**Elevate the voice of consumers and whānau**

**Transcript**

Audio

[Background music plays and continues throughout the video]

**Visual**

**On a blue background with tohu designs, the words ‘Elevate the voice of consumers and whānau’ appear in white above the Te Tāhū Hauora Health Quality & Safety Commission logo.**

**Cut to video showing a carpark and a sign which reads ‘Nelson Hospital Main Entrance’.**

Audio

[Dr Tammy Pegg] My name’s Tammy. I am a consultant cardiologist by trade.

**Visual**

**Cut to a shot of the hospital exterior and a car driving by. Cut to a closeup of a computer display showing an angiogram live view. Cut to a wider shot showing two medical professionals looking at four computer displays with angiogram views and vital signs displayed.**

Audio

[Dr Tammy Pegg] We, as clinicians and health care teams kind of think that we’re the experts and consumers need to listen to us.

**Visual**

**Cut to a close up of Dr Tammy Pegg looking at the camera.**

Audio

[Dr Tammy Pegg] But actually, we need to start to listen to the voice of people with lived experience.

**Visual**

**Cut to a side shot showing Dr Tammy Pegg who is standing alongside a hospital bed. There is a video camera, tripod, video light and** **camera operator. Jodie Bennett is standing behind the camera interviewing her**.

Audio

[Jodie Bennett] And so why do you think it’s important to listen to lived experience?

**Visual**

**Cut to the close up of Dr Tammy Pegg looking at the camera. A graphic on the right-hand side contains the words, ‘Dr Tammy Pegg, Consultant Cardiologist, Te Whatu Ora – Nelson Marlborough’.**

Audio

[Dr Tammy Pegg] I think it’s very difficult to put yourself into the shoes of another person. There's something called projection bias, which means it's super difficult to make a decision about a situation that you aren't experiencing, even at the current time. And I think that's even harder if you've never even had any experience of what you're dealing to.

**Visual**

**Cut to the side shot showing Tammy, Jodie and the camera operator in the hospital bed space. Tammy and Jodie change places so that Jodie is standing in front of the camera. Cut to a close up of Jodie looking at the camera.**

Audio

[Jodie Bennett] Kia ora. I'm Jodie. I work at Changing Minds.

**Visual**

**Cut to a shot of Jodie and two other women seated around a table talking at a workshop. Cut to a close-up of a piece of paper on the table. One of the women is writing on the paper. The paper contains the words ‘co-design’ and some brainstorming notes.**

Audio

[Jodie Bennett] For us, co-design in the health sector is really important. It enables a provision of care that genuinely meets the needs of consumers, whānau and their communities.

**Visual**

**Cut to a wide shot of the workshop room. People are seated around tables with post it notes and paper. Post it notes are stuck to boards at the front of the room and one woman is standing at her table presenting. Cut to a close up of someone writing on a post it note at their table.**

Audio

[Dr Tammy Pegg] Can you tell me what co-design looks like in real practice?

**Visual**

**Cut to a shot of workshop participants sticking notes to one of the boards at the front of the room. Cut to the close up of Jodie looking at the camera. A graphic on the right-hand side contains the words, ‘Jodie Bennett (Kāti Kurī, Kāi Tahu), Kaiwhaihua, Changing Minds’.**

Audio

[Jodie Bennett] I think co-design in real practice is coming with an intention not to control, not to dictate, not to predict what the outcomes are going to be. It's about genuinely engaging with consumers, whānau and communities to find out where their needs are.

**Visual**

**Cut to the side shot showing Tammy, Jodie and the camera operator. Tammy and Jodie change places once more so that Tammy is standing in front of the camera again. Cut to a close up of Tammy looking at the camera.**

Audio

[Jodie Bennett] What's Nelson Hospital doing to elevate the voice of its patients?

[Dr Tammy Pegg] Well, I know that the dialysis unit was a massive step up in care for patients with renal impairment.

**Visual**

**Cut to a close-up of a hospital door with a sign on it that says ‘Haemodialysis Treatment Room. Authorised Persons Only’. Two people can be seen approaching the door. Cut to a wide shot of a hospital staff member opening the door for a woman. Both people are wearing PPE masks. They both walk through the door.**

Audio

[Dr Tammy Pegg] Through COVID, we had to create a new facility, and that was essentially co-designed. They listened to voices of patients and whānau and created a much more light, airy space.

**Visual**

**Cut to a close-up of a hospital staff member wrapping a compression wrap around a patient’s arm. The patient is in a hospital bed. Cut to wide shot of the staff member and patient. They are both wearing PPE masks. The staff member attaches the compression wrap and then operates a haemodialysis machine next to the bed. Cut to the close up of Tammy.**

Audio

[Dr Tammy Pegg] The hospital had the idea to provide tablets or WiFi, but after a co-design process and consultation with whānau, it was understood better that actually these patients are attached to machines, so actually can't use devices, because they only have one hand.

**Visual**

**Cut to a shot of a patient lying in a hospital bed wearing a PPE mask and putting on a pair of headphones. Cut to a close-up of the patient picking up a remote control with one hand.**

Audio

[Dr Tammy Pegg] And so based upon that, they changed the model of delivery.

**Visual**

**Cut to a wide shot of the patient in a hospital ward watching a TV screen. A graphic appears on the left containing the words ‘Consumer voice, TV with private audio, lots of natural light, 24-hour access.’**

Audio

[Dr Tammy Pegg] They've got access to televisions, private audio. They can also have access to the space 24 hours a day.

**Visual**

**On the left, the words fade out and are replaced with ‘0%’. The numbers increase to 90 percent and on screen text now reads, ‘90% of consumers are now happy with the new dialysis space, up from 31.3%’.**

Audio

[Dr Tammy Pegg] Without co-design, I think we would have delivered a facility that didn't quite meet the needs of patients.

**Visual**

**Cut to the close-up of Tammy talking to the camera.**

Audio

[Dr Tammy Pegg] And often you can end up with something that doesn't work further on down the line, and you're trying to unpick why. But it's that co-design at the start of the process that I think was so integral to delivering something that met the needs of patients and whānau, but also the staff.

**Visual**

**Cut to the side shot showing Tammy, Jodie and the camera operator.**

Audio

[Jodie Bennett] That's such a good point. We talk about that all the time. Whenever I go and consult to anyone, I'm like, you have to involve lived experience at the start of the process, and not bring them in further down the line as a tick box exercise.

**Visual**

**Cut to a close up of Tammy listening to Jodie and nodding. Cut to the side shot showing Tammy, Jodie and the camera operator.**

Audio

[Dr Tammy Pegg] [inaudible]

[Jodie Bennett] Yeah, exactly. Yeah, so, it's such an important point.

**Visual**

**Cut to a graphic with a blue background and Tohu designs. The words ‘By elevating consumer and whānau voices, we can create a safer, higher-quality health system for all’ in white are in the centre of the screen. The Te Kāwanatanga o Aotearoa New Zealand Government and Te Tāhū Hauora Health Quality & Safety Commission logos are at the bottom of the screen. The text fades out and is replaced by the following text. ‘Learn more about engaging consumers and whānau for patient safety www.hqsc.govt/thecode’. This text fades out and is replaced by the following text. ‘Ngā mihi nui to Te Whatu Ora — Nelson Marlborough’.**

Audio

[Background music ends]

The video ends.