

# Partnering with Consumers

## In Preventing & Controlling Infections Clinical Governance

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We have no financial disclosures or conflicts of interest to disclose.

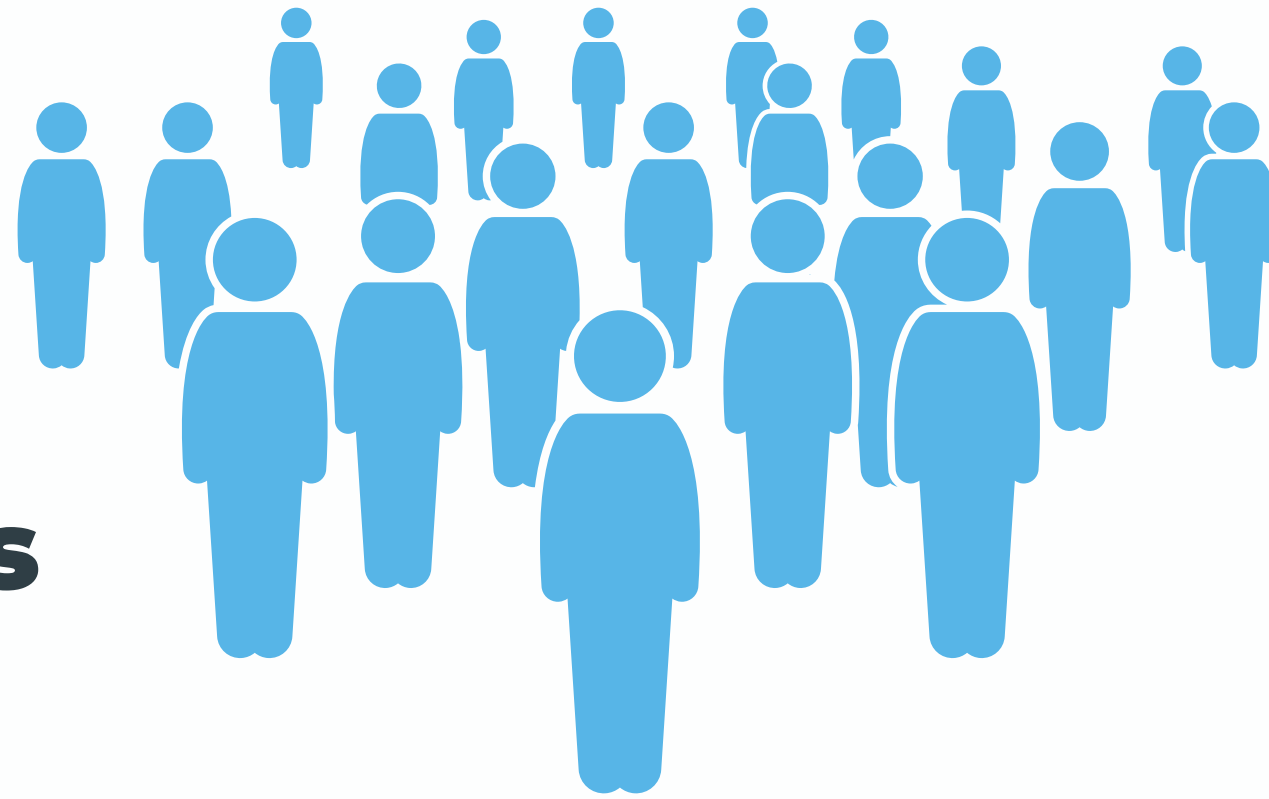


## Who we are Where we were What we needed

Consumer Advisors play a significant role in ensuring the patient voice is included at all levels of our organisation



# Preventing & Controlling Infections Committee



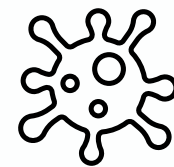
## About the Committee



Infection Prevention & Control



Infectious Diseases



Microbiology



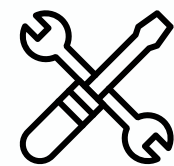
Health, Safety & Wellbeing



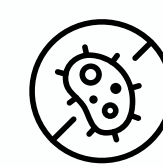
Procurement



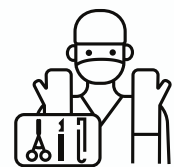
Hospitality Services



Facilities



Antimicrobial Stewardship



Perioperative Services



Education



Quality/ Governance



Clinical

## Endorsement Recruitment Appointment

At the organisational level, partnerships involve designing and evaluating healthcare systems that prioritise patient-centred policy development, service design, delivery and evaluation



