

HCCQ

HEALTH
CONSUMERS
QUEENSLAND



**2018
ANNUAL
FORUM**

The Evolution of Engagement

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Annual Forum Vision

The aim of the Health Consumers Queensland Annual Forum is to promote and discuss key health consumer and carer issues; bring together a number of consumers, carers and health staff from across Queensland to celebrate, connect, share and strengthen consumer and community engagement.



OVERVIEW

DIRECTOR'S ROLES

Health Consumers Queensland hosted our third Annual Forum: *The Evolution of Engagement* on Thursday 14 and Friday 15 June 2018. A dynamic mix of health consumers and carers, Queensland Health, Primary Health Networks, private hospitals, health leaders, research institutes and health related consumer organisations came together from across Queensland to explore the theme, *The Evolution of Engagement*.

This year we were able to expand from one day to two days which provided the opportunity for 320 attendees over two days to network, connect and share learnings and experiences, through 31 presentations with keynote speakers, robust panel discussions, consumer awards, stall holders, workshops and concurrent sessions.

The forum was a valuable experience for attendees to showcase and share examples of consumer and community engagement and to inform, inspire and challenge participants to think differently about partnering with consumers. The forum also enabled attendees to take back ideas into their organisations, community and networks and for them to gain a new perspective on the health system.

Theme

2018 Annual Forum theme: *The Evolution of Engagement*

Since our inception in 2008, Health Consumers Queensland has seen, and supported an increase in the skills and confidence of health organisations, consumers and carers across the state as they embrace and embed consumer and community engagement into their everyday practice. This acceleration has been particularly evident in recent years, with consumer engagement evolving more systemically into meaningful partnering that is making significant changes to the way services are designed, delivered and evaluated in health organisations across Queensland.

Good consumer engagement is best cultivated with patience, trust and respect, helping the right partnership to bloom and create the best possible healthcare system for all. With the implementation in early 2019 of Version 2 of the Australian Commission on Safety and Quality National Standards likely to spur on another growth period for consumer engagement, our 2018 Annual Forum was an important opportunity to be part of the conversation about meaningful partnering, and how we can all play a part in driving the evolution of consumer engagement.



Delegates

320 people attended over the two days. These attendees included;

- 49 staff from Queensland Health
- 58 Consumers and carers who are partnering with a Hospital and Health Service
- 84 staff from across all 16 Queensland Hospital and Health Services including Board Chair's, CE's, engagement staff and other staff (See table below for breakdown of Queensland HHS attendees)

- Staff from Primary Health Networks and their partnering consumers
- Consumer and community organisations and
- other organisations including; research institutes and private hospitals

HHS	Board Chair	CE	Staff including engagement staff, management etc	Partnering Consumers and Carers	Total
Cairns and Hinterland			2	1	3
Central Queensland		1	6	3	10
Central West			1	1	2
Children's Health Queensland		1	8	4	13
Darling Downs			8	8	16
Gold Coast	1		4	5	10
Mackay			2		2
Metro North			13	10	23
Metro South			14	12	26
North West	1		1	2	4
South West			1	1	2
Sunshine Coast			5	7	12
Torres and Cape			1	2	3
Townsville	1		1	1	3
West Moreton			10	1	11
Wide Bay			2		2
Total	3	2	79	58	142

Behind the Scenes

Consumer and Carer Travel Support

Each year, Health Consumers Queensland have a limited amount of funds to support a number of consumers and carers to attend the forum. This year, with the help and support from the Clinical Excellence Division, Queensland Health and Queensland Genomics Health Alliance, we were able to support 31 consumers and carers from across Queensland to attend the two-day forum with travel and accommodation. This allowed consumers and carers who aren't currently partnering with an organisation to attend the forum and also those consumers and carers to attend who were unable to gain this support from their partnering health organisation. This also gave consumers and carers from regional areas the opportunity to learn and network with their peers.

These consumers and carers came from a range of places including; Bamaga, Bundaberg, Cairns, Cook Town, Hervey Bay, Gold Coast, Julia Creek, Mackay, Mt Isa, Rockhampton, Roma, Sunshine Coast, Tambo, Toowoomba and Townsville.

Consumer Reference Group

Health Consumers Queensland established an Annual Forum consumer reference group for consumers and carers to be involved in the process:

- To select and make recommendations on submitted abstracts;
- To select and make recommendations to the Consumer Awards; and
- To provide input into the agenda and program.

The consumer reference group consisted of three consumers and carers and two staff members. These members were selected through the Queensland Health Consumers Collaborative. The members were reimbursed for their time according to the Health Consumers Queensland Policy on remuneration and reimbursement.

The consumer reference group members:

- Sharon Boyce
- Kerren Pointon
- Lis Miller
- Chelsea Gourgaud (Health Consumers Queensland Staff)
- Michael Taylor (Health Consumers Queensland Staff)

Call for Abstracts

Health Consumers Queensland extended a warm invitation to all health consumers and carers, Queensland Health, Primary Health Networks, private hospitals and consumer and community organisations from across Queensland to share learnings and showcase their stories and experiences, whilst focusing on the evolving nature of consumer partnering in their organisation, service, projects or programs through a call for abstract process. Health Consumers Queensland received 33 abstracts in total.

