

Survey Results

Survey Name: Health Consumer Organisation Workshop February Survey

Response Status: Partial & Completed

Filter: None

Feb 25, 2019



1. What were the most important outcomes for you from this workshop?

| | Number of Response(s) | Response Ratio |
|---|-----------------------|----------------|
| Connecting with like minded people | 10 | 47.6% |
| Giving input into the future direction of the Health Consumer Organisation | 17 | 80.9% |
| Having my say and being heard | 6 | 28.5% |
| Gaining a better understanding of the background to the organisations | 6 | 28.5% |
| Hearing the Minister of Health's vision for consumer engagement in Tasmania | 4 | 19.0% |
| Having a day out of normal routine | 2 | 9.5% |
| Contributing to future health improvement | 12 | 57.1% |
| Having a bit of fun | 3 | 14.2% |
| Other | 1 | 4.7% |
| Total | 21 | 100% |
| <i>6 Comment(s)</i> | | |
| <i>Bus trip was great to chat and get to know people</i> | | |
| <i>Genuine input into tne priorities and structure. Being listened to by a variety of health stakeholders.</i> | | |
| <i>It was brilliant to be in such a positive engaged event.</i> | | |
| <i>It was a great day and the end product was really well formed. I'll look forward to having further input once the draft 'manual' or guidelines are circulated.</i> | | |
| <i>I think it gave Bruce and his team a good insight, feel and direction into what will be required to establish and effective health consumer voice in Tasmania.</i> | | |
| <i>Having like minded people sharing similar ideals in improving our health system has been encouraging.</i> | | |
| <i>Health Minister was conspicuous by his absence</i> | | |

2. How would you rate the workshop agenda in terms of allowing for open and frank discussion?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Poor | Average | Fair | Very Good | Excellent |
|--|------|---------|------|-----------|-----------|
| | 0 | 0 | 1 | 15 | 6 |
| | 0% | 0% | 5% | 68% | 27% |

6 Comment(s)

| |
|---|
| <i>Facilitators (creative and sharp work!) and EO (open minded and approachable) created an environment for frank discussion.</i> |
| <i>Lucy and Penny managed input from attendees very well, particularly given the diverse backgrounds and agendas of participants - managing the expectations of consumer participants and community organisations is a tough gig! I felt all participants were engaged and had ample opportunity for input, while we also covered a big agenda and got alot done!</i> |
| <i>I thought the facilitators did a great job.</i> |
| <i>the facilitators made everyone feel comfortable and valued for their views and suggestions etc</i> |
| <i>Perhaps allocating more time would be great as everyone was excited to contribute.</i> |
| <i>A highlight were the papers (summarising the extensive one-on- one consultation that has clearly taken place) that enabled the facilitators to keep the workshop discussion on track.</i> |

3. How would you rate the workshop agenda in terms of allowing you to have sufficient opportunity to have your voice heard?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Poor | Average | Fair | Very Good | Excellent |
|--|------|---------|------|-----------|-----------|
| | 0 | 0 | 3 | 13 | 6 |
| | 0% | 0% | 14% | 59% | 27% |

4 Comment(s)

| |
|---|
| <i>For more contemplative less extroverted people, other less interactive strategies are helpful too.</i> |
| <i>Very well managed by Lucy and Penny. Everyone was respectful and engaged in the workshop.</i> |
| <i>With one proviso - as the Chair of the CCEC THS North, I would have liked to have had some time to educate attendees as to the role of the three CCECs and how this consumer voice is being effective at a local level and improving health provision in our hospitals. Also how these bodies can contribute to,interact and be supported by an overarching consumer body as being proposed.</i> |

As it's in its infancy, time allocation was underestimated.

4. Were there any issues that weren't covered today but you believe should be covered in the future? If so what were they?

