

## **Brief submission**

I only became aware of this inquiry on 7 February 2017 and don't have time to properly read the issues paper. However, quickly looking through the section on public hospital services, it appears that the Commission has not considered that there need to be effective ways for patients to influence the services that are provided so that their needs can be met. I believe that this is especially necessary for people with complex, unusual and rare conditions. These people are generally not well served by the current system as: - the system is almost impossible to navigate, with even those working in it generally not knowing what is available; and - the system being extremely disjointed and difficult for people to use. Patients and their carers need to be able to have much more influence over the design of the system, and the services that it provides, so that the system provides the services that they need in a useable way, i.e. the market demand needs to affect the services that are provided, rather than the services provided being controlled by the service providers.

**Mr Paul Swain**