



Health and Disability Commissioner  
*Te Toihau Hauora, Hauātanga*

7 August 2020

Marama Real Time Feedback Stakeholders

Tēnā koutou,

I am pleased to advise that in February 2021 HDC will transfer stewardship of Mārama Real Time Feedback to the Ministry of Health, with the support of Robyn Shearer, Deputy Director General, Mental Health. This decision reflects the Ministry's commitment to ensuring the voices of tangata whaiora and their whānau shape service design and delivery and continue to contribute to quality improvement and the monitoring of service and sector performance. Mārama remains an important tool for capturing the real time experience and voice of people engaging with services. The transfer of its stewardship to the Ministry will enable its ongoing development and the amplification of that voice through integration with other national data sets and initiatives.

Mārama was initially developed by HDC in collaboration with tangata whaiora, whānau and providers. The Ministry is committed to continuing to work with the sector to co-design the future function of Mārama as it focuses on removing barriers to adoption and improving utilisation and benefits for all. The Ministry will work with Te Pou to undertake a brief review of Mārama over the next couple of months which will consider options for the future. As part of the review, Te Pou will seek input from all license holders, including reference group members, as well as the Ministry, CBG and HDC. The Ministry and HDC are very aware of the investment a number of providers have made in better engagement with consumers and whānau. An important focus of the review will be to consolidate and build on that investment and the gains already made.

I would like to take this opportunity to record my thanks to everyone who has been involved in the development and use of Mārama to date. Since it was piloted in 2014, Mārama has gathered over 34,000 voices of tangata whaiora and whānau. As well as the impact it has had on individual services, this information has been an important component of HDC's monitoring framework for mental health and addiction services and has enhanced my ability to assess the sector's performance. I would like to particularly acknowledge all of the people and organisations who supported the initial design and pilot; Barry Gribben and CBG for their unfailing commitment to Mārama; the members of the reference group for their contribution to Mārama's use and usefulness; Te Pou for their work to support best practice use and engagement by the sector; and the Ministry of Health for their commitment to the voice of lived experience.

I am excited by the opportunity provided by this next phase in Mārama's evolution and hope that you will continue to be involved in this important work.

I would appreciate it if you would forward a copy of this letter to others in your organisation who should be aware of this development.

Nāku iti noa, na,

Kevin Allan  
Mental Health Commissioner

On behalf of HDC, Robyn Shearer, Deputy Director General, Mental Health, Ministry of Health and Rae Lamb, Chief Executive, Te Pou