**Megan Peters 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 ‘Megan Peters, a pharmacist at Victory Square Pharmacy in Nelson, talks about her experience working with consumers in their Whakakotahi quality improvement project’.**

**A woman in her 40s appears. She has shoulder-length platinum hair and is wearing dangly earrings and a black and taupe top with a black cardigan over the top. She has a name badge with ‘Megan Peters’ written on it. The background room is blurry.**

Audio

We were quite lucky in terms of our project in the fact that we see our consumers every single day for most of them, if not a couple of times a week or weekly.

It’s been incredibly important for the project that we have a consumer rep on there. They have lived experience about what their condition involves, what their health needs are and as health professional we aren’t able to see that properly.

The value of having a consumer rep on your team when it comes to these projects is that you have the lived experience of someone who’s going through it without the lens of sometimes a bit of a biased health professional take on what we think the problem is. And it really hones down what they importace is for the patient if you really want to make it a patient-centred quality improvement project.

As a health professional we quite often will place a bit of a health professional lens about what we think is best for the patient. I think having Ali on there meant that we could gain a different perspective of life lived experience and what mattered to her, what mattered to our clients. What mattered to them is very different for what we want as outcomes for a patient.

When we first started out on the project, we were expecting to have great physical health outcomes, because that was the original thing that we applied for the Whakakotahi for. What ended up happening, having Ali’s experience, was we found there were quite a few system failures or system inadequacies that made it very difficult for them to achieve physical health outcomes. So it became very much about tailoring it from the physical health needs of individual patients to maybe trying to systemically change how outcomes are for everybody involved within the methadone programme.

**Visual**

**White text on a dark blue screen with a green border around it reads ‘Ngā mihi nui to all those involved: Megan Peters, Deirdre Magee, Ali Sinclair, Rebecca Lukey’.**

**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’.**