Consumer Awards

Health Consumers Queensland in partnership with Queensland Health's Clinical Excellence Division (CED) joined us in celebrating champion consumer and community engagement achievements at the 2018 Annual Forum Consumer Awards. These awards were created to recognise consumers and carers and partnering organisations who have contributed to the way services are designed, delivered and evaluated, which has led to improved health outcomes for all Queenslanders. We gave away one award for each category:

Partnership Award

The Partnership Award category is to showcase how partnerships between health services and partnering consumers and carers have demonstrated excellence in contributing to the improvement of consumer and community engagement activities. The Partnership Award recognises how a health service/organisation have meaningfully partnered with health consumers and carers to collaborate to create change that leads to better health outcomes and demonstrates the drive, growth and commitment to ongoing partnerships. (See page 10 for Partnership Award winners).

Consumer-Led Award

The Consumer-Led Award category is for demonstrating excellence in contributing to the improvement of consumer and community engagement activities. The Consumer-Led Award recognises health consumers and carers who demonstrate drive, growth and commitment to partnering with a health service/organisation to improve health outcomes. (See page 19 for Consumer-Led Award winner)

We received 12 nomination applications from a variety of consumers and carers and health staff from across Queensland. We decided for transparency to enter all abstract submissions in the running for a consumer award which increased the total nominations received to 45.

Selection Criteria

The consumer reference group had a number of questions/selection criteria when reviewing the abstracts and consumer awards;

- How has the project reflected one or more of the Health Consumers Queensland's Partnership Principles: Partnerships, Respect and dignity, Inclusive and Improvement
- Were there tangible outcomes?
- Was it next level consumer and community engagement?
- Was it replicable?
- Are they co-presenting with a consumer or carer?
- Addressed barriers or challenges and how they overcame them?
- Variety of themes?
- Location of abstracts from across Queensland?
- How consumer led was it?
- Shown examples of; meaningful engagement processes, leadership and partnerships with
- consumer/s or health staff.

From this, the consumer reference group were able to shortlist 16 abstracts to present over the two days and a winner for each Consumer Award category.

THURSDAY 14, 2018 OVERVIEW



There were a total of eight presentations on Thursday 14th June. Please find the link [here](#) to access all PowerPoint presentations, photo gallery, videos and transcripts from our keynote speakers, presentations, panels and workshops.

Board Lounge

This year we provided Health Consumers Queensland's Board members with their own Board Lounge. This was an opportunity for Board members to be in a visible place at the forum to talk with attendees and for attendees to raise any questions. This also gave the Board a chance to talk with consumers and staff to complete our Annual Survey.

Each year Health Consumers Queensland develop a survey for consumers and carers and health staff to assist us to understand how Health Consumers Queensland can best support consumers and carers and staff to effectively partner for better health outcomes. As well as having input into the strategic planning of Health Consumers Queensland’s vision, mission, strategic directions and values.

“It was lovely to have the members of the HCQ board freely available and approachable for conversation and discussion over the two days”

Steven Miles, Minister for Health and Ambulance Services Networking Opportunity

The Honourable Steven Miles attended the opening day of the forum by networking and welcoming a number of guests to the 2018 Health Consumers Queensland Annual Forum. The Clinical Excellence Division captured the Minister (See video here).

Gift Bags

On arrival all attendees were provided with an Annual Forum and Health Consumers Queensland conference bag. The bag contained: The Annual Forum Program, Health Consumers Queensland Partnering with Consumers Guide, Clinical Excellence Division promotional material, Health Consumers Queensland Annual Survey, Annual Forum Evaluation, and in line with the theme of “The Evolution of Engagement” custom branded and packaged seedlings.



Opening - Day 1

Health Consumers Queensland Board Chair, Mark Tucker-Evans, welcomed consumers and carers and health staff from all over Queensland on joining us at the 2018 Annual Forum and for their openness and curiosity to listen and co-design. Mark acknowledged those consumers and carers, whose lived experience of the system have driven their passion to partner for improvement and the creation of a person-centred system. Mark expressed that it was Health Consumers Queensland’s promise for attendees to “leave the Annual Forum feeling inspired and challenged, imagining what consumer partnerships will look like in another ten years’ time and our role in that continued evolution of engagement”.



Welcome to Country

Aunty Carol Currie provided an Acknowledgement to Country to welcome our Annual Forum.

Program

Keynote Speakers and Plenary Highlights

Inaugural Health Consumers Queensland Consumer Awards – Partnership Award Winners

Kirstine Sketcher-Baker, Executive Director, Patient Safety & Quality Improvement Service Clinical Excellence Division, Queensland Health co-presented the inaugural Health Consumers Queensland Consumer Awards – Partnership Award Winner. Kirstine and Health Consumers Queensland were thrilled to announce the partnership award winners:

Suzanne Michaels, Change Manager Caboolture Hospital and Carolyn Wharton, Partnering Consumer.



