

# Working with you to improve healthcare

This plan celebrates what we have already achieved together and sets out what we want to do next.

## What 'together' means to us:

- You are involved in your own care
- Your voice helps shape our services
- You are treated as an equal partner
- Your experiences help us improve

We believe your experiences and opinions are essential to making sure that care is safe, kind, effective and right for you.



## Our objectives for 2025-2029

# 1

### Partner in safe and effective care

#### What this means:

- You will be an equal partner in decisions about your care
- We will help you be involved in decisions about your treatment
- We will improve how we involve you in keeping care safe
- We will train staff to work better with patients and families

# 2

### Improving systems and services for a better patient experience

#### What this means:

- You will help us design new buildings and digital tools
- You will be involved in improving services
- We will show you how your feedback leads to changes
- We will make information easier to understand

# 3

### Partner in research and innovation

#### What this means:

- Your voice will guide our research projects
- You will be involved in testing new ideas
- We will measure what matters to you
- We will co-design service innovations with you

## We listen and improve

You told us our staff care and our services help, but you want faster care, clearer information, and better communication. We're working on these now. Join our Consumer Network to help make healthcare better for everyone in the North.

**Get involved. Call: 0403 066 175 or**  
**Email: [consumerparticipation@nh.org.au](mailto:consumerparticipation@nh.org.au)**  
Interpreters available



Safe



Kind



Together

