

Consumer Panel Participation

The importance and value of
CONSUMER PARTNERSHIP



The Importance and Value of Consumer Partnership

LISTENING TO CONSUMERS HELPS US TO MAKE SERVICES MORE RESPONSIVE TO THEIR NEEDS.

Consumers can often provide good advice shaped by personal experiences of health issues and health care.

Consumers provide a fresh, interested 'outsiders' look at projects and can bring new ideas and thoughts to planning.

Participation can ensure cultural appropriateness and assist in accessing hard to reach groups.

SERVICE DELIVERY IS BEST WHEN CONSUMERS ARE INVOLVED.

Consumers are asked as consumer panel members, to contribute their thoughts in an area of service delivery in which they have a particular interest.

Contribution comes in three main ways:

Consumer partnership in service planning.

- Identifying the health and support needs in the community correctly.
- Are there gaps in service that should be addressed?
- Are we reaching the right people, in the right place at the right time, with enough of the right resources at a sustainable level?

Consumer partnership in designing care.

- Are we giving consumers a respectful experience when they receive support?
- Are consumers confidently able to make their needs clear and be a part of care planning?
- Do our consumers understand the support or treatment they receive and have confidence to challenge decisions about care if they think they aren't right?

Consumer partnership in service measurement and evaluation.

Consumers review the impact of our service on consumers. This helps to meet required standards and identify areas of service that need to improve or be assessed.

What are the key service areas in which we ask people to participate?

- Aboriginal and Torres Strait Islander services
- Aged residential and community based aged care
- Chronic and complex disease including renal, heart and respiratory disease, diabetes and rehabilitation
- Dental
- Disability
- Health promotion and community development projects
- Hospital care
- Housing Support
- Maternity, Early Years and Family Services
- Medical Clinic and related services
- Mental illness
- Youth

Eligibility

You will be a resident of Orbst and district and/or a regular user, or caring for a regular user, of services provided by Orbst Regional Health.

What commitment is involved?

You will be placed on a contact list as having shown interest in a particular area of service delivery.

Contact

You will have a contact staff member. They will contact you when ORH requires your advice. You can ask any questions of your staff contact. You will be asked for feedback by your preferred method: telephone, email, text, or a personal visit.

Orientation

You will be provided orientation to being a consumer panel member. You will be required to meet with other panel members in your interest area twice a year for a discussion of what is planned. In between times

Why partner with our consumers?

Consumers can do something that will make a difference to create a responsive workplace and better served community.

Panel Membership

PANEL MEMBER'S COMMITMENT:

- Make an expression of interest using the form at the back of this brochure
- Be part of a team in a partnership approach to quality improvement
- Participate in a respectable manner, be open to a variety of issues and perspectives
- Be open to information, including training and education
- Read relevant information and discuss issues in a positive, knowledge sharing way

ORBOST REGIONAL HEALTH COMMITMENT:

- Respond to the considered views of panel members
- Give members an equal opportunity to have opinions heard
- Acknowledge members for their contribution
- Advise with up to date information
- You may be asked to attend meetings regarding your area of interest

Help us to -

- Design services
- Provide support to other patients
- Be part of a project to redesign services
- Have good ideas and inspirational ways of supporting consumers
- Support evidence based change
- Promote healthy living
- Be a community researcher

Interested in participating?

Sign up to the consumer panel below

Name: _____

Address: _____

Postcode: _____

Postal address *(if different to above)*

Telephone (B) _____ (H) _____ (M) _____

Email address *(if applicable)* _____

Date of birth _____ / _____ / _____

I would like to be consulted in the following areas of interest (from the list on page 4)

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.....
.....

Feedback can be provided by your preferred method *(tick appropriate box)*

Telephone ☐

Email ☐

Text ☐

Signature: _____

Complete this form and return to:

Director Community Services, Orbost Regional Health, Reply Paid 238, Orbost Vic 3888
OR

hand this form in to the main reception.



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