Both award recipients received:

- The accolade of the first ever recipient of the Health Consumers Queensland Consumer Awards
- A framed certificate
- Special designed floral arrangement
- Overnight accommodation at Rydges Fortitude Valley (Carolyn)
- \$100 dining voucher to Rydges Fortitude Valley (Suzanne)

“Suzanne Michaels and Carolyn Wharton were amazing. The connection between these two, the compassion, energy and love was beautiful. This was very emotional and listed here as the favourite, just not sure if it was SO emotional as it was the FIRST presentation of the conference”

“Two very special people, Suzanne & Carolyn. However, I feel this award goes out to all involved on both sides. The relationship that they have developed and the family-like connections that have resulted from this are incredible. What a beautiful story. There weren't too many dry eyes with this story. Well done and congratulations”

“The presentation Suzanne Michaels (award recipient) & Carolyn gave (Suzanne was very engaging)”

“Suzanne Michaels & Carolyn Wharton showing the fabulous collaboration between HHS & consumers”

“The Partnering Award presentation – Carolyn's video was heart felt and had great impact”



Drivers for the evolution of engagement: the revised National Standards, health literacy and the Charter of Healthcare Rights - Naomi Poole, Director, Partnering with Consumers, Australian Commission on Safety and Quality in Healthcare

Naomi Poole from the Australian Commission on Safety and Quality in Healthcare shared how the Commission are driving yet another evolution of engagement, with the revised version of the National Standards (and their additional focus on health literacy) and the Commission's current review of the Australian Charter of Healthcare Rights.



“The Australian Commission - inspirational & inspirational. How much better things could be if they were implemented well. There would be culture changing for the better”.

“Safety and quality standards - helped me to understand this better”

The role of the Board and Executive in championing and driving the embedding of consumer and community engagement within the organisation - Ian Langdon, Board Chair, Gold Coast Hospital and Health Service

To be truly effective, community engagement requires community representation within the very fabric of the operations of Hospital and Health Services. Engagement needs to be with front line clinicians and not merely with the Board and Executive level. Through such interactions the “lived experiences” of the community will influence not only the models of care but the very culture and tone of an organisation. Such engagement does not come about through chance, it must be planned, it must be embraced and it must be profiled within and outside of the Hospital and Health Service.



“Ian Langdon - a very passionate, powerful, humble, humorous presentation”

“Ian Langdon - It is encouraging and exciting to listen to a Board member, let alone the Board Chair talk so openly and frankly about the importance of Consumer Engagement. Not just the tokenism of consumers engaged with a HHS; actually included and recognised for their importance to be included as a consultancy method within the Gold Coast HHS. Well done Ian, the Board, Executives, Administration and the staff for showing the effectiveness and importance of "real" consumer engagement”

“Ian Langdon - he was funny, inspiring, engaging and entertaining”.

“Ian Langdon was brilliant!”

“Yes. In particular, I benefitted greatly from hearing Ian Langdon, from GC HHS, speak. I will be approaching the HHS to register my interest in becoming involved with their CAG soon”.

“The forum was SO inspiring. There were many wonderful messages that I can take back to my Consumer Advisory Group. I particularly like what Ian Langdon said: Just saying 'we have a Consumer Advisory Group' is not enough Consumers must be members - not observers Consumers need to be the centre of the universe Consumers/Carers are to be listened to, not talked at”

Let's get digital: My Health Record, James Wilson, Director, Community Partnerships & Insights, Australia Digital Health Agency (ADHA), Christine Bain, Communications Manager - My Health Record, Gold Coast Primary Health Network, Matthew Ames Consumer Representative

This panel session explored how consumers and carers have been involved in the shaping of the National Digital Health Strategy and how the Australian Digital Health Agency (the Agency) are working with Queensland Primary Health Networks to communicate messages across Queensland about the benefits of My Health Record, and how to understand and manage potential risks.



“The consumer control of 'Let's get digital: my health record' makes a huge difference to acceptance of it”

Personalised Medicine and You - Queensland Genomics Health Alliance

Queensland Genomics Health Alliance provided a background on genomics in healthcare and discussed the importance of robust consumer engagement to deliver personalised medicine.

“I learnt about genomics which I had absolutely no knowledge of prior”

“Genomics and personalised medicine - This one is very close to me. Outside of this forum, on Thursday evening, I also attended a discussion at UQ around ethics and genetic discrimination in insurance. Both the positives and negatives could have been evaluated, explained and discussed however this is/will be the way forward for populations. It is already for those families effected by disease and when genetic mutations are finally isolated and identified, treatment options and early treatment for chronic disease can begin. I understand it's importance however this area will rely on consumer engagement and to see, meet and speak with both the consumers and clinical team on their advisory committee was fantastic. Thank you to Katrina, Aideen, Jenny, Nic and Gary for sharing your expertise, experiences and story with me”



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Telling your story in a meaningful way, Brook Red – Voices for Change

Brook Red presenters shared their lived experience as well as presented on how to develop, explore and draw meaning from their mental health recovery experience. Brook Red provided attendees with a ‘snapshot into telling your story’, where they guided attendees through some of the principles their speakers use in developing a purposeful and meaningful story, and give an opportunity to develop the attendees own.



“Telling your story in a meaningful way’ - I’ve always wanted to write ‘my story’. It’s all in my head but I didn’t know how to go about it. I have 30 years of lived experience with Bipolar so I have lots of information to share. This workshop was excellent. I now know about “The story Arc- Writing a story of hope”. I can’t wait to put pen to paper!”

“The story telling workshop was fabulous a) understanding the impact of a consumer’s story - Peer support consumers were amazing:) b) Providing the structure of how to build an effective consumer story using a positive perspective”

Understanding physical and hidden disabilities for health professionals and consumer representatives - Sharon Boyce, Consumer Representative, Discovering DisAbility & Diversity

Consumers as educators can make a positive difference to every individual in our community and create a society that values all. Sharon asked all participants to immerse themselves in the various simulations and to experience disability and diversity for themselves – a ‘walk in the shoes’ for a very short period of time. Sharon Boyce delivered this workshop based on her lived experience as a regional woman living with disability and a powerful consumer advocate.



