

**COMMUNIQUE: CONSUMER COMMISSION DIVERGENT WORKSHOP 1**

5 AUGUST 2020

On 4 August CHF hosted the first workshop of our *Consumer Commission: Beyond COVID-19*, which focussed on the issue of mental health and wellbeing. 25 Consumer Commissioners attended the session, which was independently facilitated by Andrew Hollo.

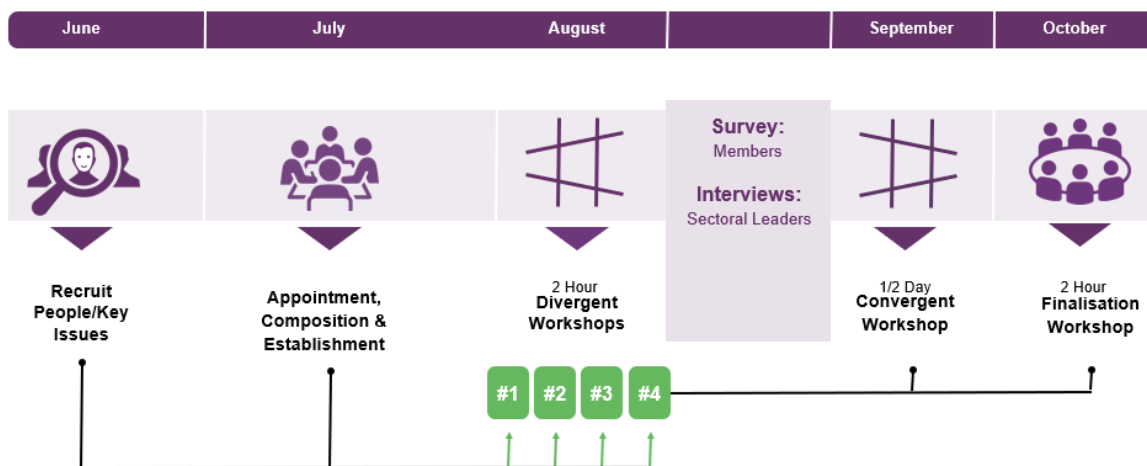
CHF CEO Leanne Wells and Commission Chair Tony Lawson introduced the session, noting that:

- health is at a pivotal point as governments, institutions and communities start to plan their recoveries from the COVID-19 pandemic
- the pandemic has exposed flaws in our system, but also sparked much innovation and scope for a major rethink about the way health and care is delivered in the future
- the context for the Commission is to ensure that, at a national level, the consumer community is in a position to put forward a suite of cohesively framed, consumer-led ideas for health and social care reform.

The aim is to build on CHF’s 2018 White Paper [Shifting Gears: Consumers transforming health](#). The Commission will act as a thinktank to help co-design a similar agenda-setting report. The report will also be informed by expert opinion leader interviews and wider CHF member consultation.

The Commission will hold workshops from August to October, and the final report will be published at the end of the process.

**Consumer Commission**



Throughout the workshop Commissioners were divided into breakout groups to discuss four key questions related to mental health and wellbeing and the consumer experience during the COVID-19 pandemic. The key questions discussed were:

1. Have there been any changes adopted during the pandemic response that can be retained to help support mental health and wellbeing into the future?
2. Where are the fault lines / gaps that have been exposed?

3. What social policy changes are needed to support the social determinants of good mental health?
4. What additional mental health supports are needed to support the recovery and where should they be invested?

Key themes from the discussions are outlined below:

