



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

Survey findings

Results of a survey of staff and consumer representatives undertaken by the Health Consumers' Council WA to inform the development of a community of practice

April 2018



www.ahaconsulting.net.au

Headlines

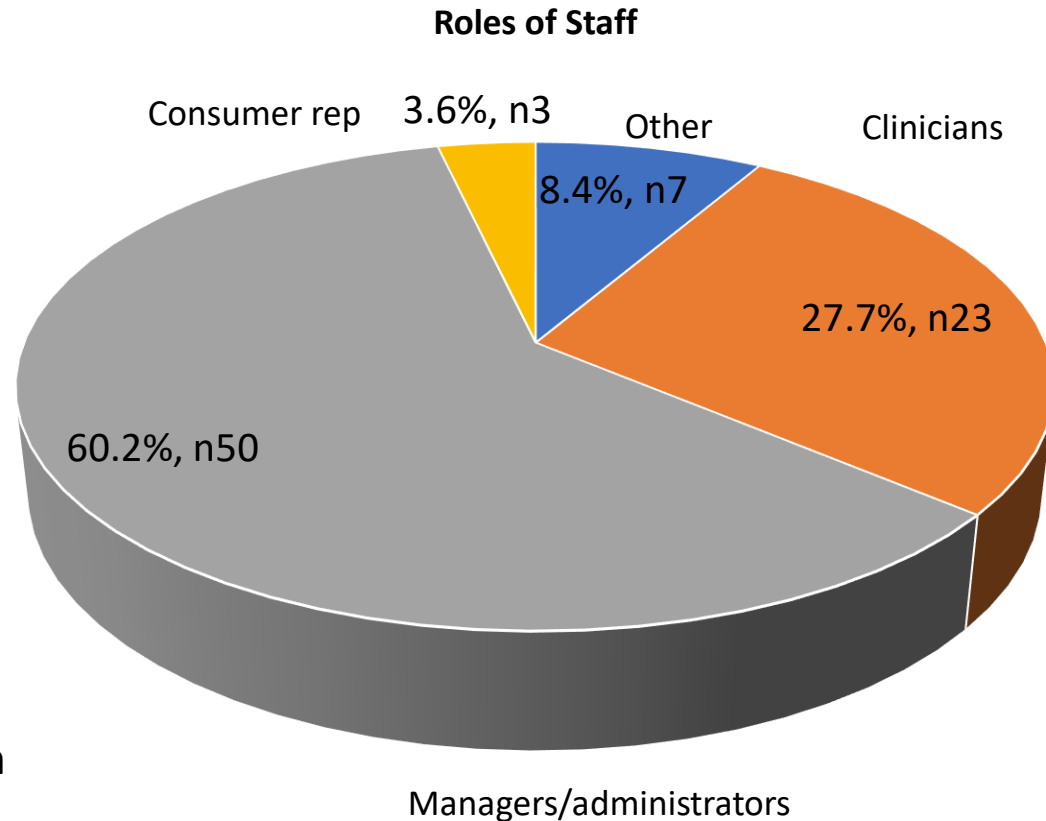
- 131 respondents – across WA health system, with majority of respondents from state health system
 - 48 (35.6%) consumer reps
 - 83 (63.4%) staff
- What's working well
 - Consumers: opportunities for meaningful engagement; feel supported to participate
 - Staff: consumers are interested in participating; access to expertise
- What's challenging
 - Consumers: difficult to engage because of how activities are organised; insufficient time allocated
 - Staff: finding diverse groups to engage with; finding a budget to fund participation

