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FIRST AUSTRALASIAN LONG TERM CONDITIONS CONFERENCE HELD IN AUCKLAND

Congratulations to Health Navigator Charitable Trust who in collaboration with the Auckland region District Health Boards and the Heart Foundation organised an excellent conference on 7th and 8th of April. As you are aware we did invite consumer representatives to attend and Kuini Te Amo was able to attend. The Key note speaker was Dr Edward Wagner – Director, MacColl Institute and international leader in chronic care & quality improvement. In his presentation he stated that informed activated patients are a critical and essential element of good care. His key phrase, that all members of the panel commented on was “Epic Reimagination” is needed in practice and delivery of

care. In New Zealand long term conditions account for much of our health expenditure. In fact 40% of adult NZ's live with 1 or more chronic conditions:

- 1 in 4 has chronic neck or back
- 1 in 5 has a mental illness
- 1 in 6 have arthritis
- 1 in 10 has heart disease
- 1 in 20 has diabetes
- 1 in 7 children and 1 in 9 adults have asthma

A common message most presenters and participants at the conference agreed on was “It is vital to embed the Consumer Perspective into health planning”. This conference brought together 300-400 clinicians from primary,

secondary and tertiary care, funders, programme managers, service providers, community organizations, researchers and policy analysts and provided the opportunity to meet, share ideas, knowledge or learning's with each other in a conducive environment. The Conference examined the following themes Health Literacy, Self-management support, E-health, Models of care, Whānau Ora and ensuring equity, Co-design of services, Advance care planning, Transformational change and sustainability, Quality improvement, measurement and Workforce development for optimal long-term condition management

For those interested transcripts of the key note speakers will be available on the Health Navigator website over the coming weeks.

TWO CONSUMER REPRESENTATIVE OPPORTUNITIES

Northern Cancer Network Consumer Reference Group

Primary Care Nursing Advisory Group

We are seeking Expressions of Interest for two Consumer Representative positions. The Northern Cancer Consumer Reference Group is seeking a Consumer Representative that can represent the views of the Asian sector. It is important that the consumers involved have been users of the cancer service and are able to understand the issues and benefits of the service. The Primary Health Care Nursing Advisory Group is looking for some who has an interest in new models/ ways of providing primary health care and the roles of nurses.

For more information please contact Deborah ph 484 0034 or email nscomhealthvoice@xtra.co.nz

HEALTH AND DISABILITY ADVOCACY SERVICE

Independent health and disability advocates are located all over New Zealand. Their role is to inform consumers about their rights when using health, and disability services, and to assist consumers who have concerns and want to make a complaint. Services are provided FREE of charge. They offer free education and training about the Health & Disability Consumers'

Code of Rights; and the duties that providers have when providing services. Advocacy promotes a low level approach to resolve complaints between the provider and the user of the service. This not only enables the consumer to be heard, but also helps to maintain a respectful relationship between the parties, particularly important if the services are to continue.

Contacts for your local Health and Disability Advocates:

Denise Gledhill, Merle Lambert and Jey Balasundaram
Ph (09) 441 9001, Freephone 0800 555 050, Email advocacy@hdc.org.nz

PROGRESS ON HEALTH LITERACY

We have made progress in 2011! We have now established a monthly Health Literacy Reference Group meeting to review WDHB printed information to ensure patient information is easy to read. We held the first meeting on the 14 March. So far we have reviewed 3 Safe Use of Medicines Cards and 10 Out Patient letters with positive feedback received.

Reference Groups are limited to six people, if you are interested in participating in upcoming meetings, please contact Tracy ph 839 0512 or email tracy@waitakerehealthlink.org.nz

HEALTH LITERACY REFERENCE GROUP MEETING

Monday 16 May, 12.30pm to 2.30pm

To review booklets:

- Starting Insulin
- Heart Failure Medicines
- Medicines for Coronary Artery Disease

Next Workshop: June 2011
Next Network Meeting: June 2011

The Health Consumers' Agency is a collaborative partnership between Waitakere Health Link, Rodney Health Link and North Shore Community Health Voice

For more information contact: Tracy McIntyre Ph: 839 0512 Margaret Willoughby Ph: 09 421 1556 Deborah Dalliessi Ph: 484 0034

An independent training and support programme for Consumer Representatives