



Consumers  
Health Forum  
*of Australia*

Representing consumers on national health issues

***Making sure older consumers  
are at the centre of health care***



# Overview

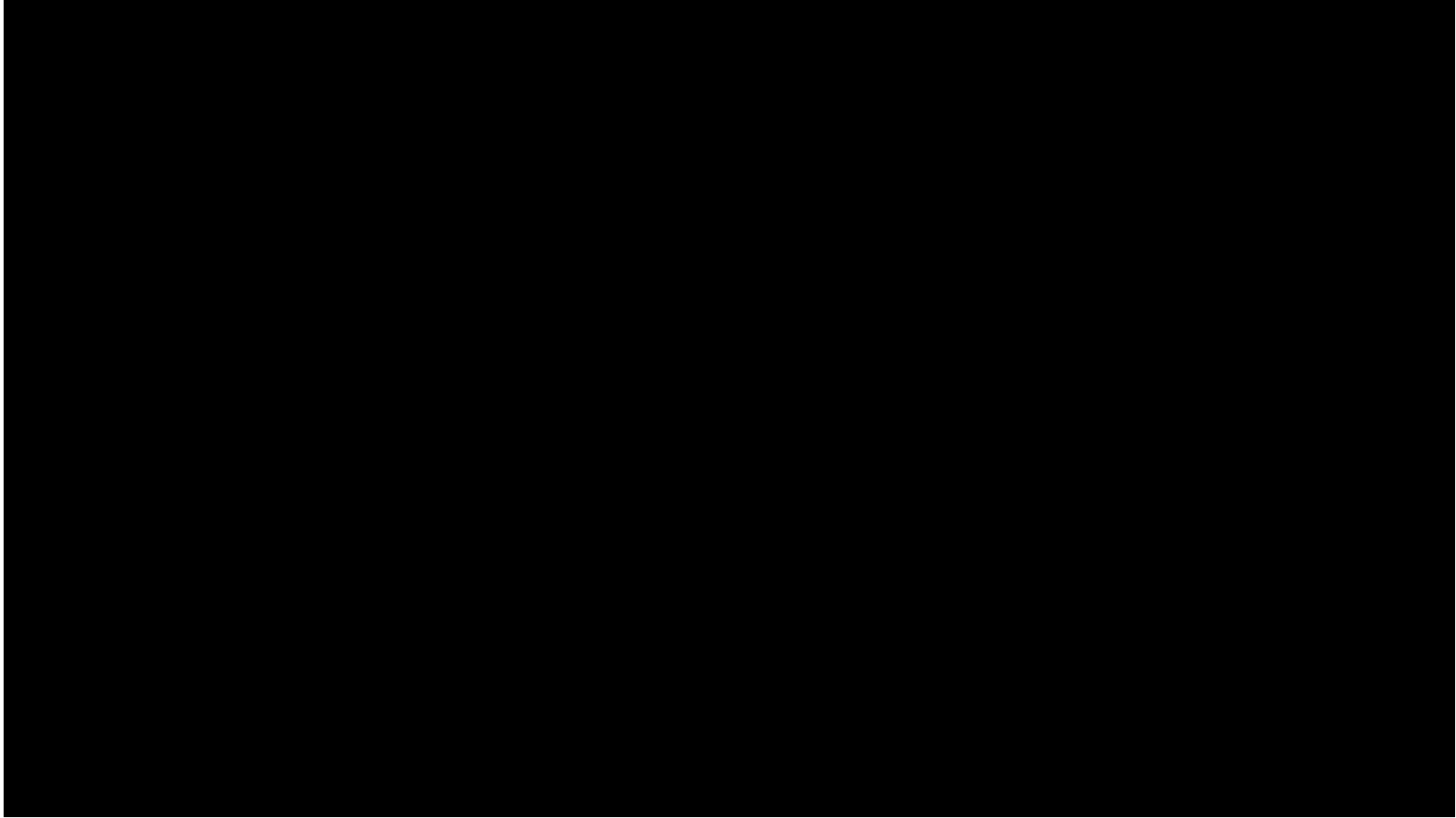
- **What is consumer centred care**
- **Why we need reforms in primary health care**
- **What those reforms should look like**





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# Consumer perspective on consumer centred care



[bit.ly/JanneGraham](https://bit.ly/JanneGraham)