# Why Consumers?

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**Better patient and community experience**



**Better workforce experience and improved wellbeing**



**Better clinical outcomes, safety and quality**



**Better value care through lower costs of care**



## Experience

“I am going to talk about my experiences as a patient and give some thoughts about care and communication in general“

## Advocacy

“People don’t self-advocate enough”

## Perspective

“Bring us back to why we are here in the first place”

## Interest

“I’m really interested in why doctors in particular over-prescribe antibiotics”

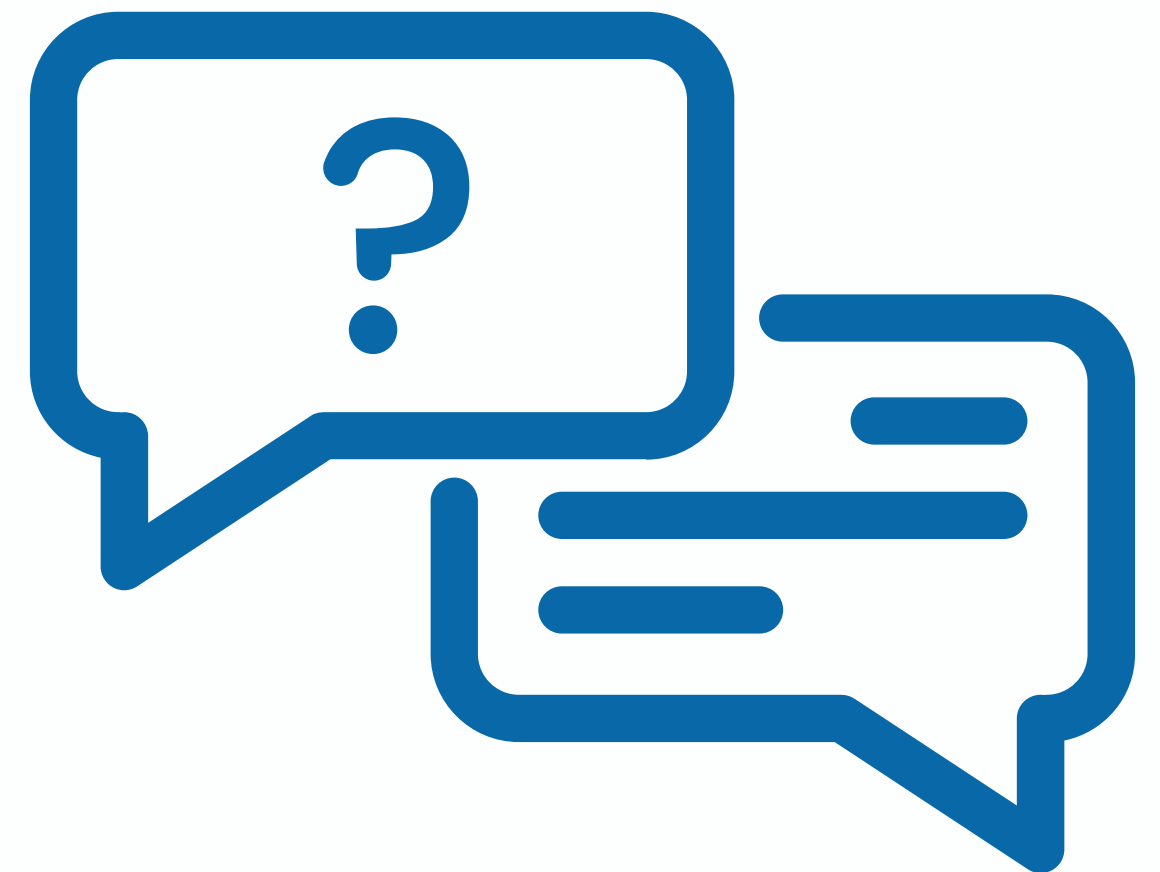
# Q&A with our Consumer

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**Tim Bray**

**Consumer Advisor**

Preventing & Controlling Infections Committee



## Future Steps

What can we do to encourage greater involvement of Consumers within health service organisations?



# Thank You

Emily Chapple, Group Manager Infection Prevention & Control

Tim Bray, Consumer Advisor

Lauren Lawlor, Group Director Clinical Services

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