“I enjoyed the session with Sharon Boyce as she challenged the consumers to try different activities that gave us an insight into how people with different disabilities face and deal with everyday life”



“We ended up being in Sharon Boyce's workshop on physical & hidden disabilities accidentally, not the BrookRed one. While I personally couldn't take part in the activities, my partner/carer had a ball, and I was very impressed by the diverse range of activities Sharon had incorporated, simulating so many differing abilities”

Fundamentals of Consumer Engagement Training - Health Consumers Queensland

This workshop was a snapshot of Health Consumers Queensland Fundamentals of Consumer Engagement training, designed for new consumer and carer representatives. Delegates gained an understanding of the Consumer and Community Engagement Framework, new resources developed by Health Consumers Queensland, consumer partnerships and why they are important. Attendees also workshopped the fundamental ingredients needed for effective partnerships.



NETWORKING SESSION



We celebrated our first day with networking drinks and canapés after the workshops and presentations in the concourse. This was a great opportunity to wind down and welcome back delegates to the second day. It was also an incredibly unique opportunity for such a vast geographical variety of health consumers to be in the same room at the same time. Health staff and consumers had the opportunity to discuss potential partnership opportunities whilst discussing current issues and challenges.

FRIDAY 15, 2018 OVERVIEW



There was a total of 23 presentations on Friday 15th June. Please find the link here to access all PowerPoint presentations, photo gallery, videos and transcripts from our Keynote Speakers, presentations, panels and workshops.

Opening Day 2

Health Consumers Queensland CEO, Melissa Fox, welcomed guests back to the second day of the 2018 Annual Forum.

"I love that this gives you an opportunity to see that you're not alone in your passion, you're not alone in your challenges and you're not alone, because we're here to support you"

Acknowledgement to Country

Adrian Burragubba provided an Acknowledgement to Country to welcome our second day of the Annual Forum.

“Great to see Acknowledgement both days - Adrian was wonderful”

“Acknowledgement to country - Adrian Burragubba (BRILLIANT!!)”

“fantastic and extremely informative”

“The "acknowledgement to country" on both days were a great inclusion - particularly Adrian”

Launch of the Guides

Melissa Fox took this opportunity to launch the Consumer and Staff Guides that were developed by Health Consumers Queensland. Find it on our website [here](#).



Dr John Wakefield, Deputy Director Clinical Excellence Division, Queensland Health opened the forum with a video (See video [here](#)). We asked John a number of questions:

1. What was your first ever experience of consumer engagement like and what was the positive impact?
2. Have you seen an evolution of engagement, particularly since the inclusion of Standard 2 of the NSQHS Standards?
3. What are the key skills for staff and consumers to allow for meaningful partnerships?
4. Why do CED value working with Health Consumers Queensland?
5. Why did CED want to support the Annual Forum?

“It is time... I challenge all health service leaders to take the plunge and truly partner with consumers in planning, delivering and improving health services. When you do, you will wonder why you didn't do it sooner”

“Health Consumers Queensland can help you with the how.... But the will to do it is firmly in your court”



Program

Keynote Speakers and Plenary Highlights

Inaugural Health Consumers Queensland Consumer Awards – Consumer-Led Award Winners

Dr John Wakefield, Deputy Director Clinical Excellence Division, Queensland Health co-presented the winner via video. Dr John Wakefield was thrilled to announce the winner of the Consumer-led winner:

Sue Swinburne, consumer and carer representative (see video here).



Sue received:

- The accolade of the first ever recipient of the Health Consumers Queensland Consumer Awards
- A framed certificate
- Special designed floral arrangement
- Overnight accommodation at Rydges Fortitude Valley

“Another powerful consumer being awarded for their efforts for 'change'. What a family, and Annabelle you and your family are an inspiration to so many. This should be the 'norm' for any one. Acceptance, kindness and inclusion for all Australian's including migrants SHOULD be normal here in Australia”

“I was literally moved to tears to hear how the Education Department has worked with the transgender family at Tamborine Mountain State School”

“This story highlighted the importance of family and community support and understanding”

“The Consumer-Led Award winner session on Friday, Sue Swinburne, who has the transgender daughter. AMAZING and beautiful. Some of the themes resonated with my son's mental health experience...very emotional”

“The Consumer-Led Award being presented about establishing the gender clinic at LCCH and her daughter's transition. Absolutely brilliant presentation, heartfelt and engaging”

Opportunities and gaps: the interface between health and disability under the NDIS, Paige Armstrong, CEO, Queenslanders with Disability Network



The National Disability Insurance Scheme (NDIS) is currently transforming the way disability services are funded and delivered. Importantly, in Queensland the scheme will fund much needed services and supports to over 90,000 Queenslanders with disability, 50% of whom will be people currently without any funded disability supports. However, at a systems level, consumers are identifying some health disability interface issues which are frustrating their access of the NDIS and negatively impacting upon the quality of their support. Both health and disability need to work closely in partnership to make sure participants of the NDIS are being provided the best possible support.

