**Health Consumer Advisory Service NZ**

June 2020

This document comprises two parts: a brief outline of the service and an information sheet to be completed by client agencies seeking to engage the team’s services.

**Background**

The purpose of the Health Consumer Advisory Service is to enable health service providers to engage with consumers directly in the design of more equitable and effective health services, systems and support for those affected by long-term conditions (LTC). The team is coordinated and managed by the Health Navigator Charitable Trust on behalf of the Ministry of Health.

**Purpose**

The purpose of the advisory service is to provide a consumer perspective on matters concerning long-term conditions to:

1. Ministry of Health teams
2. Other government departments engaged in health service delivery
3. Publically funded agencies engaged in health services
4. Private health care provider agencies

**Advisory services**

The service is flexible and the exact nature of the service provided in any given assignment will depend on the requirements of the client. Advisory services range from:

1. Participation as members of local, regional and national steering groups, particularly groups set up to review or redesign various services
2. Provision of feedback on potential tools and services
3. Input at workshops to help co-design future services or resources
4. Testing of ideas with their own peers and networks
5. Delivery of workshops about consumer advocacy and working with consumers
6. Other forms of feedback and engagement.

Consumer advisors can make their contribution through joining your groups at face-to-face meetings, video or phone conferencing or email as a group or individually.

**Fees**

For Ministry of Health teams, access to this service may be funded. For other groups, fees for advisors’ time and travel are usually required. In the first instance, contact Susie Hill, the service manager, to discuss your requirements and the options that are available to you.

**Contact details**

* Susie Hill 021815504
* susie@healthnavigator.org.nz

**What’s next?**

To help us understand what you are thinking of and how best we can help you, please answer the following questions and send this form to Susie.

**HCAS Client Agency Request Form**

**Organisation/team:**

**Key contact person:**

**Contact details:**

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1. **Describe the project/service/issue being considered:**
2. **How far advanced is the project:**
3. **How many consumer advisors do you require?**
4. **If the advisor is to be part of a group, how many members will be in the group?**
5. **List any particular knowledge/skill you require:**
6. **How often will the advisor(s) need to be involved in the project?**
7. **What information will be provided to the advisor(s) prior to the meeting?**
8. **What expectations do you have of the advisor(s)?**
9. **Meeting venue details and date/time:**
10. **What is your estimate of the time requirement for the advisor(s)?**
11. **Do you expect the advisor(s) to make their contribution through face-to-face meetings, phone/video conference, in writing, or via email?**
12. **If by video conferencing how/where will this be set up?**
13. **Is there anything else it would be useful for us to know?**

**Thank you for answering these questions. Please forward to:** [susie@healthnavigator.org.nz](mailto:susie@healthnavigator.org.nz)

**We look forward to discussing this potential assignment with you shortly.**