17 Response(s)

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|--|
| <i>Issues.</i> |
| <i>Membership model of organisation</i> |
| <i>it would be good to share latest evidence and innovative approaches to co-design and consumer engagement.</i> |
| <i>The membership issue of course wasn't resolved. I'm not sure if membership is needed to be honest. I cant wait to see what happens next and hope there continues to be such passionate engagement.</i> |
| <i>There were but I think they were noted and parked.</i> |
| <i>There was discussion about the interpretation and meaning of certain words eg advocacy. Down the track, I think we need to reach a common understanding of how we interpret these words and what they mean to us.</i> |
| <i>Mainstream services will need to consider skills in including and working with consumers.</i> |
| <i>We focus a lot on consumers having skills to represent their and others voices. But focusing on how we listen, explore and affirm how we will act on that is important.</i> |
| <i>Challenges/barriers and possible approaches</i> |
| <i>Membership and management structure.</i> |
| <i>Relevant or perceived consumer issues.</i> |
| <i>I really picked up on the fact that we might all have different understandings of the word "consumer" and would like to see Bruce facilitate some conversations around that so that people are clear.</i> |
| <i>(as above)</i> |
| <i>It is important for the new body to be aware of the CCECs and the good work they are undertaking.</i> |
| <i>Under the new Health Act the Secretary of the DHS has formed a CCEC's Chairs Panel which meets withy the Secretary 4 times a year.</i> |
| <i>Mental health units away from main hospital for security of other patients and maybe having a youth mental health unit instead of putting young adults in the children's ward.</i> |
| <i>A heart centre in the north west coast.</i> |
| <i>All important issues covered - however lot of work for executive and Implementation Group to manage and report back.</i> |

5. Were there any individuals, groups or communities that were missing today and you think their voice is important to be heard/included?

17 Response(s)

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|---|
| <i>Plenty of people to consult but a wonderful turnout!</i> |
| <i>Minister ATSI</i> |
| <i>the CALD community have limited understanding of health services, or what a consumer is. likewise the LGBTI community or the aboriginal community have valid issues of not feeling respected and trust is an issue. so partnerships and collaboration to ensure the organisation truly represents the Tasmanian community will be important.</i> |
| <i>I didn't receive the invite list and I didn't get to meet everyone so no idea.</i> |
| <i>We can't assume who people represent or their background I'm not sure if the Tasmanian Aboriginal population were represented</i> |
| <i>not sure - what about service providers e.g. GPs</i> |
| <i>Multicultural Hub Moonah https://mcot.org.au/about-us-2/</i> |
| <i>I didn't hear much from the Migrant Resource Centre fellow, more CALD folk would be good.</i> |
| <i>Consumers.</i> |
| <i>I thought there was a good coverage. Maybe Aged Care ... but I didn't know who was in the room, and maybe that would have helped - just a brief overview</i> |
| <i>THS support staff and sponsors to the CCECs</i> |
| <i>Advocates from the disability sector and youths and children, let them have a say too. For the kids wards, out of the mouths of babes.</i> |
| <i>Representation from front-line workers in Tasmanian Health Service who are immersed in the details of consumers' experience. Local government and 'grass roots' political representatives - bringing their consumer experience.</i> |

6. How would you rate the scene setting by Bruce Levett and Deborah Kay?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Poor | Average | Fair | Very Good | Excellent |
|--|------|---------|------|-----------|-----------|
| | 0 | 0 | 2 | 13 | 7 |
| | 0% | 0% | 9% | 59% | 32% |

7 Comment(s)

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| <i>I would like the implementation advisory group to have some back ground on evidence and different models to inform their work.</i> |
| <i>It was great to have Deborah's perspective at the beginning and also at certain points during the day. Bruce was also engaging, sincere and considered and is the perfect leader of the new Tasmanian consumer organisation. Bruce has the expertise and experience to build the organisation and will be well-supported by Kate. The future of the new organisation is bright!</i> |
| <i>Bruce and Deb were exceptional.</i> |
| <i>I thought both were great, and using the Radio Talk Back style was brilliant</i> |
| <i>interesting to hear what is happening in other parts of the country in respect to the conduct and formation of CHF's and would have liked a broader view nationally and how CHF's are operating, their effectiveness, governance, financing etc</i> |
| <i>Clear transparency.</i> |
| <i>Unfortunately missed the opening.</i> |

