

Working Together Forum: Mental Health, Primary Health and Transforming Health

Friday 17 February 2017

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Executive Summary

Forty-seven people attended the Health Consumers Alliance of SA Inc (HCA) and Transforming Health Consumer and Community Engagement Committee (TH CCEC) 'Working Together Forum' on Friday 17 February 2017. Participants included consumers and carers, health professionals, general practitioners, non-government organization representatives, volunteers, students, SA Health staff, HCA's team and members of the TH CCEC.

The forum focussed on this overarching theme:

'Working Together: Mental Health, Primary Health and Transforming Health'.

HCA and the TH CCEC convened the forum with the purpose of providing an insight into how aspects of the consumer experience of health services connected and focused on consumer centred care.

The forum objectives were:

- To inform consumers and the non-government sector about changes and priorities across the primary health, mental health and hospital sectors
- To identify opportunities for engagement and collaboration.

Overall, the presentations provided a very good picture of how this work is progressing, and insight into the consumer as central to innovating, developing and implementing care services.

The speakers provided specific examples of progress, and encouraged consumers and community representatives to engage and continue to advocate for quality health care services.

The panel discussion provided participants an opportunity for questions and clarification. It was well received as an interactive session with the speakers.

The evaluation of the forum indicated the two objectives were met and participants recommended future topics for similar forums.

Recommendations

Participants were invited to provide recommendations for future forums, based on the information provided and discussion at this forum. These will be considered by HCA and the TH CCEC.

The recommendations submitted include:

- Use this type of forum to identify synergies between organisations, to work in collaboration towards a more integrated and coordinated health system
- Advocate to improve coordination and collaboration among service providers and community services
- Improve coordination and collaboration across the existing support networks and respect individuals as whole people
- Promote understanding of today's topics through training across the health sector, including general practitioners and other health professionals
- Work towards community empowerment
- Continue to build a collective impact, via a collaborative and whole of community approach, like the Mental Health Commission and the Primary Health Networks are doing
- Connect with the National Disability Insurance Agency about the interconnection with psychosocial services
- Influence the narrative in the health sector about the burden of loss of services, and not just focus on Emergency Department and inpatient bed pressure. The burden and impact is on families and communities
- Address the lack of evidence for capacity building in the community.

1. Introduction

This forum was facilitated by the Health Consumers Alliance of SA Inc (HCA), the Transforming Health Consumer and Community Engagement Committee (TH CCEC) and Non-Government Organisations.

At the TH CCEC meetings in 2016, it was resolved to hold a forum to bring together the work being done in Mental Health and Primary Health that was relevant to Transforming Health and consumers.

To begin the forum, Michael Cousins, Chief Executive HCA, provided an overview of the program and welcomed participants. He acknowledged the traditional Aboriginal owners of the lands we met on.

Michael noted that the TH CCE included a diverse range of health consumer and organisational representatives including Carers SA, COTA, the Multicultural Communities Council of SA, Local Health Networks, the Veterans Health Advisory Council, Country Health Advisory Councils and Primary Health Networks.

He introduced the objectives of the forum:

1. To inform consumers and the non-government sector about changes and priorities across the primary health, mental health and hospital sectors
2. To identify opportunities for engagement and collaboration.



Working Together: Mental Health, Primary Health and Transforming Health forum

2. Background

The TH CCEC is the key mechanism for enhancing consumer and community consultation and engagement in Transforming Health.

SA Health is committed to working with and through HCA to consult with consumers, consumer representatives and communities.

HCA, as the peak body for health consumers in South Australia, was invited by SA Health to convene and chair the consumer and community engagement committee for Transforming Health. The principles, membership, selection criteria, methods of engaging, priority actions and recommendations to establish the TH CCEC were developed by community participants at a workshop held in May 2015.

The purpose of the committee is to provide SA Health with broad strategic and representative consumer and community engagement, as the peak advisory body for Transforming Health. This committee also keeps a watching brief on primary health and other aspects of the health system as they become part of the Transforming Health agenda.



The presentation by the Mental Health Commissioner, Chris Burns

3. Working Together Presentations

Michael advised there would be four speakers presenting three sessions addressing the forum objectives, and that their presentations will be available on the HCA website.

Presentation One: Mental Health

Chris Burns, SA Mental Health Commissioner, provided an insight on progress to develop a SA Mental Health Plan. He emphasised the plan will be focussing on strengthening current services, care and wellbeing in relation to everyone's mental health. He drew the forum participants' attention to the recently established Mental Health Commission Consumer Advisory Committee, and his confidence in its ability to guide and influence the development of the state-wide Mental Health Plan. The slide presentation is available on the HCA website.

Presentation Two: Primary Health Networks

Deb Lee, Chief Executive, Adelaide Primary Health Network (PHN), and Kym Hosking, Chief Executive, Country South Australia PHN, provided an update on progress with the exciting and challenging work of improving coordinated or joined-up care for health consumers. Deb provided an overview of the governance of both PHNs, and how they ensure consumers are central to their organisational planning, implementation and review processes. Deb detailed the stepped-up care model, implemented for South Australians needing services and care for their mental health. She described how both PHNs were working with SA Health and the Mental Health Commission, to ensure consumers were less likely to fall through gaps in service and care. The presentation slides are available on the HCA website.

Kym Hosking described the unique service gaps facing rural mental health consumers, which will require a focus on collaboration and innovation, as the related health service working practices differ in the rural environment. Kym suggested health consumer advocates focus on two descriptors as they work to improve outcomes for mental health consumers – 'actuary' and 'anecdote'. Actuary refers to the business of dealing with true measurement and management of risk and uncertainty. It is relevant to consumer advocates to ensure changes in services and care do not impact financially on consumers. He described 'anecdotes' or consumers' stories as useful and viable information, together with established data measures, to inform service planning and care development plans.

