## **Consumer voice: How can lived experience shape the future of the health care system**

## **Transcript**

Audio

[Upbeat violin music plays]

**Visual**

**The video begins. The screen has a magenta background with tohu designs. In the middle of the screen are the words in white ‘On 10 November 2022, people from across the country gathered for a hui in Wellington. These people were invited to share their perspectives and experiences of health care.’**

Audio

[Tanaya Shangarpawar] So when you're answering these questions for you today, please bring your lived experience, your thoughts, your feedback, what you want to see change in the health sector.

**Visual**

**Tanaya Shangarpawar talks into a microphone to an audience. Cut to a close-up of hands writing at a table. A shot of a group of people sitting around a conference table talking.**

Audio

[Upbeat violin music plays]

**Visual**

**[Graphic] The points they raised are helping to shape the future of health care services in Aotearoa.**

Audio

[Zelda Edwards] How does your lived experience help shape the future of our health system?

**Visual**

**A woman, Jo Millar, sits talking to an off-screen interviewer.**

Audio

[Jo Millar] Well, at my age I've had a long lived experience, and I believe that that's one of the most vital things we need to bring into the future, because quite often people come up with ideas, and we can say, no, that's already happened. It hasn't worked. We need to be looking at it in a different light altogether.

**Visual**

**A woman sits talking to others at a table in a conference room. A wide shot of people sitting at tables in a conference room listening to a presentation. A woman sits talking to others at a table in a conference room. A woman, Lorna Kanatovatoa, talks to an off-camera interviewer.**

Audio

[Lorna Kanatovatoa] Our past lived experience is huge. Pacific and Māori statistics have been horrendous, and it's been caused by the system in, mainly in the whole idea of being omitted from what, when we're trying to deal with the middle ground.

**Visual**

**A woman, Prabh Ravi, talks to an off-camera interviewer.**

Audio

[Prabh Ravi] You know, going through the system and actually experiencing how it all works, some of the things are really good, and some can be better, and some needs to be fully changed, transformed.

Audio

[Upbeat violin music plays]

**Visual**

**[Graphic] Join the consumer health forum Aotearoa for yourself, your whānau and your community.**

**[Graphic] Membership is free hqsc.govt.nz/consumer**

**[Graphic] Ngā mihi nui to all the consumer health forum Aotearoa members for sharing your voice: Jo Millar, Lorna Kanatovatoa and Prabh Ravi.**

**The New Zealand Government and Health Quality and Safety Commission logos appear onscreen.**

**The video ends.**