

healthUPdate

29 June 2021 | Issue 11

From the CEO



Integration the way of the future for our health care

Australians are generally positive about our health system. Particularly at the moment, many would feel fortunate to have escaped the widespread suffering the pandemic has visited on so many other countries.

However, there is still much we can do to improve our health system so it matches the potential of health care and social advances in the 21st Century

Recently I spoke at the NHMRC Partnership Centre for Health System Sustainability (PCHSS) Annual Forum, giving a consumer view on integrated care.

I drew partly on the results of the Consumer Sentiment Survey which is conducted by CHF and PCHSS and developed with funding from the Australian Department of Health.

The survey shows that overall people are positive about the health care system and are comfortable with a consistent relationship with a single primary care practice.

They are also satisfied with the quality and safety of clinical care– when they get it

That reservation is echoed in other findings: many believe fundamental changes are needed to make the system work better. And affordability and accessibility remain the pain points

So recurring issues consumers had about healthcare were uncertainty and cost: uncertainty of what healthcare was available, how it could be obtained and whether it was affordable.

Fragmented and disconnected services/systems were a perennial problem. People want services that “make it easy for me”. There is concern about aged care and aged care health services being poorly funded and coordinated.

And there are the emergent public health challenges like loneliness.

We need a more integrated approach: care finders to help with care navigation, health literacy programs to foster the ‘wise’ consumer, the ‘activated or expert’ patient and effective self-management critical to assuring value.

We now have the knowledge and technology to develop leading-edge models of care and financing reforms that are patient and family-centred and reward multidisciplinary practice and integrated, enabling systems. They should include social prescribing to link health and social care and taking care to people, their homes and neighbourhoods

The consumer takeaway messages for integrated care should place the imperative on access, coordination and affordability.

The single patient and family-centred health care destination should be the foundation for integrated care.

Consumers want to see practical measures. As I told the NHMRC gathering, health system research needs to influence and change practice.

Consumers can join with researchers as agents of that change.

Leanne Wells
Chief Executive Officer

A purple banner for the CHF Talks Webinar Series. The text 'CHF Talks' is in large white font, with 'Consumers shaping health' and 'WEBINAR SERIES' below it. The CHF logo (Consumers Health Forum of Australia) is in the top right. The banner is decorated with various white icons related to health and community, such as a wheelchair, a microscope, a biohazard symbol, a person with a heart, a smartphone, a first aid kit, and a scale. A blue bar at the bottom contains the text 'Webinars and consultations' in white.

CHF Talks
Consumers shaping health
WEBINAR SERIES

CHF
Consumers Health
Forum of Australia

Webinars and consultations

Webinar: COVID vaccine confidence and community safety

Get the latest on the COVID vaccination rollout and have your questions answered by medical experts.

We are delighted to have Consumer Representative, Diane Walsh, Deputy Chief Medical Officer, Professor Michael Kidd AM and Rural Health Commissioner, Dr Ruth Stewart join us to speak to consumers about COVID vaccination, with a focus on rural and regional communities.

In light of recent changes to the COVID vaccination program and address concerns about misinformation and misunderstandings, this webinar will give you an authoritative update on COVID vaccination facts.

Panelists for the webinar are:

- **Diane Walsh**
- **Professor Michael Kidd**
- **Dr Ruth Stewart**

Facilitated by **Leanne Wells**, CEO, Consumers Health Forum of Australia

When: 29 June, 2021 12:00 midday (AEST)

#CHF Talks webinar series - an information and discussion webinar

REGISTER

Primary Health Care - consumer consultations

Webinar: Primary health care – developments and innovation

Primary health care reform is in the spotlight. Draft recommendations from the Ministerial Primary Health Reform Steering Group are out for consultation. The Group is advising the Minister on The Australian Government's Primary Health Care 10 Year Plan.

The primary care setting is where consumers access the majority of their health care. If the recommendations are taken up, the changes to primary care could be some of the most significant since the introduction of Medicare.

There are many exciting developments and innovation already happening in primary health care that should be more widely implemented. Many of these are described in the Steering Group's recommendations.

Get a sense of some of these from the experts.

View [the Discussion Paper](#)

When: 07 July 2021 12:00 midday (AEST)

We are delighted to have clinical, Primary Health Network, rural and Aboriginal health experts join us to describe innovations they are leading and their aspirations for primary care reform.

