

SHABBV Consumer Alliance Meeting 1, 31st March 2020.

Summary of Session written by Pip Brennan

Agenda

The following agenda was sent with the email of invitation to inaugural SHABBV Consumer Alliance Meeting:

1. review consumer experience survey questions already being used in the sector
2. map these against the WA Health strategies for relevance
3. seek advice from members about any questions that are missing
4. seek advice about how best to convene a focus group to further review the question sets
5. confirm how the survey will be distributed to ensure maximum reach

With the intent of not replicating service evaluation work already done, a request had gone to NGO invitees to provide examples of the consumer outcomes/ experiences surveys already being undertaken. However, these were not provided prior to the meeting, so it was important to spend some time at the first meeting, bringing everyone along on the journey so far, and explore how to progress and agree next steps.

Revised agenda:

1. Introductions
2. Background to today
3. Video Presentation – Most Significant Change
4. Discussion on consumer voice and implementation of Strategies
5. Next steps



HEALTH CONSUMERS' COUNCIL

1. Introductions

Top Row L-R: Brent Bell (Hepatitis WA) ceo@hepatitiswa.com.au, Pip Brennan (HCC) pip.brennan@hconc.org.au, Mark Reid (SHABBVAC Consumer) MarkReid@inet.net.au,
Second Row L-R: Cipriano Martinez (Positive People WA) cipristar@hotmail.com, Lauren Tann (SHQ) lauren.tann@shq.org.au, Kristina Mitsikas (WA AIDS Council) kmitsikas@wa aids.com
Third Row L-R: Kerry Elder (SHABBVAC Consumer) kezelda@gmail.com, Neil Buckley (HIV Alliance/ Grass Roots) neilbuckley99@gmail.com, Lisa Dobrin (WA AIDS Council) ldobrin@wa aids.com
Bottom Row L-R: Kim Hawkett (Aboriginal Health Council of WA) kim.hawkett@ahcwa.org, Diane Lloyd (SHABBVAC Consumer), James Rendell (Sisters/ Grass Roots) caerawen@icloud.com



Apologies

Angela Corry (Harm Reduction WA) angelacorry@harmreductionwa.org; YACWA yep@yacwa.org.au;
Vivienne Pillay (Ethnic Communities Council of WA) vivienne@eccwa.org.au; Daniel Morrison
(Wungening) daniel.morrison@wungening.org.au; Roanna Lobo (Curtin) roanna.lobo@curtin.edu.au



2. Background

The WA Sexual Health and Blood-borne Viruses Advisory Committee (WA SHaBBVAC) assists the WA Department of Health's Chief Health Officer under Part 2, s.33 of the Public Health Act 2016. The WA SHaBBVAC includes members from non-government organisations, health service providers, researchers, policy-makers. The inaugural Chair was Learne Durrington, CEO of the WA Primary Health Alliance, with Deputy Chair Pip Brennan, Executive Director of the Health Consumers' Council. The first meeting was held on July 2018, and Consumer representatives Mark Reid, Kerry Elder and Matt Bacon were appointed to the Committee through an Expression of Interest by the November 2019 meeting. Matt Bacon resigned after this meeting after taking on a new role and Diane Lloyd was appointed on the basis of the previously submitted EOI.

SHABBVAC



The Health Consumers' Council has been provided with a small grant by WA Health's SHBBV Policy area to support the involvement of Consumers in WA SHaBBVAC. Two sessions have been facilitated by HCC in December 2019 and again in February 2020 with the three consumer members of SHaBBVAC to develop a strategy to ensure a wider consumer voice is brought into the meetings.

These two sessions culminated in the agreement that the most effective strategy as consumers is to ensure that there is a focus on outcomes as part of the process of reporting on the Department of Health's suite of [Sexual Health and Blood Borne Virus strategies](#).