Presentation Three: Transforming Health: Pathways to Care

Bernie Cummins, Director, Outpatients and Intermediate Care, SA Health, provided an insight into the work SA Health has undertaken to improve the consumer experience of coordinated care and services between the outpatients of public hospitals, and the ongoing care within community. This program is called Pathways to Care and is based on a successful New Zealand program.

Bernie's slide presentation is available on the HCA website.

4. Working Together Forum Panel

Michael introduced the panel members:

Bernie Cummins; Chris Burns; Lynne Cowan, Acting Chief Executive, SA Health; Fiona Hill, Adelaide Primary Health Network; Lyn Whiteway, TH CCEC and Cecil Camilleri, Mental Health Consumer Advocate. Ellen Kerrins, Manager Advocacy and Policy, HCA, facilitated the panel.

Ellen provided a summary of the three presentations and invited forum participants to ask questions of the panel, particularly ones relevant to the objectives of the forum.

The questions raised and comments provided covered these issues:

- Need for consumer participation in the design, implementation and review of the Pathways to Care model
- Engagement and ongoing support of general practitioners in the Pathways to Care model
- Sustainability of services for consumers, following participation in the Pathways to Care model
- Consumers' experiences of mental health services which are currently not sustainable, and are let down by the absence of continuity of service providers and cancelled appointments
- Support of carers in mental health is essential and needs improvement
- Observation that the SA Mental Health Plan needs to be integrated with the National Mental Health Plan
- Interest in the impact of the National Disability Insurance Scheme (NDIS) on mental health consumers and their well being
- Consumers are keen to advocate that researchers focus on anecdotal evidence, as this is as important as quantitative research
- Consumers want to influence the research agenda and want to know how to do this work
- Consumers agree they need to introduce anecdotal evidence, even if they are not invited to do so, and they want to do this in a savvy way
- Getting advice on consumer experiences in hospital is more enlightening than reaching Key Performance Indicators
- Concerns for older consumers needing mental health services and care; this is not always related to dementia care
- It is important to focus on keeping people with mental health symptoms actively involved and supported in the community and workforce
- Interest in how Pathways to Care works with existing clinical guidelines eg cancer care and support
- Industry and the private sector need to work with PHNs, mental health services and Pathways to Care.

The panel members addressed the participants' questions with information, advice and referral to strategies and services. In some instances, it was resolved that further collaborative work needs to be done, and consumers need to be central to progressing this work.

5. Working Together Forum Evaluation

Michael invited participants to provide feedback on the forum via the evaluation forms. This will be collated and the advice will inform how HCA and the TH CCEC plan future forums and advocate for the recommendations.

Thirty-eight participants completed the evaluation forms; some provided multiple responses and some skipped questions.

Themes from the evaluation include:

- A majority of participants agreed the objectives of the forum were met
- A minority of participants agreed opportunities for engagement and collaboration were identified
- The level of interaction was considered appropriate by the majority
- The words used most often to describe how the forum made participants feel include: informed; optimistic; engaged; frustrated; connected; inspired; hopeful; positive
- All except one participant would like to see more frequent forums, bringing together health and community services
- Advice about meeting the objectives of the forum included the need for more information about Transforming Health and less about mental health
- Future forums could address: GP involvement; NDIS; chronic disease; positive Transforming Health stories; alcohol and other drugs; death and dying; aged care; accreditation processes; how to collaborate; prevention and health promotion.

6. Conclusion

This report and its recommendations will be published on the HCA website, together with the slide presentations from the forum. The report will also be an agenda item at the March 2017 TH CCEC meeting, where members will discuss the content and progress the recommendations. This report will also provide the TH CCEC and HCA with valuable and practical advice when planning future forums, and their approach to advocacy for consumer centred care.



The panel discussion

Appendix One: Invitation and Program for the Forum



INVITATION

Working Together: An update on Mental Health, Primary Health and Transforming Health in South Australia

11.00 – 2.00pm Friday 17 February 2017

Adelaide Pavilion, corner of South Terrace and King William Street, Adelaide
South Parklands

Purpose

1. To inform Consumers and the non-government sector about changes and priorities across the primary health, mental health and hospital health sectors.
2. To identify opportunities for engagement and collaboration.

Speakers

- Deb Lee, Adelaide PHN
- Kim Hosking, Country SA PHN
- Lynne Cowan, Deputy Chief Executive, Transforming Health
- Chris Burns, Mental Health Commission of South Australia.

Registration is essential

You can register for the event [here](#), email us at info@hcasasn.au or call 08 8231 4169.

Lunch and refreshments will be provided. Free parking is available.

*If you have any special dietary requirements, please email us at info@hcasasn.au or phone 08 8231 4169

**Working Together: mental health, primary health and
Transforming Health Forum**

**11-2pm, Friday 17 February
Adelaide Pavilion, corner of South Terrace and King William Street,
Adelaide South Parklands
Program**

When	What	Who
11am	Welcome and acknowledgement of country	Michael Cousins, CE, HCA
11.10	Mental Health	Chris Burns, SA Mental Health Commissioner
11.40	Primary Health	Kim Hosking, CE, Country SA PHN Deb Lee, CE, Adelaide PHN
12.20	Lunch	
12.50	Transforming Health	Lyn Dean, ED, Service Performance SA Health
1.20	Panel/ Workshop Working together to keep people out of hospital	Ellen Kerrins, Manger Policy and Advocacy, HCA
1:50	Report back and next steps	All
2.00	Thanks and close	Michael Cousins, CE, HCA

Speaker sessions will focus on priorities for 2017, consumer involvement and influence, and collaboration and partnerships and include time for questions.