Concurrent Sessions

Bridging cultural barriers: Designing breast screening health literacy resources through consumer engagement - BreastScreen Queensland Brisbane Northside Service

This presentation outlined barriers for low participation of women from culturally and linguistically diverse (CALD) backgrounds in breast screening. Through wide consumer engagement with CALD women, some reasons for low participation in breast screening and some solutions were proposed. Taking these proposals and recommendations into account culturally appropriate resources for women from CALD backgrounds were developed.

“Bridging cultural barriers and improving health literacy, WOW didn't think about it really, first language for me and the general population is English. This was insightful. I didn't stop to think, a woman turns 50 and receives a letter to have a breast screen, easy enough. What I learnt from this discussion, seems normal to me, however a refugee or immigrant woman may flee her country of birth and is now receiving a letter from our government or a government organisation. I cannot imagine what goes through their mind at his stage. This letter instructs them to contact and make an appointment. The questions like 'how did the government find me?', 'what do they want?', 'what are they testing me for?' all reasonable questions when these women and their families have experience the horror and trauma to flee their country of origin and now 'our government' wants them. Incredible. Well done Anna and Rose for developing and producing a booklet to address and comfort women to explain and support these women. I can hope the same is being done for the male population and for other health services and clinical tests performed (prostate, blood bank, blood tests)”



Words for wellbeing: A partnership approach to improving community health literacy - Redland Hospital, Metro South Hospital and Health Service

This presentation described the evolution of the Words for Wellbeing (W4W) Project, a new approach to enhancing both mental and physical health literacy in the community.

“I will take back the health literacy project from Redlands to suggest to Darling Downs HHS”

“We are going to be looking at whether Words for Wellbeing could be brought to the ACT”

Caring for Our Community – working with Aboriginal and Torres Strait Islander health workers in providing cancer care training - Cancer Council Qld

Cancer Council Queensland's Caring for Our Community is a two-day course for Aboriginal and Torres Strait Islander Health Workers and includes information on cancer and cancer treatment, prevention, screening and early detection of cancer, and end-of-life care.

Cancer Information Hub – Helping you take control of your cancer journey - Royal Brisbane and Women's Hospital, Metro North Hospital and Health Service

In December 2014, Metro North Cancer Care Services (MNCCS) and QUT Creative Industries conducted a Consumer Forum that identified the need for a centralised repository housing standardised, relevant, reliable sources of information for patients aiming to improve health literacy using a variety of media for all patients and families across the MNCCS.

“Hard to rate what was favourite however the session by RBWH regarding the development of the Cancer Information Hub was very good”.



Unparalleled co-design of youth mental health services with consumers and carers - Queensland Health & Health Consumers Queensland

From the closure of the Barrett Adolescent Centre to the implementation of the Government response to the Commission of Inquiry Report recommendations to the next phase of work as part of the Youth Mental Health Program, the involvement of young people, their families, consumers and carers over the past four years in the co-design of new youth mental health services has gone from minimal to unparalleled. This workshop explored the journey of involvement for consumers and carers, lessons learned and the trajectory for the future.



The integration of peer support workers into clinical mental health service delivery - Metro South Addiction and Mental Health Services (MSAMHS)

Metro South Addiction and Mental Health Services acknowledge that people prefer to talk to someone who understands what they are going through, and by employing people with a lived experience of mental health issues to support others on their journey of recovery, have become the largest employer of a lived-experience workforce within any publically funded mental health service in Australasia.

“The Session on consumer engagement and advocacy - As a presenter on peer integrated workforce, I really valued the interaction and conversations within the room on peer involvement and engagement in all aspects to provide voice of consumer’s perspective”



Plan Z to improve appointment attendance at Mount Isa - North West Hospital and Health Service

“If Plan A doesn’t work, the alphabet has 25 more letters.” The changing development of engagement strategies to improve attendance at Mount Isa Hospital Outpatients Clinics. It takes a plan, learning from failures and persistence to gain trust and guidance from our consumers.

Men’s Shed, residents, patients and staff creating wonderful opportunities and experiences - Community Indigenous and Subacute Services, Metro North Hospital and Health Service

Presenters provided a PowerPoint presentation, showcasing photos, with a YouTube video sharing their consumer, shed members' and staff's views on the shed activities.

"I became aware of the therapeutic value of the shed operation, the flow on value for the home environment and general community and how the goals of the partnership fit together"



The Evolution of Consumer Advisory Committees

Central Queensland Hospital and Health Service

Central Queensland Hospital and Health Service (CQHealth) outlined how the Consumer and Community Advisory Committee (CCAC) has evolved since its infancy in 2015. It focused on how CQHealth CCAC has continually improved and strengthened the partnerships between consumers, carers, the wider community of Central Queensland and CQHealth.

Darling Downs Hospital and Health Service

The Darling Downs Hospital and Health Service (DDHHS) is unique. It services 300,000 people from 26 locations across 90,000 square kilometres. The DDHHS currently has 12 community/consumer advisory groups/networks (CAGs/CANs) and a consumer council established in communities across the health service. Some of the CAGs and CANs have been established for 10 years and some only recently established.

Torres and Cape Hospital and Health Service

Torres and Cape Hospital and Health Service outlined the Consumer Advisory Committee (TCHHSCAC) and the progress to date since the inaugural meeting in the Cairns office in August 2017. Four consumer members attended the inaugural meeting. To date the committee has eight members (six Indigenous and two non-Indigenous consumers) who provide ongoing consumer concerns, advice and knowledge to the Torres and Cape Hospital Health Service.