Panelists for the webinar are:

- **Dr Steve Hambleton**, Co-Chair, Primary Health Care Reform Steering Group
- **Dr Dawn Casey**, Deputy CEO, National Aboriginal Community Controlled Health Organisation (NACCHO)
- **Mr Ray Meesom**, CEO, Western Sydney Primary Health Network
- **Dr Gabrielle O'Kane**, CEO, National Rural Health Alliance

Facilitated by **Leanne Wells**, CEO, Consumers Health Forum of Australia

REGISTER

Consumer consultation for member organisations

To follow on from our webinar on the Draft Recommendations for Primary Health Care 10 Year Plan, we are holding two opportunities for discussion on **Thursday 8 July**.

Representatives of member organisations can register for this meeting

When: Thurs 8 July 2021

Time: 12:00 midday (AEST)

Download [the discussion paper](#)

This meeting may be combined with one scheduled for 6:00 pm on the same day, depending on numbers.

Contact CHF Senior Policy Officer, **Tammy Wolffs** t.wolffs@chf.org.au with your questions

FOR MORE

Consumer consultation for individuals and other consumers

To follow on from our webinar on the Draft Recommendations for Primary Health Care 10 Year Plan, we are holding two opportunities for discussion on **Thursday 8 July**.

Representatives of individual members and other consumers

When: Thurs 8 July 2021

Time: 6:00 pm (AEST)

Download [the discussion paper](#)

This meeting may be combined with one scheduled for 12:00 midday on the same day, depending on numbers.

Contact CHF Senior Policy Officer, **Tammy Wolffs** t.wolffs@chf.org.au with your questions

FOR MORE



Webinar: Consumer Link

The *Consumer Link* webinar series are sessions based on feedback from you, to support you in your consumer advocacy work.

This session will focus on a recent projects – High Benefit Care at the End of Life, a state-wide consultation project for Queensland Health that involved 19 Kitchen Table Discussions

- **Anne Curtis** has more than 30 years' experience working in health related organisations in Australia and New Zealand in senior consumer and community engagement, communications and project roles. *
- **Dr Joan Carlini** is highly regarded in user-experience in health research and is the former founding Chair of the Gold Coast Hospital and Health Service

Consumer Advisory Group (CAG)

- **Natalie Kruger**, a member of the Queensland Health High Benefit Care at the End of Life project team.

When: July 7, 2021 12:00pm (AEST)

Topic: Establishing a consultative base to inform your work

Details on how to join the webinar below

* Anne Curtis' experience was incorrect in the previous version of *Health Update*. We apologise for this and the corrected information has now been updated.

REGISTER

News and updates



**Simple messages,
repeated often,
by trusted voices
are most effective.**

Guide for Health Professionals to talk about Climate Change and Health

Health professionals know that effective communication is one of the most powerful tools they can use to protect public health. Thus, effectively communicating climate change from a health perspective is of the utmost importance, given it is the biggest health threat – and health opportunity – of the century.

The [Climate and Health Alliance in Australia](#) are delighted to launch a new communications [guide for health professionals](#), *Real, Urgent and Now: Communicating the Health Impacts of Climate Change*.

This guide is designed to support health professionals to speak with confidence about climate change and its health impacts with patients, clients, colleagues and communities and join a growing cohort of health professionals who recognise their unique authority and responsibility to talk about climate change and health.

DOWNLOAD THE GUIDE

New national survey for digital health

As a charity relying on donations from the public, the Heart Foundation must ensure research funded is relevant, has translatable outcomes, and the processes are transparent. Consumer reviewers will help bridge the gap between researchers and the the public.

All consumers will attend a training session and receive an induction pack

Register your interest today

REGISTER YOUR INTEREST

COVID-19 vaccine



Information on the COVID-19 vaccine

Use the *healthdirect's* [Eligibly Checker](#) to find out when and where to get your COVID-19 vaccine.

Find the [answers to your questions](#) from medical experts.

Use the Department of Health page on [COVID-19 vaccinations](#) To access priority resources including videos and social media campaigns.

You can visit [healthdirect](#) or see your doctor for medical advice.

Videos

- [Your top 3 questions from Dr Lucas De Toca](#)
- [How vaccines work](#)
- [Vaccine development times](#)
- [Who will get their COVID vaccine first?](#)

FOR MORE



The Youth Health Forum is looking for new members!

We want to hear from young Australians (aged 18 to 30) who want to get involved in health advocacy for young people. This your opportunity to develop your advocacy skills and have your voice heard.

If you are, or know someone who is passionate about health, the consumer experience and youth issues, consider the Youth Health Forum as an opportunity to grow - and [sign up today.](#)

YOUTH HEALTH FORUM

Australia's Health Panel



Australia's Health Panel

Australia's Health Panel is a way for you to comment on health policy and issues, and offer feedback on trends and discussions.

Join **Australia's Health Panel** and have your say on today's issues in health care. Please share details about Australia's Health Panel with your networks.

