Participants can feel the stress of dealing with information overload. Plan to do less and prioritise what can be addressed adequately in the time allowed.*
- *Big thank you for funding this opportunity to attend including food!*
- *HCQ Staff and consumer reflections section - Consumer short description of consumer advisory rep was excellent (Liz Miller)*
- *Some great examples of engagement in the day*
- *It was my first time attending an event like this and I appreciate how well everything was organised and all the speakers*
- *I really appreciated/as did the Alliance team (Cairns Base Mental Health Unit) for being empowered*
- *For the experience to attend/to be better informed, concerning service delivery from a consumer perspective. Value taken back to Cairns*
- *Sharing presentations to the network is important*
- *Sessions for Indigenous people examining CTG - PHN/HHS & MAC & NDIS way forward and other programs*
- *I think these points detracted from what was an interesting and insightful agenda which could have been a greater opportunity for sector development and capacity building*

- *I found last year's forum more informative. I think it would be beneficial if other HHS's could talk more on how they get their consumers engaged, trained, recruited etc; how to get staff on board and keen to involve consumers; examples of how consumers have improved things in their HHS's. This year's presentations seemed to be more of people saying what they did but there was no insight to help others get to the same place. An ability to share resources would also be great so each HHS doesn't have to reinvent the wheel and come up with ideas and solutions*
- *The day was challenged by sessions going over & impacting on other sessions. Facilities not providing the support to the presenters that I would have expected to keep things on track*
- *Strong hospital focus, many consumers didn't understand non-hospital organisations or engagement outside them*
- *I was disappointed that there appeared to be no Aboriginal and Torres Strait Islander reps or even a project officer with that focus*
- *I loved this day, I haven't stopped raving to my colleagues about it. There were a number of plenary sessions that I wanted to attend both so I wish either the day was increased to two with less plenary sessions or one of my colleagues or some consumers from our team health service would have been able to come so could have accessed more sessions.*
- *I was so impressed with the day, the organisation and quality of the speakers. Thank you to the organisers and the presenters you should all be very proud of yourselves*
- *It would be culturally appropriate to employ an Aboriginal and a Torres Strait Islander Project Officer to engage ATSI people to improve access to Health Services and improve communication as well as making it culturally safe*
- *More work to do on cultural change – something everyone is grappling with.*



Logistical/Organisational Challenges

- *Confusion of start times and change overs*
- *No wheelchair access to the stage*
- *Suggest a 'housekeeping' message to delegates about breaking sessions quietly, respecting speakers, etc. Some very inconsiderate people made some sessions difficult to hear*
- *HCC staff hard to distinguish - next year maybe a t-shirt in HCC purple?*
- *The camera and photo taking throughout the presentations is very distracting*
- *Poor lighting of presentations and projector*
- *A time keeping bell or loud sound to alert people when a session is starting or your break is over. Really hard to tell this, especially in learning pods when having lots of conversations*
- *Layout of the program was a bit tricky to read, contents needed headings for rooms (column heading) maybe a graphic/flowchart style for next year?*
- *I think it would have been better if there was less packed into the same period of time so there were more opportunities for Q&A and presenters would not have had to be cut short*
- *The A5 booklet was great , however needed a bigger notes section in the program*
- *Guests unsure of the networking session the night before*
- *Constant flashing & clicking of camera was very off putting & caused issues with our hearing impaired audience*
- *Noise from foyer made it hard to hear because people left doors open*
- *Not enough tables to mingle around*
- *Learning Pods should have all been placed together. There was some compartmentation and I feel these pods did not get as much traffic as they could have*
- *Quite disorganised - always running late, more distinction/direction/time between sessions needed*
- *Not enough seats in breakout 2 & 3 - ask attendees to pre-register interest so they can cater to provide appropriate facilities for each session*
- *At times the MC's were hard to hear*
- *Need time to change over from breakouts*
- *Roving mic needed in all rooms*
- *Foyer noise levels during plenary sessions made it hard to hear sometimes*
- *Kathy's video was hard to hear - static lost some words spoken in this large room*
- *The afternoon session I found quite disappointing for the attendance as a large amount of people spent time in the foyer and preparing to leave for their flights rather than supporting the experienced and interesting presentations*