We aimed to develop a consumer outcomes/experiences survey and evaluation process which maps against key areas of the SHABBV Strategies:

- Testing and diagnosis
- Disease management and clinical care
- Workforce development
- Enabling Environment
- Data collection, research and evaluation

To support this work, it was suggested a SHABBV Consumer Alliance be convened. An invitation was sent to key NGOs in the sector to ask them to nominate a consumer to attend an inaugural meeting of the SHABBV Consumer Alliance to be held on 31/3/2020.



NGOs largely sent staff members rather than consumers to the first meeting. Three SHABBVAC Consumer Representatives were joined by the Positive People WA (POWA) Chair and two community members from the HIV Alliance and the Sisters. In total, there were five NGO members and seven consumer members including the Health Consumers Council Executive Director who chaired the session.

Initially planned as a face to face meeting over three hours, the impact of COVID-19 meant the meeting was held online, and shortened to 1.5 hours as an online format requires a shorter timeframe.

3. Briefing on Most Significant Change Methodology

At the February 2020 meeting with the three SHABBVAC consumer members, Lisa Tomney from WA Health's SHABBV presented on the work the Department is doing in relation to measuring and reporting on the Implementation of the Western Australian Sexual Health and Blood-borne Virus Strategies. It was noted at this presentation that the report contains output data, i.e. organisations self-report what services they are delivering, but it doesn't delve down into how the services have been experienced.

Lisa suggested that the Most Significant Change methodology be discussed at the 31/3 inaugural meeting of the SHABBV Consumer Alliance. Given the online format, a presentation was pre-recorded by Kim Clark, Evaluation Consultant from Telethon Kids.

While it could not be played properly in the session, it is included here and takes about 15 minutes to view:

<https://youtu.be/xeWOSzz6SZM>

His advice was that this methodology might not be suited to the purpose we were interested in – i.e. service quality improvement. He thought a framework such as ServQual may be more suited to our goals. He had used this tool to develop the Women's Experiences of Maternity Survey.

4. Consumers Experiences of SHABBV Services

There was a very valuable discussion on the complexities of measuring outcomes of services. Some key challenges identified were:

- Outcomes data is already provided by NGOs to government. While there was concern expressed that government does not then facilitate the sharing of that data, there is no impediment to NGOs electing to share that information. The concern is that this could be “weaponized”, i.e. seen as an easy excuse to reduce or remove funding, rather than allowing it to iteratively inform service quality. It is something worth exploring however.
- Some NGOs discussed that they had shared documents with their clients with the “You Said, We Did” narrative of how their feedback has been translated into changes to services. These could be more widely shared.
- Gathering outcomes data from people already using a service can be positively skewed – they are likely to provide very positive feedback a) because they are already using the service and it is clearly meeting a need and b) they may fear the service will be ceased if



feedback is negative, thereby hindering people from providing feedback on areas of potential improvement.

- Bringing together outcomes data won't reach the voices of those who have disengaged from services, have never accessed services even though they know these services exist, or people who don't know about the services and don't access them.

5. Next Steps

There is an interest in combining evaluation efforts across the sector:

- seeking to reach those not currently engaged with services;
- to tease out the opportunities to evaluate and refine models of service to effectively meet need.

This needs further discussion, and a meeting will be convened by HCC in one month.

ACTION TABLE:

No	Description	Who	Status
1	Convene SHABBV Consumer Alliance meeting in one month, 28/4 10-11.30am on https://zoom.us/j/650385429?pwd=TCttRmVJcEhtLzdqbG94Q0ZxYzRSdz09	PB	Complete
2	Send draft notes to attendees and apologies	PB	Complete
3	Share short video of Most Significant Change – see link above https://youtu.be/xeWOSzz6SZM	PB	Complete
4	Create short video of WAAC's Social Suite evaluation platform	PB, KM, LD	In progress
5	Contact NGOs out of session for further information about current evaluation	PB	In progress
6	Convene virtual afternoon tea sessions with grassroots consumers	PB, NB, JR	In progress