

## 2019 all-of-Commission Consumer Forum – survey response summary.

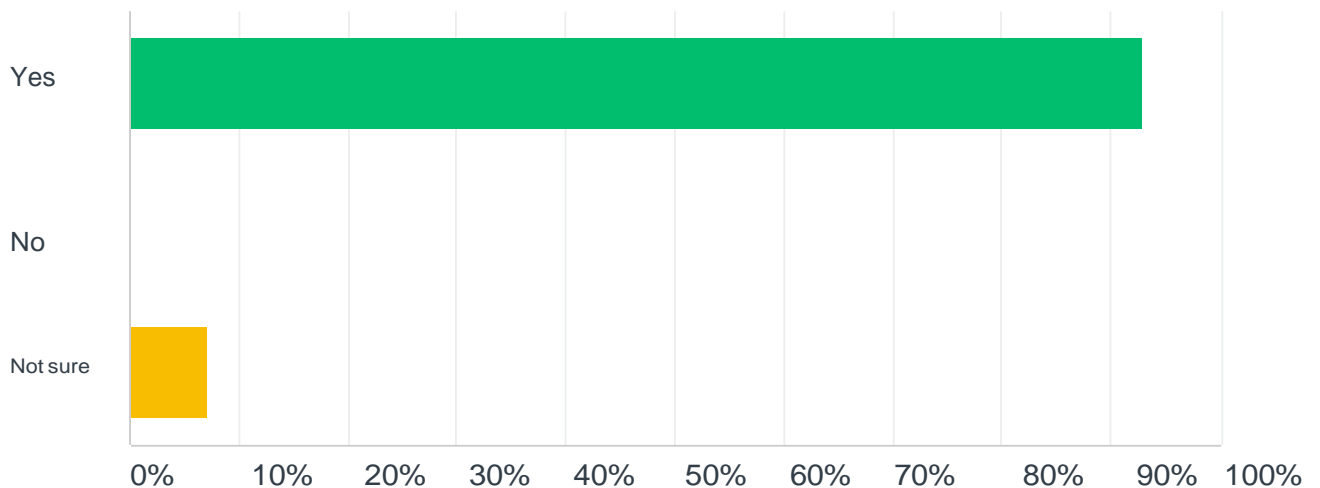
A forum for all Health Quality & Safety Commission consumers was held on 22 May 2019 in Wellington. The purpose of the day was threefold:

- Discuss how the Commission is supporting consumers, what we have learnt so far, what is working well, and how can we improve for the future.
- Explore how consumers can contribute to the Commission’s future work, particularly with a focus on equity and Māori advancement.
- Network in special interest groups to learn from others and support common consumer input.

Forty consumers from the various programme areas attended along with eight staff (presenters included).

There were 14 responses received from the survey. The nine questions and their analysis/summary follow.

### **Q1. Did you find the forum valuable?**



ANSWER CHOICES	RESPONSES	
Yes	92.86%	13
No	0.00%	0
Not sure	7.14%	1
<b>TOTAL</b>		<b>14</b>

### **Q2. Why or why not?**

One of the main themes to emerge from this question was the opportunity and benefits in networking, sharing experiences and learning ideas.

Other comments were:

#### **Pro's**

- Having collective strength

- Lots of pertinent information presented
- The ideas and views shared were invigorating and enlightening
- Great opportunity to keep visibility of key areas of work for the commission and how we can input into these work streams
- To be at a forum specifically for the Service User, Whanau and Family voice was an invaluable and inspirational experience
- Networking is so important amongst consumers. Ideas can be shared creating positivity which strengthens the consumer voice.

