

My team *is* **BRHS**

Improving the health and wellbeing of
the East Gippsland community by
providing accessible, high quality and
sustainable health care.

We welcome feedback at:

Bairnsdale Regional Health Service **PO Box 474** Bairnsdale VIC 3875

The information in this brochure is intended as a guide to one of the services provided by BRHS and is correct at the time of publishing. **Issue date:** March 2014 **Our Ref:** GI0009

Bairnsdale Regional Health Service is located on the traditional land of the
Gunai Kurnai people.



Consumer Panel
Information & Application Form

At BRHS, we place great importance on the value of consumer partnership

Consumers can often provide valuable insights into health care delivery by bringing a different perspective based on personal experiences of health issues and health care.

We deliver services to a diverse community with varying needs, education levels and financial means. By listening to the voice of our community through our consumers, we can ensure our services are responsive to changing consumer needs.

BRHS welcomes the input of interested community members who provide a fresh look at projects and can bring new ideas and thoughts to established processes.

Consumer participation is a key ingredient in our commitment to collaboration, progress and accountability as an organization.

Consumer panel members are asked to contribute their views in areas of service delivery that impact upon them or people they care about as we strongly believe that **service delivery is best when consumers are involved.**



Person Centred

BRHS works in partnership with patients, families and carers to enable them to make informed decisions about their own health.



Accountable

BRHS acknowledges our obligations through a culture of honesty, trust and absolute responsibility for its actions.



Collaborative

BRHS will establish relationships that enhance the delivery of safe and high quality health services in East Gippsland.

Consumer Panel Application Form

Name: _____

Address: _____

Postcode: _____

Postal Address (if different to above):

Telephone:

Business _____

Home _____

Mobile _____

Email Address: _____

Date of Birth: _____

I can provide feedback in the following areas of interest (please select from the areas outlined on Page 4):

My preferred feedback method is (circle applicable):

Telephone

Email

Text

Personal Visit

Signature: _____

Once completed, please send this form to Bairnsdale Regional Health Service

Orientation

You will be provided with a presentation as part of your orientation to being a consumer panel member — you are required to read the presentation and ask any questions of your staff contact.

You may be required to meet with other panel members in your interest area twice a year for a two hour meeting for an overall view and discussion of what is planned. In between times you will be asked for your feedback by your preferred method (telephone, email, text or personal visit).

Panel Membership

To indicate your interest in becoming a member of our Consumer Panel, simply complete the form contained in this booklet and return to Bairnsdale Regional Health Service.



BRHS Consumer Panel Goals

The BRHS Consumer Panel was established with the following key goals:

- Identify the health and support needs in the community
- Understand and remedy any gaps in service
- Assess our ability to provide the right services to the right people at the right time.
- To give consumers a respectful experience when they receive support
- To ensure consumers are able to make their needs clear and participate in care planning
- To empower patients and families to make decisions about their needs.
- To review the quality of care and service delivery and make informed recommendations for improvement



Key services for which we ask for consumer feedback include:

- 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 support and Mental Health issues
- Hospital care including in-patient and out-patients
- Maternity
- Visiting Specialist Services
- Community & home based services



Eligibility

To be eligible to participate in the BRHS Consumer Panel, you will be a resident of East Gippsland and/or a regular user, directly or indirectly, of services provided by BRHS.

What Commitment is Involved?

Your details will be added to our Consumer Panel database as having shown interest in a particular area of service delivery or area of interest. You may be contacted from time to time to provide feedback, review documentation or participate in workgroups.

Members of the BRHS Consumer panel will:

- Provide a crucial role in enabling BRHS to achieve it's strategic goals and remain aligned with our Vision.
- Be welcomed and accepted as part of a team focused on quality improvement and consumer engagement
- Participate and provide feedback in a respectful manner across a range of issues and perspectives
- Be provided with information to make sure you can contribute effectively, including training and education
- Be given the opportunity to ensure that issues are clarified and explanations are shared in a positive manner
- Members will also be given equal opportunity to express and share opinions and to be acknowledged for such contributions