**Patria Tamaka accessible transcript**

**Visual**

**White text on a dark blue screen with a green border around it reads ‘The importance of consumers in Whakakotahi: primary care quality improvement’. Then the text disappears and new text appears saying ‘Patria Tamaka, a practice nurse at Hutt Union & Community Health Services, talks about her experience working with consumers in their Whakakotahi quality improvement project’.**

**A young Māori woman appears, sitting in a room with leaflets stacked behind her. The background is blurry. She has long black hair tied loosely back and is wearing black glasses and a black top.**

Audio

I think it’s important to have consumers on our project because they get to bring their perspective to the table.

I don’t know if I was surprised but our consumers were… they took the lead on you know, a lot of the stuff that was put on the table which is perfect – that’s exactly what we wanted. There’s a lot of common-sense stuff coming through, you know, common sense… you know, use your own initiative type thing coming through. Lots of emotions came though as well, which was fantastic – that’s exactly what we want because sometimes things can get quite clinical in medical centres. So, remembering, that in terms of hauora, it’s about everything rather than just one thing because everything is inter-connected.

It’s good to have somebody who’s connected to the community inside of your service; if you don’t then the best thing you can do is just ask people.

We shoulder-tapped because we knew that if we opened the doors, you know, it might get unmanageable. When we did that lots more people came through the door than what we thought we were going to get– lots more people came through than we thought were going to come. Lots of different perspectives, diversity and age range, ethnicity, communities as well so… And lots of different perspectives matter because sometimes you get into a rut where everyone thinks the same and you want different ideas.

A couple of our advisers gained the confidence and the courage to go and join things like the DHB advisory consumer council. Also, other kinds of health-related committees and PHO, data sovereignty stuff. I think it’s kind-of, it’s opened the way people think.

The things that happened inside of our rōpū were beautiful.

3.34 I think we were definitely able to get consumer buy-in because we’ve always had a connection with our community, whether they are on our governance board or our register. We’ve always had connection in both the communities that our services are established in. And there’s trust – it’s a relationship built on trust, integrity and aroha.

**Visual**

**White text on a dark blue screen with a green border around it reads ‘Ngā mihi nui to all those involved: Patria Tamaka, Sally Nicholls, Sandy Bhawan, Muriel Tunoho and all the consumers who were part of Te Kete Hauora’.**

**This text disappears and a white background unfolds and black text appears saying, ‘www.hqsc.govt.nz/our-programmes/primary-care’. Two logos sit underneath; the first says, ‘Health Quality & Safety Commission New Zealand – Kupu Taurangi Hauora o Aotearoa’ and is blue and green with three thin square blocks with white circles of differing sizes within them. To the right of this is a black text logo that reads, ‘New Zealand Government’.**