

Consumer and Carer Reference Group

Communiqué August 2017

This update highlights key discussions and considerations from the first meeting of the Sustainable Health Review (The Review) Consumer and Carer Reference Group.

The Consumer and Carer Reference Group is Chaired by Ms Pip Brennan and comprises 16 members with diverse personal and professional experience of the health system as consumers, carers and advocates.

The first meeting was held on 22 August 2017 at the Department of Health in East Perth. Ms Robyn Kruk AM attended as the Review Panel Chair to welcome members and thank them for their participation and commitment.

Focus of the Reference Group

The Reference Group noted its role in providing real experience and advice to The Review Panel regarding the impact of health care delivery on consumers and caregivers, as well as how to ensure or improve the delivery of patient centred, integrated, high quality, and financially sustainable healthcare across the State.

Ms Kruk noted that The Review will not be looking to cut essential services or staff, but rather that the focus is on creating value and improving the efficiency of our health system. Ensuring strong consumer and carer input and engagement is an essential part of the process and the Reference Group will play a pivotal role in ensuring everyone continues to have access to high quality health care.

The Reference Group agreed that outcomes of the *Reid Report* should inform their considerations and discussion and a request was made to The Review Panel for more information on how recommendations were resolved, the impact the report had, stakeholder engagement and lessons learned.

Key 'Burning' Issues

The Reference Group were invited to provide their 'burning issues' on the topic of Sustainable Health and the comments provided were used as a basis for discussion. The purpose of the exercise was to catch the burning issues of the group – using the same technology that will be used in public forums - and provide a mechanism for members to provide feedback. Important themes raised by the group were consumer involvement, prevention, change, transparency and partnership.

Definition of 'sustainable'

The Reference Group agreed that a definition for 'sustainable' needs to be considered and developed. 'Sustainability' is not wholly about money and it needs to be clear what it means for The Review so stakeholders can communicate ideas more clearly. The Reference Group will continue discussions and work in this area out-of-session.

Terms of Reference and Operating Principles

The Reference Group reviewed their role and responsibilities as set out in the [Terms of Reference](#) and a set of Operating Principles that will guide how the Panel members engage and communicate as a group.

Minor changes will be made to reflect the two-way relationship between The Review Panel and the Reference Group and the need for issues to be prioritised; to reflect the need of members to communicate freely and discuss themes from the meeting with a wider audience; and it was noted that the group may not always reach consensus and will sometimes have to 'agree to disagree'.

Themes

The Facilitator invited the Reference Group to provide comments against the key themes of The Review. A web portal was left open for Members to provide any further input and begin other threads of discussions. A sample of the comments collected so far include the following:

Theme	Some initial comments provided by the Group
Making the most of investment	Is the money we invest going to patients? How can we be innovative and ensure we are utilising all the resources within communities to ensure people and communities are healthy now and into the future?
Mix of services	How can health services be better coordinated and co-located to offer care in community settings? Do we have the right services to meet people's needs?
Digital innovation	How do we make sure everyone can access e-records? How can we turn research into real change for patients in a reasonable time (not 17 years?)
Partnerships	How can we build trust between government and not-for-profit organisations? How can we work more effectively with consumers, carers and families?
Patient Safety	How soon can we start publishing safety and quality data in a transparent manner? How can we ensure our systems are using resources efficiently, whilst achieving patient safety?
Efficiency and change	Looking at the past to prepare for the future. How can we ensure that the system is ready and supported to embrace change?
Anything else?	How do we ensure that consumers and the health workforce have a sound system in which they can work together? Looking outside the existing system to see what is working elsewhere.

Meetings

The Reference Group agreed to a minimum of three meetings. Key areas of focus are to discuss feedback received by The Review's public submission process, and support the Review to ensure effective, inclusive engagement.

Engagement and Consultation

The overall approach to stakeholder engagement and communications is to be proactive and ensure consultation is undertaken with a diverse and wide range of consumers.

The group agreed there was potential in targeting consumer subgroups of stakeholders after the first public forums have been held, including those groups who may not have a strong voice. The information from the public forums will be made available to this group in order for them to provide advice to The Review Panel. The Reference Group also discussed the potential for break-out groups for specific tasks and joint work/sessions with the Clinical Reference Group.

Next Meeting

The next meeting of the Consumer and Carer Reference Group will be held in the Executive Boardroom at Sir Charles Gairdner Hospital on 31 October 2017.

Further information

Email: SHR@health.wa.gov.au

Website: <http://ww2.health.wa.gov.au/Improving-WA-Health/Sustainable-health-review>