"I loved the session where the various HHSs spoke about their particular HHS on Friday, in particular the A&TI consumer from Torres & Cape Hospital & Health Service. He was SOOOO engaging. Wonderful to see and hear"

"Consider having Robert Tamwoy as a MC. He was brilliant and was the highlight of the whole forum"

Beyond the Reef: Maori and Pasifika Young People's Wellbeing Project - University of Queensland & MANA Community Mentoring Inc

The project investigated factors that impacted on Maori and Pasifika young people's health and wellbeing. The project was led by the School of Public Health, University of Queensland in partnership with the School of Population Health, Pacific Health Sector, University of Auckland and with MANA Community Mentoring Inc., a community organisation focused on empowering Maori and Pasifika young people.

Building QuIHN's capacity for consumer engagement and participation - QuIHN (Queensland Injector's Health Network) & QuIVAA (Queensland Injectors Voice for Advocacy and Action)

QuIVAA, a service by drug users for drug users, advocates and represents the interests of Queensland substance users. QuIVAA has been contracted by QuIHN to co-design the Consumer Engagement and Participation Project (CEPP) with direction from service users with expert experience to build the capacity of the organisation to include the voice of consumers at individual, service, network and system levels.



Co-designed and situated consumer engagement: the hand hygiene Instabooth project - RBWH, Metro North Hospital and Health Service

The presentation showcased the use of a situated consumer and community engagement practice ("the Instabooth" – walk-in interactive booth designed by QUT) and the co-design methodology used to better define, understand and solve the problem of hand hygiene and infection control in the hospital.

Go green for wellbeing – consumers providing solutions - Metro South Hospital and Health Service

In a bid to deliver healthier food and drink choices throughout Metro South Health (MHS) a total of over 1,300 consumers, visitors and staff were actively involved in extensive engagement consultations that resulted in the following responses to consumer preferences: inclusion of a wide variety and choice of food and drink, massive reduction of unhealthy food and drink options and increase in healthy choices 24 hours per day.

There's really nothing to be afraid of! Engaging with consumers on the #hellomynameis initiative - PA Hospital

The #hellomynameis Initiative is an international campaign that was established by a consumer, Dr Kate Granger, while undergoing treatment during her terminal illness. It highlights the critical importance of personal introductions and clear communication between health professionals and patients in healthcare settings. This presentation described the variety of ways in which consumers contributed, from the early planning stages through to the co-design of resources.

Hear me out! The importance of patient stories - Sunshine Coast Hospital and Health Service

Patient stories are a true reflection of the patient experience, they offer a raw and often emotional look into how our healthcare system can impact the lives of the consumer – both positively and negatively. Understanding the lived patient journey opens the way – builds a bridge, between healthcare workers and the people they care for every day.

“Hear me out - fantastic story, Bob, what a guy”



Keynote Speakers and Plenary Highlights

Consumer voices in the media - Panel facilitated by Melissa Fox, CEO, Health Consumers Queensland, Janelle Miles, Health Journalist, The Courier Mail & Sean Parnell, Health Editor, The Australian



Health Consumers Queensland CEO Melissa Fox, facilitated a panel discussion with Janelle and Sean and shared some examples they have covered that has led to improvement in the health system. This discussion looked at how consumers can have their issues raised in the media – either local issues or individual experiences which highlight gaps in the system or positive experiences of care that should be replicated across the state.

“Consumer Voices in the media was a very useful session. Very good idea to include Janelle & Sean for this forum. I really enjoyed it”

Get on board - Mark Tucker-Evans, Chair, Erin Evans, Stephen Russell, Rachelle Foreman, Gabrielle Quilliam

Mark Tucker-Evans, Chair of Health Consumers Queensland led a conversation with the Board of Health Consumers Queensland. We heard the Directors personal stories that led them to become passionate advocates for consumer engagement in health systems. We heard key lessons they learnt during the first ten years of Health Consumers Queensland, and explored their plans and visions for the evolution of consumer partnering.



"I enjoyed the brief panel presentation, to learn more about each individual's thoughts and goals".

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 evaluation survey about their experience of the forum. The survey was given to attendees at the forum and also a follow up email with a link to a survey monkey, with the following highlight results:

Survey Responses

- 141 out of 320 attendees completed the Annual Forum survey:

QUESTION 1

I am a:

I am a:	Response
Consumer	52.14%
Carer/Family Member	20.00%
Hospital and Health Service Staff	22.86%
Queensland Health Staff	16.43%
Consumer or community organisation Staff	10.71%
Primary Health Network Staff	2.14%
Other (please specify)	15.71%

• 72% of respondents were consumers, carers or a family member and 53% were from a Hospital and Health Service and/or Queensland Health staff

QUESTION 2

What was your favourite session/presentation or key note speaker at the Annual Forum?