7. What was the biggest highlight of the workshop?

21 Response(s)

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| <i>Frank, respectful discussion about interesting areas in 'Where do we want to be?' Section.</i> |
| <i>Participation in the workshop</i> |
| <i>How many people took a whole day out of busy lives to attend, a great sign</i> |
| <i>Chabce yo network</i> |
| <i>Interactive and creative facilitation</i> |
| <i>Being with like minded people</i> |
| <i>I particularly enjoyed the group working on the core functions and seeing a similar vision with a real focus on the consumer come to the fore. I still think more consideration needs to occur to the governance model of course.</i> |
| <i>That the independent consumer organisation is on its way!</i> |
| <i>The best part was the way Bruce, Kate and Deborah engaged with all participants. Their sincere and collaborative approach has brought the right people together.</i> |
| <i>Everything</i> |
| <i>the people, the energy</i> |
| <i>Process</i> |
| <i>passion in the room</i> |
| <i>Participation</i> |
| <i>fantastic facilitators</i> |
| <i>Intelligence.</i> |
| <i>Michael Pervan! And the radio talk back style</i> |
| <i>Good facilitation held in a supportive collaborative manner</i> |

Networking and listening to proactive insights.

I enjoyed the small group work, the transitions between this and the engagement of the larger group were really well handled. Being encouraged to work in small groups first allowed people to develop some confidence so that they were then able to express themselves in the larger group.

Engagement of nearly every stakeholder and most attendees appeared to feel safe in having their say.

8. How would you rate the workshop facilitators (Healthy Tasmania: Lucy and Penny)?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Poor | Average | Fair | Very Good | Excellent |
|--|------|---------|------|-----------|-----------|
| | 0 | 0 | 0 | 8 | 12 |
| | 0% | 0% | 0% | 40% | 60% |

8 Comment(s)

Employing locals was very important for me

Very excellent. Thank you Penny and Lucy.

Very dynamic and creative

Really brilliant

No more Farnham!!!!

Professional, great sense of humour and genuine.

The facilitation was excellent - I've been to many facilitated workshops and this was one of the best organised and formatted that I've ever attended - well done.

Creative and different although at times a little forced. A different style to Bruce's style of quiet listening engagement. Contrast is a good thing. Also see comment under 10. below.

9. If you feel inclined, Healthy Tasmania would love you to provide a short testimonial of their workshop facilitation style to use for future improvements and promotion.

10 Response(s)

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|---|
| <i>Healthy Tasmania provide a contemporary and creative facilitation style which is immediately engaging, and whilst playful and inclusive, their facilitation is astute and task orientated.</i> |
| <i>A number of words come to mind when I think of how this workshop was facilitated: high energy, dynamic, well organised, quirky and fun, well prepared, highly recommended!</i> |
| <i>Penny and Lucy facilitated a great workshop for Tasmanian health consumers - their style was engaging, inclusive and outcomes-oriented. With their support, we covered a big agenda and have a clear and aligned path forward for Tasmania's new consumer health organisation.</i> |
| <i>Use the mic Don't use red, green whiteboard markers, stick to dark colours speak a bit slower, sometimes people are translating as you speak</i> |
| <i>Engaging, inclusive and positive</i> |
| <i>The workshop facilitation style was very well received by everyone, putting people at ease (as comedy does) and allowing everyone present a voice.</i> |
| <i>I am happy to email you but I might not be able to use my real name because I am a high level bureaucrat who works in the State Service</i> |
| <i>Lucy and Penny have a unique and dynamic style of facilitation, which makes all participants feel comfortable and able to participate in a safe and respectful manner. They encourage and support a productive and supportive environment with a bit of fun thrown in!</i> |
| <i>Most impressed with the professionalism, efficiency and effectiveness of the facilitation process.</i> |
| <i>The workshop's facilitation was exceptional. Lucy and Penny were fully across the content, were very engaging, and used a clear and directive but also sensitive, respectful and encouraging approach that worked really well to ensure that everyone's voice was heard.</i> |

10. The Health Consumer Organisation would also love you to provide a short testimonial of their engagement processes to use for future improvements and promotion.

9 Response(s)

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|---|
| <i>The Health Consumer Organisation demonstrated its commitment to consumers by walking the talk and engaging with consumers and stakeholders on the very formation of this important new voice in Tasmania.</i> |
| <i>Using independent facilitators a must for big pieces of work.</i> |
| <i>The HCO has done a great job of engaging Tasmanian health consumers and community organisations in the development of an organisation to improve the Tasmanian health system for all consumers. Bruce and Kate have the skills and experience to build the organisation and their sincere and considered approach is valued & respected.</i> |
| <i>Very respectful, reflective and astute. Great team</i> |
| <i>Work in progress I would say.</i> |

I am happy to email you but I might not be able to use my real name because I am a high level bureaucrat who works in the State Service

I would like to see a collaborative partnership among other consumer groups and transparency.