Headlines

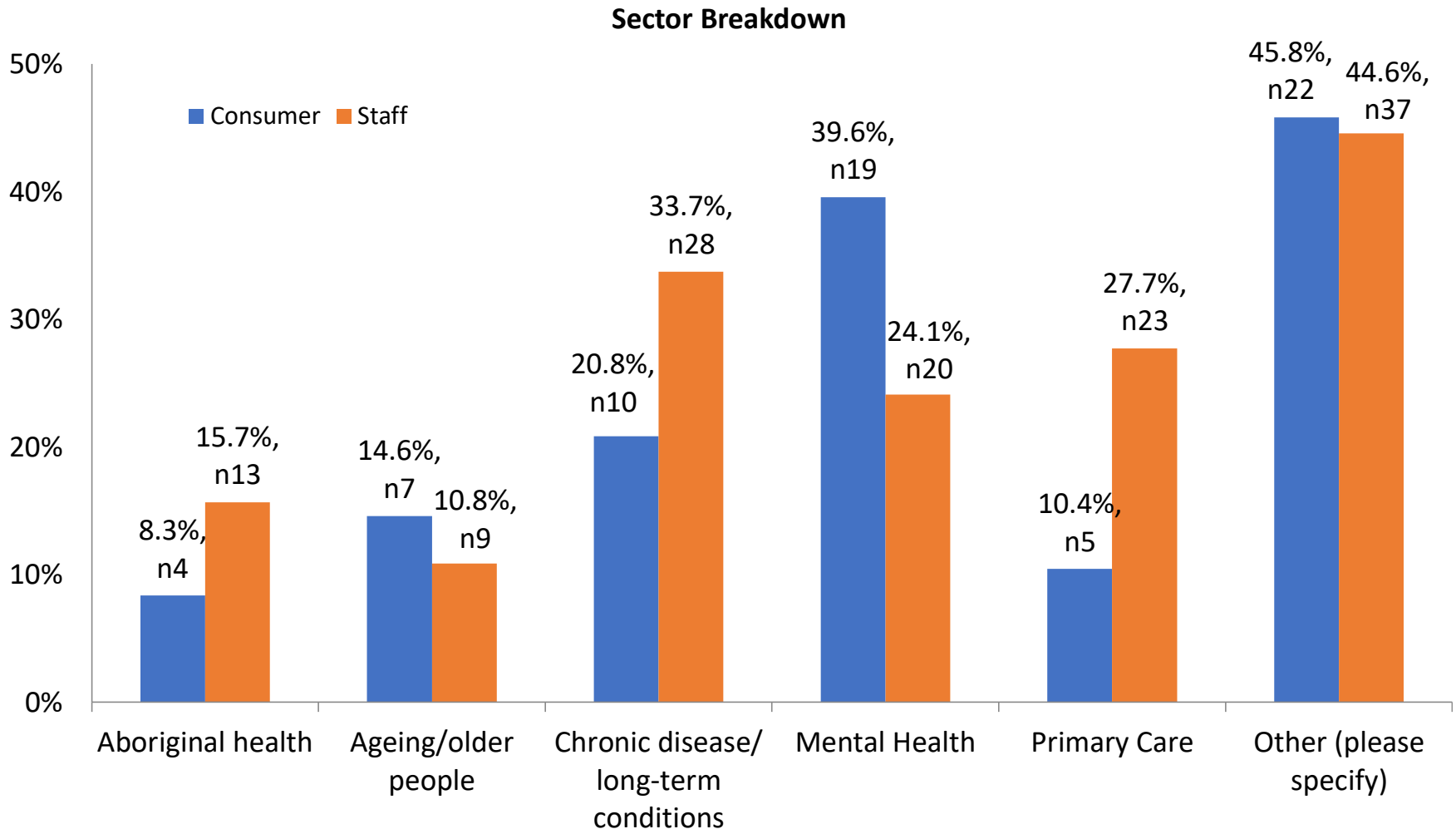
- Community of practice idea – strong support from all
 - Consumers – maintain motivation and connect with others
 - Staff – learn about variety of methods to engage; save time with info in one place
- Community of practice – considerations for activities
 - Support for face to face events, including with experts; support from staff for online platform
- Examples of good practice – many shared already from WA, Australia and internationally
 - Key consideration will be how to curate the material so that it can be easily found and doesn't become difficult to navigate

Who participated in the survey?