Responses – Top ten favourite presentations or key note speakers

Presentation	Top Responses
The role of the Board and Executive in championing and driving the embedding of consumer and community engagement within the organisation - Ian Langdon, Board Chair, Gold Coast Hospital and Health Service	40
Partnership Award Winners - Suzanne Michaels, Change Manager Caboolture Hospital and Carolyn Wharton, Consumer Representative	31
Consumer-Led Award Winner – Sue Swinburne, Consumer Representative	22
Personalised Medicine and You - Queensland Genomics Health Alliance	12
Telling your story in a meaningful way, Brook Red – Voices for Change	8
Let's get digital: My Health Record	7
Drivers for the evolution of engagement: the revised National Standards, health literacy and the Charter of Healthcare Rights - Naomi Poole, Director, Partnering with Consumers, Australian Commission on Safety and Quality in Healthcare	7
Building QuiHN's capacity for consumer engagement and participation - QuiHN (Queensland Injector's Health Network) & QuiVAA (Queensland Injectors Voice for Advocacy and Action)	5
Understanding physical and hidden disabilities for health professionals and consumer representatives - Sharon Boyce	5
Robert Tamwoy The evolution of engagement CAG Panel	4

Additional Comments:

- They were all very useful and well presented
- All information was useful. Personally I always like to hear the practical application of aspect of caring and consumer involvement in making a change
- Apart from all that, one of the best parts was networking and connecting to others who are interested in peer work within mental health
- If I had to choose I would say Genomics and anything mental health related but truthfully, I was really captivated by all of the topics as they all brought their own unique angles to the health care system

QUESTION 3

Did the Annual Forum inspire or challenge you to think differently about consumer and community engagement (eg. did you learn new ways to partner, ideas to take back to your organisation or community, gaining a new perspective on the health system).

From the 129 respondents who answered this question, it was evident that the forum inspired and challenged attendees to think differently about consumer and community engagement.

Additional Comments:

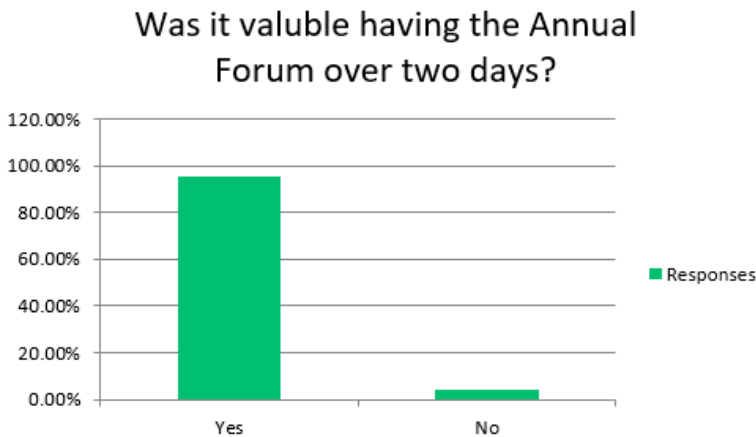
- Mainly made me feel more supported and was a reminded that HCQ is here for you
- The forum was encouraging and empowering to hear such growth in community engagement within our community and health care systems
- It inspired me to continue my commitment to helping consumers and the community
- Absolutely inspired me!
- Yes, real engagement occurs outside Board and Committee meetings
- Challenged! In a good way
- Yes, much more structured thinking about advocacy and the resources that are around
- I did learn new ways to engage consumers - no engagement is too small
- Knowing that my voice matters and can be heard was something I will take back to my community. I have the right to be treated fairly
- It was really helpful for me to step back and see the all the little things that I do joined together into a journey of advocacy, care, and lobbying
- Yes, it helped me find my voice and to make contact with people who I will keep as networks

- It also gave me motivation and inspiration
- Lots of inspiration for our work and our conference (Health Care Consumers' Association, HCCA)
- Inspired me that I can be valued and make an impact if supported and confident
- Provided greater awareness and up to date information with knowing if I didn't attend I wouldn't be able to have that face to face and incredible knowledge and networking and interest that was incredibly provided for and extremely grateful for
- Lots of new ideas and thoughts and it's really ignited my passion again knowing we can actually make a difference
- Just keep going and inspired persistence
- I was glad to see the wide range of areas people are involved in improving the health outcomes for others
- Yes, I really enjoyed all of the sessions. It also inspired me to do more within my own organisation to raise the profile of community/consumer engagement processes as a priority
- The networking and energy in the room was great but I didn't find much value in the content. The majority of sessions were HHS focused. Also, many of the sessions were very surface level presentations and provided information that is readily available or known to people already working in this space. Additionally, the consumer partnering that was highlighted tended to feature engagement done at the individual & service level. I would like to see more discussion and highlighting of consumer engagement at the network and system level
- Reinforced the value of collaboration and co-design
- I took pages of notes and many actions to follow up on to ensure we are engaging, communicating and including our consumers in all aspects of the service
- Yes, the genuine warmth evident between patient consumers and staff representatives was pleasing to see. Good to see the Health system as a vibrant, inclusive body, engaged with its community and stakeholders alike
- Yes, it reminded, challenged and reinvigorated the focus and drive behind my representation
- Yes, it gave me a greater appreciation for the role of the consumer and the consumer community including the role of HCQ and its culture



QUESTION 4

Was it valuable having the Annual Forum over two days?



95% of respondents answered yes to having the forum over two days.