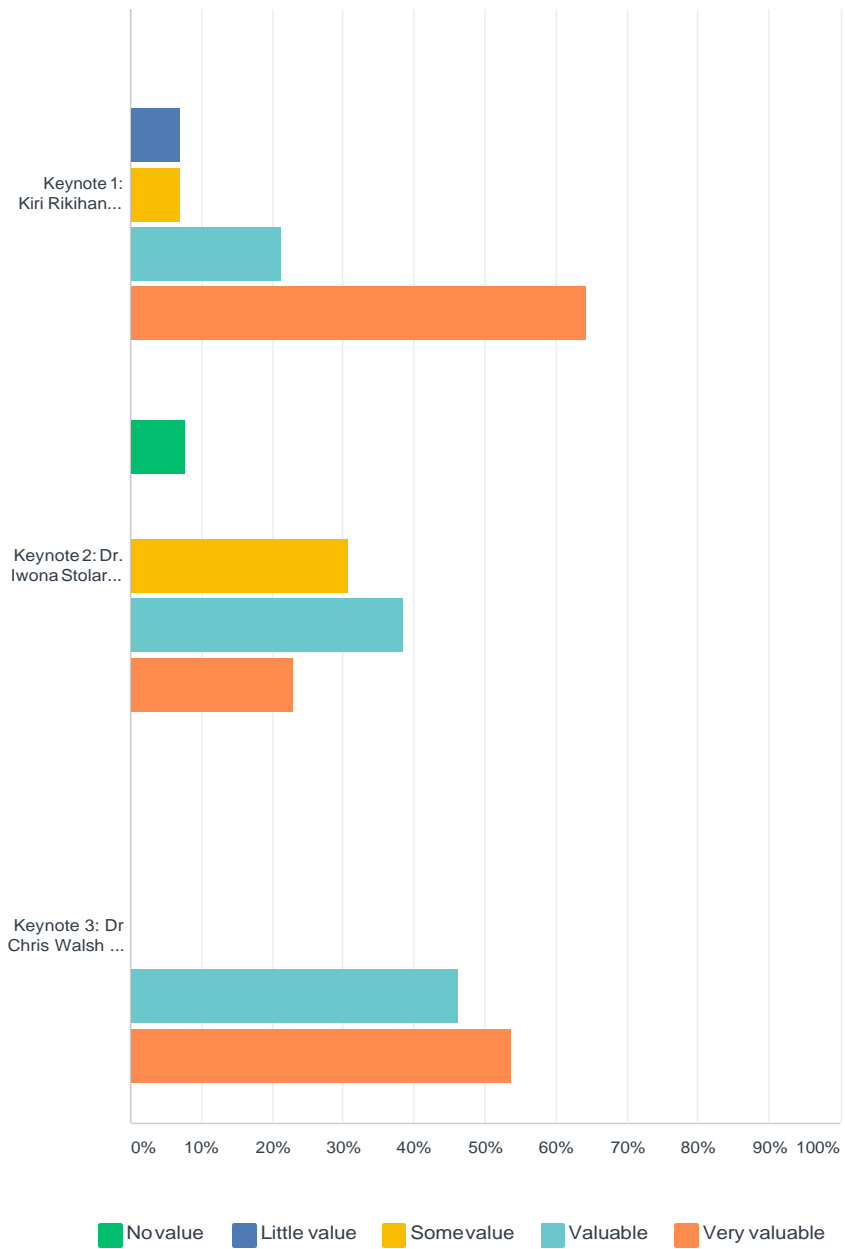
#### Con's

- I was hoping to gain a better understanding of the role of consumers to see what/how consumers worked with their various hospitals/organisations and health system for better care.

#### Q3. What were the 3 main things you got out of the forum?

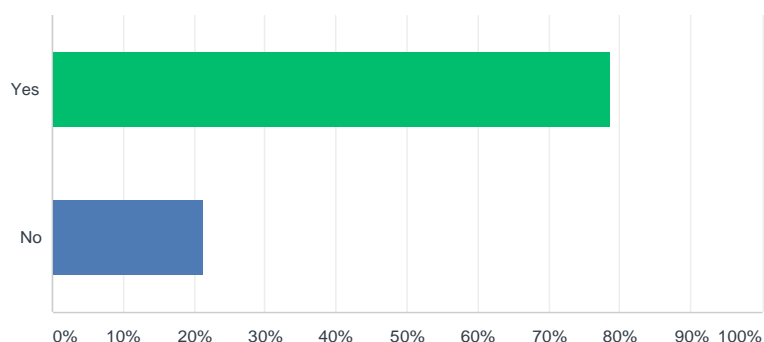
- A sense of community. More knowledge. Friendships.
- Information. Sense of inclusion and collaboration. Met interesting and inspiring people.
- Hearing about making the consumer voice heard, listening to ideas around inequity and solutions.
- Whanaungatanga – all groups getting together. Group brainstorm and feedback on Maori advancement. Mentoring rangatahi. Mental Health - what can we do to improve?
- Networking Priority areas for the commission. Collaboration.
- 1. Up to date information about the progress and current state of Service User, Whanau and Family representation across HQSC work programmes.
- 2. Addressing Inequity across the programme was very informative and I thoroughly appreciated the presentations that covered the issues that need to be resolved and discussed with more data collection and analysis for service improvement to see if we are actually making a difference to the beneficiaries of such services.
- 3. Improving service outcomes and advancing health for Maori. The forum raised very pertinent issues regarding the transformation required to truly make a difference for first nations people (Māori).
- Meeting other consumers. Brainstorming.
- Networking - it was good being seated with people from the same region.
- Better understanding of all the areas HQSC works in and areas that involve consumers. Gained opportunities to follow up with people afterwards for more networking. Demonstrated the importance of connecting consumers to generate ideas to help HQSC make plans for the future.
- sharing ideas and helping with suggestions for a carer support group fellowship.
- Connected with people I worked with in the past, made new contacts to work with at HQSC and other levels, learnt about what others are involved in away from the Commission such as work in the "unintentional carer" area.
- Inspiration. Insight. Intelligence.
- That people still need lots of support and feel they are alone in their work. That different areas of NZ have such diverse thoughts - need to work more as a team??

