



Co-design of an Enhanced Consumer Engagement Process Working Group

Communique – Co-design Workshop #1 – 15 and 16 November 2023

The Co-design Working Group (CWG) of the Enhanced Consumer Engagement Process attended a 'Discover and Define' co-design workshop in Canberra on 15 and 16 November 2023. The workshop was run by independent facilitators from the Methods and Implementation Support for Clinical and Health (MISCH) Research Hub, Nossal Institute for Global Health, The University of Melbourne, who have been engaged to develop and implement the project. The workshop was hosted by the Secretariat of the CWG, the Department of Health and Aged Care's Consumer Evidence and Engagement Unit (CEEU).

What did the Working Group discuss?

Agreement on a co-design work plan and principles

A draft co-design work plan, developed in consultation with CWG members prior to the meeting, was endorsed. The work plan was informed by the consumer-led co-design proposal and included background and context, the project scope, co-design methodology, roles and responsibilities of CWG members and the facilitator, and a proposed work schedule.

CWG members agreed to the following design principles to guide the co-design work:

- Consumer evidence and experience is prioritised and integral in health technology assessment (HTA) processes.
- Recommendations to enhance consumer engagement must not delay access to medicines.
- Enhancements may be prioritised to achieve maximum impact through implementation.

Workshop activities

CWG members referred to a design brief, prepared by the facilitator, while engaging in workshop activities. The design brief included documentation of issues relevant to consumer engagement from prior consultation reports and policy documents, such as the [Conversations for Change Report](#) (2023), the [National Medicines Policy](#) (2022), and [The New Frontier – Delivering better health for all Australians Report](#) (2021).

CWG members participated in the following workshop activities to progress the co-design work.

Members developed a map of the health technology pathway from clinical trials and horizon scanning to Therapeutic Goods Administration (TGA) and HTA committee processes (with specific focus on the Pharmaceutical Benefits Advisory Committee [PBAC] process) and post-market considerations, to identify the activities along this pathway and where consumer engagement may currently occur.

Members participated in small group discussions on the various stages of this pathway (categorised as: pre-HTA, PBAC applications and agenda, PBAC assessment process, post-PBAC), suggesting where consumer engagement had potential to enhance and inform decision making. This work was collated and refined, further to members discussing and auditing the identified suggestions against the co-design principles.

Members identified and considered implementation enablers and challenges related to the specific suggestions for enhanced consumer engagement and agreed to a suite of draft recommendations to be prepared for consultation with the broader consumer and stakeholder sectors.

Communication of and consultation on co-design work

Members noted the importance of transparency of the co-design work being undertaken and the intent for consultation with stakeholders to progress this work, as outlined in the co-design work plan.

Members developed a draft consultation survey on the suite of draft recommendations for enhanced consumer engagement. It was agreed that the survey will be deployed and managed by the independent facilitator.

Members agreed that the consultation required the provision of further detail on each of the draft recommendations, to provide context and promote understanding for stakeholders' participation in the consultation.

Members discussed the various channels by which stakeholders might be notified of the consultation, agreeing that consumer, industry and department networks would be utilised via members' own communication pathways, in addition to promoting the consultation via the CEEU's e-newsletter, *HTAEngage*.

It was agreed that the consultation would proceed when finalisation of all elements of the consultation and communication materials were confirmed.

Meeting close

The independent facilitator noted that draft materials would be circulated to members for review and refinement to enable the next step in the project plan, consultation, to proceed.