Presentations

- *Good range of presenters*
- *High quality content*
- *Presentations were of extremely high standard*
- *Some individual presentations did not highlight consumer engagement as well as others however the topics were all geared towards the theme of the forum*
- *Well done to all the presenters*
- *Guest speakers were all diverse and catered for everyone*
- *Review PowerPoint structures*
- *Each individual presenter managed to get their point across and I left with a better understanding*
- *Some excellent presenters, very moving and emotionally challenging topics*
- *Particularly liked the girl that was talking about physical and mental abuse as she brought it out into the open. Can see how good it is and how much is being achieved across the whole region*
- *Reference group could consider the amount of anxiety some presenters struggled with; some would have been better presented as posters and small group discussions*
- *I applaud all the speakers I have listened to and give them kudos but best speaker to listen to was Dr Farvadin. Could easily have had longer listening in his session. Would love to have heard more*
- *Suzanne Michaels presentation was most on the mark for cultural change with engagement*
- *Acknowledgement to Country per speaker (breakout 3 did a good job)*
- *Dr Farvadin was great – challenging the theory.*
- *Would have been really good if presenters gave examples of how they have engaged consumers, providing tips for how we can better engage and involve consumers - rather than just tell us that they did involve consumers*
- *All presentations very good particularly - raising health awareness - health literacy, Peer navigator, Driving culture change - many hands on wheel*
- *Breakout 3 - great personal insight by Natasha. What a difficult way to travel to a safer life, loved and continue to improve the program*
- *I found the first sessions interesting but not as interactive with the whole of the audience. Whilst it was interesting to hear what each person in HCQ does it was more powerful to listen to the consumers & their journeys & interactions & how to influence change to health services*

- *Breakout 7 - The presentation by Dr Daliri on 'Communication across Cultures with Emotional Intelligence' was by far the best and most interesting concurrent session that I attended. I asked those around me in this session what they thought, and they were just as impressed! I'll be mentioning this session at PA as well.*
- *Breakout 7 Dr Daliri - Love it! Fresh different view, relatable. Wow!*
- *The QDN presentation had great content and would love to see and hear more about groups such as this that was working with Government or other large bodies to share real experiences resulting from policy decisions – Brilliant!*
- *Great to hear about the NDIS*
- *Speakers used a lot of acronyms and guests found this hard to follow, as well as very text heavy slides, thus struggling to stay engaged*
- *Breakout 3 Natasha – Fantastic to see someone with lived experience sharing their story. Also great to see that as consumers own stories and experiences can make a difference and be used to better inform health staff about what it is like to be a consumer*
- *Plenary 1 Barrett presentation – Important discussions and feedback about the implementation of the inquiry. It is good to know that action will come from the recommendations. Kathy is an amazing consumer*
- *Breakout 12 Griffith University – The presentation brought back the “people factor” back into research, taking it from academic outcomes to social necessity*
- *Breakout 10 Caboolture and Kilcoy Hospitals and Woodford Corrections Health Service – Very proactive, driven to involve all consumers, staff and families. Keeping consumer representatives interested in their role. Respects and values consumer representatives for what they have to contribute. It is duplicable. Very impressive future.*



Venue

- *Venue leaked and the dripping roof made concentrating impossible*
- *Rooms very dark*
- *A few issues with the venue which are probably out of your control - poor AV (microphones), leaking roof, ladies toilet leaking, lack of paper in toilet*
- *Difficult to access the venue from a disability point of view*
- *Venue cold in parts*
- *Good fit but sometimes difficult to move around catering food station*
- *Drip in Savoy room was distracting. Ran out of toilet paper; chairs too close together & not suitable for people moving about & those in wheelchairs; food was ordinary; staff were friendly though*

Location suggestions for next year

- *Longreach*
- *Sunshine Coast*
- *Gold Coast – Partner up with Bond university to fund the space*
- *Rockhampton*