**Q4. Please rate the speakers**



	NO VALUE	LITTLE VALUE	SOME VALUE	VALUABLE	VERY VALUABLE	TOTAL RESPONDENTS
Keynote 1: Kiri Rikihana, My Journey and Advancement of Te Tiriti in HQSC	0.00% 0	7.14% 1	7.14% 1	21.43% 3	64.29% 9	14
Keynote 2: Dr. Iwona Stolarek, Equity Action	7.69%	0.00%	30.77%	38.46%	23.08%	
Keynote 3: Dr Chris Walsh & Deon York, Consumers and the Health Quality & Safety Commission	0.00% 0	0.00% 0	0.00% 0	46.15% 6	53.85% 7	13

**Q5. Were there enough networking opportunities for you?**



**RESPONSES**

Yes	78.57%	11
No	21.43%	3
<b>TOTAL</b>		<b>14</b>

**Q6. How can the Commission continue to support you in your role as a consumer representative?**

- I think more opportunity to integrate/share our personal passions/stories/community projects. Keep up the good work.
- I am awaiting information regarding the combining of the variation and primary care group. At DHB level the presentations from the Nov 2018 training forum and the Guide to consumer engagement have been helpful.
- I wonder if we could share a list of all the consumers, where they are based and what projects they are involved with? I realise you would need consent from everyone, but it would be useful to be able to contact each other for support, with an enquiry or simply to extend our acquaintances.
- The workshops that are available certainly upskills my knowledge as a consumer rep. and the opportunity for other trainings that are available.
- Keep sending us the updates of the commission work, so we can promote in community. Keep the pressure and focus on consumer engagement. Don't let that slip down the agenda with these renewed focus areas.
- Keep the consumer representatives network up to date with consumer progress across the work programme. What progress has occurred across HQSC programmes to ensure representatives are providing feedback and being accountable to those they represent. Maybe a Consumer Representatives newsletter (quarterly) that also identifies/names the Consumer Representatives and the programmes they are involved in.
- An open forum where we can connect with each other.
- Regular gatherings for all consumers.
- keep on providing opportunities for input.
- Inform us of professional development/leadership development opportunities.
- Be an exemplar employer of consumers.

- I think you do well here I think the new engaging with consumers guide and the QSM will help. Maybe we need to do a good work article each month, so we can all see what others are doing and maybe use in our areas??

**Q7. Any comments on venue/catering/organisation of event**

Overall the majority of comments here were very good. A couple of less positive responses were:

- M/tea - A bit gluggy (sausages & tomato sauce). Maybe add hot chocolate or milo for the non-tea/coffee drinkers.
- Not sure we require expensive sit-down lunch let's leave funding for supporting consumers to attend workshops and commission activities.
- I noticed it wasn't accessible for everyone; PowerPoints not available before the day and microphone treated as optional, assuming everyone could hear, or make those who couldn't have to ask over and over.
- some co-ordination/opportunity for sharing local transport.
- The room could get very noisy once we had to discuss matters at our tables, so just as well speed dating wasn't done even though some commission staff wanted it.

**Q8. What would you like to see at future forums?**

- 1. Performing arts section (Culture group or local music artists item) 2. An exercise/ fun game - invite a comedian. 3. Invite more inspirational speakers.
- Stories from consumers from different DHBs. Discussion re enhanced links between consumer reps in different DHS.
- More notes to accompany the pp - they are great but with so much information it can be hard to remember the context of the slide, and the conversation around it.
- Sharing of areas where co design and engagement are working really well particularly in relation to Maori.
- It would be great if there was more opportunity for consumer representatives to all meet 6 monthly and/or annually. Would be great to have consumer representatives more actively involved in presentations of programme progress. Fantastic to see the HQSC has established the Maori Advisory Group for the Mental Health and Addiction Programme. It would also be great to hear more from Consumer Representatives from across the programme rather than hearing mainly from HQSC Consumer & Family Engagement Advisors/Representatives. Need to always include both the Maori and Pasifka perspectives and voice considering New Zealand is situated geographically in the South Pacific.
- How consumers work has an impact.
- Consumers from each of the working groups being the presenters to tell us what the groups are about, what their experience of being on the groups has been like - good or bad.
- More organisation so that it was clear what we were doing. More opportunities to network with other people.
- same variety of the day, some listening some sharing ideas in small groups, opportunity for feedback- follow-up on what is done with the info.

- Fewer presentations by HQSC staff that are too aspirational. I'd like to learn about practical initiatives the HQSC is involved in.
- Information about the refreshed 'guide' and the QSM.
- I think using our champions would be good. Breaking into different groups a little more.

**Q9. Please include any other comments you would like to make here:**

- It is a privilege and honour to have the opportunity to participate at this level and feel that one is contributing to humanity in a positive and encouraging way.
- Keep up the good work especially in the humble way you communicate with us.
- Big thanks to all concerned - I thoroughly enjoyed the day.
- A pleasure to be part of Consumer network. A fab and knowledgeable diverse group with spirit and passion.
- Chris Walsh is always a great host, facilitator and presenter. She really helps set the scene and made me feel confident and comfortable to say what was on my mind and getting out my message/perspective. HQSC staff - I find are always supportive, professional and approachable at all times. Thanks for making participation and contributing relaxing and following.
- I always make it worth my while being part of these forums and always come away amazed by the talent and things that are happening around NZ that don't get showcased.
- Loved it. Well done