I really appreciated the structure and planning of the workshop including things like the central geographic location, transport assistance, lovely venue, excellent and experienced facilitation, open approach to outcomes, food, etc. Excellent direction (I assume) to facilitators re trauma informed approach too. Well done!

Whilst a lot of the material presented was very thorough and by its nature led to its adoption. The process fully engaged the audience and I believe every one believed they had a voice, & voice was listened to. How the information is synthesised and presented by the Implementation Group will be important for continued buy in of all stakeholders.

11. On a scale of 1-10 (1= not at all, 10= absolutely), how likely would you be to continue your engagement with the Health Consumer Organisation in the future?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | 1-4 | 5 | 6 | 7 | 8 |
|--|------------|----------|----------|----------|-----------|
| | 0 | 1 | 1 | 0 | 5 |
| | 0% | 5% | 5% | 0% | 23% |
| | | | | 9 | 10 |
| | | | | 6 | 9 |
| | | | | 27% | 41% |

12. How would you rate the workshop venue (The Grange)?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| | Poor | Average | Fair | Very Good | Excellent |
|--|-------------|----------------|-------------|------------------|------------------|
| | 0 | 0 | 1 | 11 | 10 |
| | 0% | 0% | 5% | 50% | 45% |

2 Comment(s)

Have a bone to pick with the chef. The food was so delicious and addictive that I've put on at least a kilo at the Grange. Not good for my waist ..lol. but seriously the staff were wonderful, considerate and the food.. heavenly bliss ..

Central, clean, spacious and appropriately equipped with natural light.

13. How would you rate the catering at the workshop?

Top number is the count of respondents selecting the option. Bottom % is percent of the total respondents selecting the option.

| Poor | Average | Fair | Very Good | Excellent |
|------|---------|------|-----------|-----------|
| 0 | 0 | 3 | 11 | 8 |
| 0% | 0% | 14% | 50% | 36% |

4 Comment(s)

Except I cant remember seeing a question regarding dietary requirements and I forgot to say I was vegan, so I think I might have had a few vegan fails over lunch!

Great workshop

It was great to find generous quantities of fresh fruit combined with more filling items (muffins) on arrival. All too often, morning tea is served after the first hour or so, but given the travel time it was good to have this straight away.

Ideal for this budget and type of workshop.

14. Finally is there anything else you would like to tell us?

12 Response(s)

Thanks for a great workshop!

Very enjoyable day thankyou for the opportunity.

Thank you - great job! I was exhausted at the end.

Thank you for this opportunity

You are on track.Its very exciting.

Great work team all the best

Well done, good workshop, covered as lot of information, ran to time.... participants would have left knowing they were listened do.

Well facilitated as there were a number of people at all different levels and skills but all felt engaged.

thank you.

As with all new organisations that are funded by government, there is always a time frame, and most of the work has to be done very early in the piece to have some form of justification for the funding. If that is taken away there is more scope for embracing all consumer voices involving lengthy negotiations. Consumers already have a say in the health system on a number of levels, so don't reinvent the wheel. Also, regarding the politics, from my experience (almost 60 years in health administration) politicians have a very short term outlook and tend to regard issues in that short term time frame for their own political gain, instead of looking to the greater good in the long term. It takes guts and future thinking to instigate change (think Julia Gillard and the carbon tax and look how that ended).

Fantastic day!!Well done!!And I'm not even a Farnham fan :-)Diane Caneydiane.caney@health.tas.gov.au

No I think all has been said, but looking forward to the formation of this new body and interaction with the CCECs for the advancement of consumer engagement and voice

Just wanted to say thank you for ensuring I was fed and watered. Remuneration the travel and workshop attendance is most gratefully appreciated as I felt valued and my opinions mattered. Thank you for giving me the opportunity to be heard and making me feel welcomed.And the remuneration helped pay for the 2 hour travel each way. Thank you so much. Puspa Sherlock.

There was an assumption by the facilitators that the CEO of the new organisation would be Bruce and this is preemptive.

[The Organisation's Board or other governing body would be well advised however to appoint Bruce - just a process issue!]