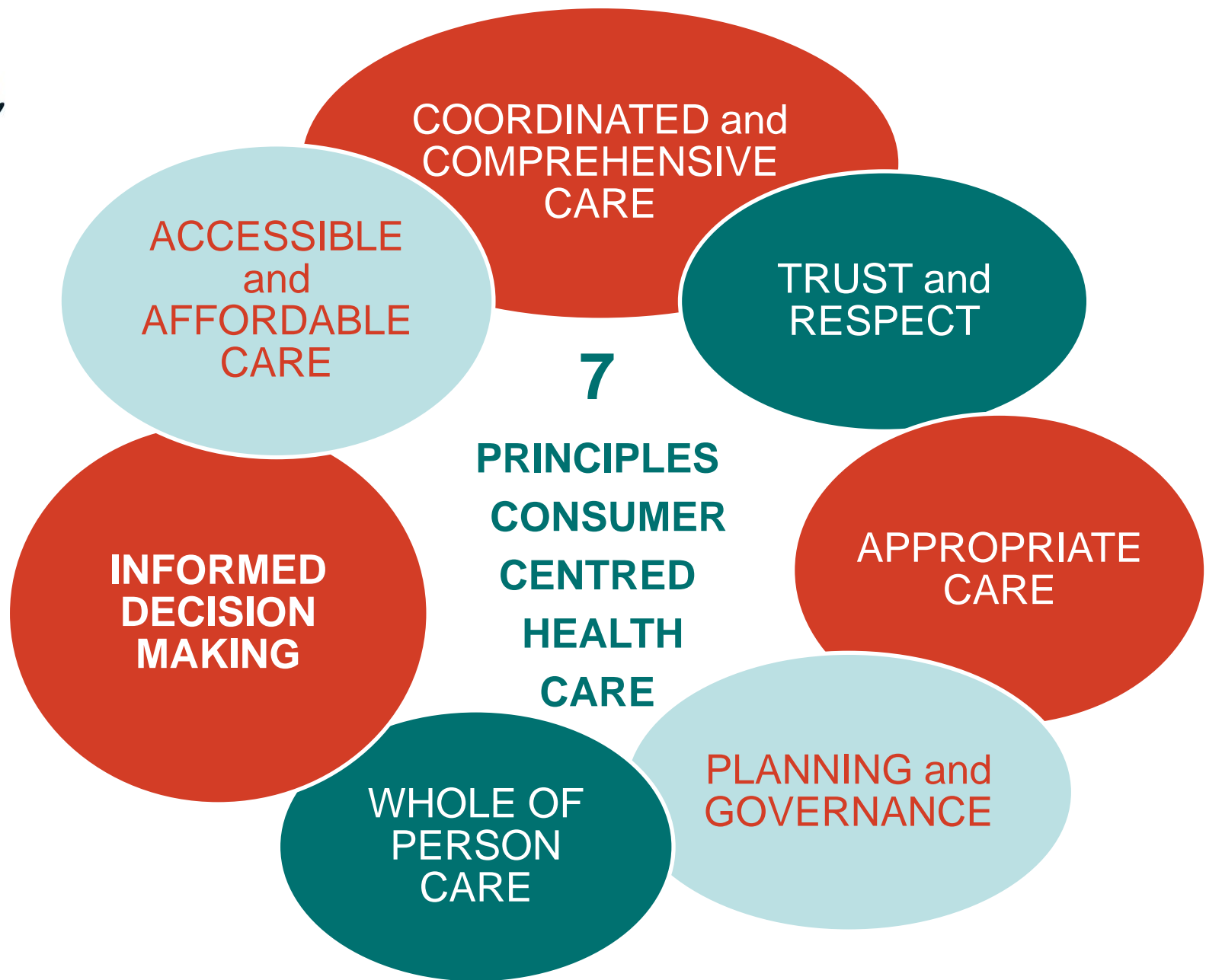


# What older people want from primary care

- COTA election survey saw health as top priority gain
- Right care, right place right time and at the right cost
- Coordinated care - linking with the services within health and with other services
- Health records that go with them
- Promoting wellness



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# Why primary health care matters

- Growing chronic condition burden
- The setting where we prevent and treat most
- It is efficient and accessible
- We can get good outcomes
- It is the backbone of a strong health system



## Why we need reform

- Increase complex and chronic conditions
- Lack of coordination of care within health
- More people choosing to age at home  
Lack of connections between health and aged care
- Lack of emphasis on prevention and promotion of wellness
- The need for assistance in navigating complex health systems
- Lack of robust ehealth record



## What is needed

- More investment in primary health
- No new co-payments-keep universal Medicare
- Coordination of care
  - Health Care Home trials is first step
- Innovative models co-designed to meet identified gaps
- Strong well funded Primary Health Networks
- Primary health care research





Digital, paperless,  
**accessible**, **efficient**,  
simple, world-class,  
**personalised**, human,  
informed, collaborative,  
sustainable, **affordable**,  
**connected**, provides  
better outcomes, **puts**  
**the patient in control**,  
**gives me what I want**  
**when I want it**

- ***Make life easier***, more convenient for **ME**
- Let **ME** take **ownership**
- **Empower ME**
- Include and **respect ME** in the relationship
- ***Keep ME informed***
- Enable transparent ***access to MY info***
- Give **ME** the **best care** you can
- ***Reduce MY costs***

## Contact details

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