Additional Comments:

- It allowed for me to incorporate ideas and filter through my resistance to change and facilitated more growth in my thinking than a one-day forum would have. There were natural progressions in the programme too
- YES! Two days enabled us to bring more consumers by allowing them to choose which day they were free to attend
- Not as rushed - able to take things in
- The networking on the Thursday afternoon after the sessions was invaluable
- More time for networking, more activities/speakers to learn from. A good mix of story sharing & system updates
- More opportunities to see all
- Wider variety of topics
- Better networking opportunities
- Gave enough time to connect with different people from around the state
- There was so much to see and do and so many wonderful people to network with
- There was a lot of content to cover and it would have been too much for one day
- More speakers = more knowledge gained
- There was more time to hear about staff and consumer partnership projects and stories and there was more time to network in the breaks. This helped establish more in-depth conversation and information sharing. I found this time far more relaxed and beneficial than the previous one-day forum
- The amount of information that was provided could not be squeezed to one day
- Deeper engagement. More time to network & speak with exhibitors
- For diversity of topics

- I felt I had time to take in all the workshops and get to meet and network with other people. I now feel not alone but know there are 300 (approx.) other consumers spread out in Queensland. Thank you HCQ
- Plenty of time to network and meet new people, the sessions also had enough time to breathe and prompt discussions without rushing



QUESTION 5

On a scale of 1 to 5 (1 being poor, 5 being excellent) please rate the following:

	Average
Venue (comfort, accessibility, location, transport access)	4.71
Helpful assistance from Health Consumers Queensland staff	4.66
Registration process	4.69
Catering (quality, variety, dietary requirements met)	4.29
Variety of presentation/topics discussed	4.28
Overall Annual Forum	4.55

QUESTION 6

Do you have any other comments or feedback that will help improve the Annual Forum for next year?

- Really enjoyed the variety of speakers and topics - lived experiences shared and wonderful networking opportunity
- Excellent - inspire more executives as well as Governance helps make it happen too!
- Visit/hold in a rural/remote area next year
- More case studies - consumer stories, what's happening globally in the consumer engagement space, Challenges/barriers and how to overcome these

- One of the Best I have ever been to. Accommodated to everyone's learning needs
- The venue was excellent and the catering staff did a great job. There were several food stations which meant the wait to get food was not long. The air conditioning in the hall was pleasant - not too hot or cold. I was pleased there were workshops with a mental health focus. It was good to meet people from all over the country. Congratulations to the forum organisers - a job really well done!
- I was hoping to learn more in-depth methods for engaging consumers, rather than the benefits of engaging consumers. Even with those few presentations about their current projects engaging consumers, I did not feel there was any further insight that could help me with my work. It would be great learn about unique engagement methods, processes that are used when we have the consumer at the table so to speak, processes to bring professionals and consumers together to create innovative change. thanks
- Loved the captions at the bottom of the slides
- Good networking
- Excellent work by the HCQ team, very engaging, great networking opportunities
- Yes, however I would like it deal more with rural areas
- the Health Consumers Team - inspired me the most - you all are absolutely amazing. Welcoming and happy and always caring about other - amongst the hectic hustle and bustle of the conference. Loved the vibe of the conference - was really good - never once did I feel bored or uncomfortable. Location of the accommodation and venue really good :) close to day-care and accommodation no extra traveling
- the food was fantastic and the staff were amazing. the content was brilliant as were the speakers - thankyou again
- One of the Best I have ever been to
- Absolutely. Although we're at the start of our journey, have a long road ahead. It's been a fantastic 2 days to think, plan, learn. I'm excited about our next steps
- I attended both 2017 and 2018 forums. Enjoyed both immensely however think that the range of topics and the inclusion of awards was brilliant
- Qld is so incredibly lucky to have HCQ. Both for consumers and carers, as well as health care providers. NZ has a lot to learn. Thanks for having us. We have felt welcomed and included.

Suggestions for next year

- Bigger rooms and accessibility to rooms
- More available seating during lunch and for workshops
- Pre-registration for workshops and sessions
- What's happening nationally and internationally in the consumer engagement space
- More consumer led work and community based examples of best practice engagement
- Aboriginal and Torres Strait Islander keynotes and leadership
- More breaks and networking rooms
- Specify if the workshops are for consumers or health staff
- Finish earlier on the second day to cater for those leaving for flights etc.
- A think tank
- Hold in a rural/remote area
- Sessions on particular topics
- Feature consumer engagement done at the system & network level not the individual level

Performers

The Stairwell Project provided us with some entertainment in the concourse during the breaks. The Stairwell Project is driven by the notion and well researched evidence that live music and art is an essential element in the healing process and general wellbeing of patients, staff and public in hospitals and medical centres.



Partners and Stall Holders

We had five partners and stall holders at the forum, showcasing their engagement projects and programs that partner with consumers and carers which have led to positive outcomes. This was either through a presentation or stall. Delegates were able to ask questions, and receive information from the organisations.

- Clinical Excellence Division, Queensland Health
- Queensland Genomics Health Alliance
- Queenslanders with Disability QDN
- Australian Digital Health Agency: My Health Record & Gold Coast Primary Health Network
- My Health for Life



Partners and Sponsors

Health Consumers Queensland values the generous support of our partners and sponsors that dedicated their support towards the 2018 Health Consumers Queensland Annual Forum.

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Genomics
Health Alliance**

Thank you

Bradley Captioning for captioning all presentations at the forum.
Find all transcripts [here](#).

Photography by Soda Photography - [view images here](#)

Film by Nick Maguire - [view film here](#)

Health Consumers Queensland - Staff



From left to right: Jo Smethurst, Chelsea Gourgaud, Anne Curtis, Suzanne Wirges, Melissa Fox, Michael Taylor, Nicole O'Keane, Leonie Sanderson, Reema Naresh

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