See [Australia's Health Panel results](#)

JOIN AUSTRALIA'S HEALTH PANEL



Join Us - the national research register

Join Us connects researchers with people who are willing to be involved in research, and helps researchers prevent, treat and find cures for disease.

It's quick and simple – you sign up, provide a few details that are held in a secure database and when a relevant study comes up, you are asked if you'd like to take part. By joining us you could help change a life. Together we can change millions of lives.

[JOIN US REGISTER](#)

[CHF YouTube channel](#)

Media releases and editorial

[Australian consumers asked to play key role in reimagining healthcare](#) - *A first of its kind national survey has been launched to Australian consumers this week, garnering insights on consumer perception, uptake and barriers....* [MEDIA RELEASE: 18 JUNE 2021](#)

[All Media Releases and editorial](#)

Consumer program



Consumer Reports

CHF expects and appreciates reports from CHF nominated consumers. These reports help keep CHF informed of consumer work.

Consumer reports can be made online, via email, mail or phone. CHF thanks the following consumers for keeping us up to date on their work.

Denise Sheard, DoH - Stoma Product Assessment Panel (SPAP)

Consumer representative vacancies



CHF nominates consumer representatives to high level committees and those related to funded priority areas. Calls for nominations are made via *Health Update* and the CHF website. Not all opportunities are advertised due to time limitations or because CHF decides to target invitations due to the specific work or strategic nature of the work involved.

More information about all the opportunities below can be found on our [Consumer vacancies webpage](#).

If you have any questions, please contact the person listed or alternatively, our Consumer and Member Relationship Coordinator, **Ghislaine Martin**, on 02 6273 5444 or email g.martin@chf.org.au.

Colorectal Surgery Implementation Liaison Group

Department of Health

The Department of Health is establishing Colorectal Surgery Implementation Liaison Group (ILG) to support the implementation of changes to Medicare Benefits Schedule (MBS) items resulting from the recommendations of the MBS Review Taskforce and stakeholder consultations.

The role of the ILG is to support effective implementation of changes to the MBS through provision of advice and input to the wording of revised and new item descriptors and explanatory notes. ILGs will also assist with identification of any unintended consequences of change and, as sector leaders, will provide a significant contribution to stakeholder engagement, communication and education.

For questions contact **Kate Lyttle** on 02 6273 5444 or email at k.lyttle@chf.org.au.

Expressions of interest close midnight AEST on Sunday 4 July 2021

MORE INFORMATION

Other consumer opportunities

CHF also advertises consumer opportunities that we do not provide nominations for. The opportunities listed below are for members to work directly with stakeholders and apply to sit on committees that are of interest.

CHF checks that consumer participation is supported with coverage of travel costs and sitting fees before advertising these opportunities.

Consumer and Community Advisory Committee

The George Institute for Global Health

The George Institute is an independent global medical research institute which was established to improve the health of people worldwide, particularly those living in disadvantaged circumstances, by challenging the status quo and using innovative approaches to prevent and treat non-communicable diseases and injury.

The George Institute is formalising its efforts in community involvement, including the establishment of a Consumer and Community Advisory Committee (CCAC). This Committee will function at the organisational level and work with senior researchers and other Institute leaders.

Expressions of Interest are sought from people who have, or care for people with health conditions, particularly those that align with the Institute's research priority areas ([more on these](#)).

For questions contact the Consumer and Community Involvement Program Manager, **Karena Conroy** on email at kconroy@georgeinstitute.org.au

Expressions of Interest close at COB AEST on Tuesday 20 July 2021

MORE INFORMATION

TEXT4myBACK clinical trial

The University of Sydney

The University of Sydney is seeking consumer participation in a clinical trial, TEXT4myBACK, a text message intervention to support recovery of people with low back pain.

The study will compare two different formats of text messages that provide information about low back pain. It is being conducted at the University of Sydney and carried out entirely remotely.

People who have a current acute episode of back pain (i.e. less than 3 months) who are interested in participating should complete the study [pre-screening survey online](#).

If you meet the inclusion criteria, you will be contacted by the research team who will provide you with more information about the study.

If you participate, you will be asked to complete follow-up online surveys at 3, 6 and 12 months which require around 20-30 minutes of your time.

Expressions of interest close at 12:00 midnight (AEST) on Wednesday 1 December 2021

MORE INFORMATION

SEE ALL CONSUMER REP OPPORTUNITES

Full details of committee vacancies are only accessible on our website by our members and consumer representatives. If you do not have access and would like to apply, please contact Ghislaine Martin on 02 6273 5444 or g.martin@chf.org.au.

BECOME A MEMBER



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