Comments and quotes

- *“Congratulations on orchestrating a wonderful conference. The networking was fantastic and the presentations were all fabulous - the ones that I saw. It was authentic and heartfelt - I loved to be a part of being with such a large group of dedicated and passionate people”*
- *“Thanks for assisting our representative to take part in the forum including our wonderful people from Moura. We thoroughly enjoyed the forum which afforded us to meet so many alike people and provide positive feedback to the work Health Consumers Queensland Team. HCQ are a positive reinforcement to ensuring the consumer not only has a voice but are part of the continuing process to make our Health Services and embracing for all”*
- *“Thank you for inviting me to the Forum I really enjoyed it and found it very reassuring that consumers were considered important on the boards they sat on. I felt I learnt a lot and really felt it was worth attending”*
- *“Congratulations on the success of the forum. I did network as requested around the tables and feedback was extremely positive. People liked the venue and set out and felt it was interactive and user friendly”*

- *“I loved the opportunity to network with those you may never meet. Thank you for the opportunity to be involved. Guest speakers were all diverse and catered for everyone. Consumer training would be GREAT”*
- *Excellent job! The whole event went off seamlessly! A great testimony to great team work. Any issues you may have been having were not visible at all to me – so that is a great success for the team.*
- *“Fantastic forum! Thank you for providing a great platform for such important discussions around consumer voices and how we can all work together to advocate for and achieve health! One suggestions for next year would be to have an interactive workshop where the learnings are discussed & both consumers and health staff can brainstorm how the learnings can be incorporated into their services/practices”*
- *The people! The opportunity to network with people with big hearts is always the highlight of my life! It was also compelling to hear about the different models and projects focussed on the inclusion of consumers in health services.*
- *Several models I learnt about were taken straight back to my PHN reference groups and discussed in meetings – particularly the model driven by Caboolture and Kilcoy Hospitals and how impressed that they have consumers involved in their recruitment processes.*
- *“I would like to just say thank you for allowing me to attend your recent HCQ forum, I found the forum to be worthwhile and felt privileged to be selected to attend as one of the consumers. Keep up the great work and thank you once again”*
- *“Personally I find that networking with people is always the best part of Forums like this. Learning about the innovative things people are doing in other parts of the State is also helpful, as this information can then be shared with the various committees I’m involved in at Metro South Health, e.g. I intend to show the health literacy video project from Townsville to the Health Literacy Working Group at PAH”*
- *“It was great to be part of the Annual Forum Reference group that helped to shape the Forum – thanks for that opportunity”*

Conclusion

From the post-event evaluation surveys, delegates expressed what a positive experience it was by attending the Annual Forum and the information gained was useful to take back and share with their organisations and networks. These included; networking opportunities,

increased knowledge of health service's engagement activities, examples of consumer engagement, new ideas to implement in their work place and increased understanding of the role they can play in consumer engagement in health care.

Suggestions and learnings for next year

- Select venue with high quality service by basing choice on recent recommendations from multiple sources
- To have an interactive workshop where the learnings are discussed & both consumers and health staff can brainstorm how the learnings can be incorporated into their services/practices
- Increase the forum to a two day event, with intensive training workshops for beginner to advanced consumers and health staff
- Speed dating – networking session with the potential for the Minister to attend
- Facilitated team building exercises/personal development – to introduce guests and break the ice
- More time for feedback and question and answers
- Increase accessibility to the event. eg. Wheelchair access, vision impaired, hearing impaired – processes in place for supporting these delegates
- Aboriginal and Torres Strait Islander focused session
- Supports in place for consumers, carers and staff for potential sensitive topics or problems arising eg. Peer support
- Guidelines in place for presentations and PowerPoints
- Learning pods, stall holders in separate space to avoid noise levels and access to rooms
- Have more time for the Minister to chat with guests or processes in place to exit the stage
- The final plenary close, to bring everyone back together and look at the outcomes and goals of the day and were agree if they were achieved
- Distinguishing Health Consumers Queensland staff – Possibility of t-shirts, badges
- MC's roles, roving mics and time keeping separate roles in order to ensure better timekeeping
- Graphic artist recording
- Ensure that novice presenters receive some mentoring and assistance with their presentations from their Hospital and Health Service or their partnering organisation