- 131 respondents:
 - 48 (35.6%) consumer reps
 - 83 (63.4%) staff
- Staff respondents
 - 27.7% (23) clinical
 - 60.2% (50) non-clinical
 - 8.4% (7) other (including students and academics)
 - 3.6% (n3) consumer rep
- Organisation (both staff and consumers)
 - Most responses (61% of total) from staff or consumers involved in WA Health services
 - 12% (16) from primary care

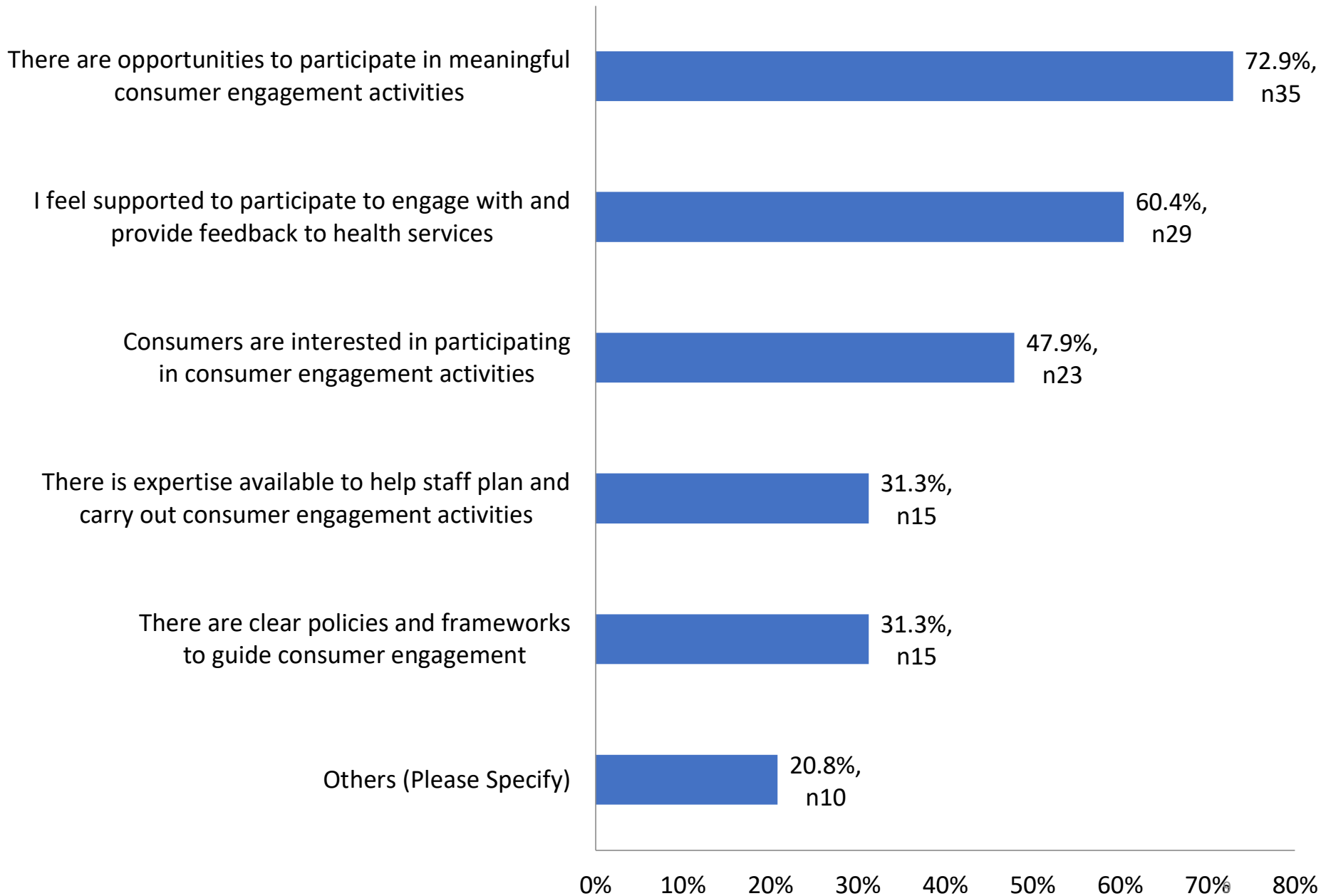


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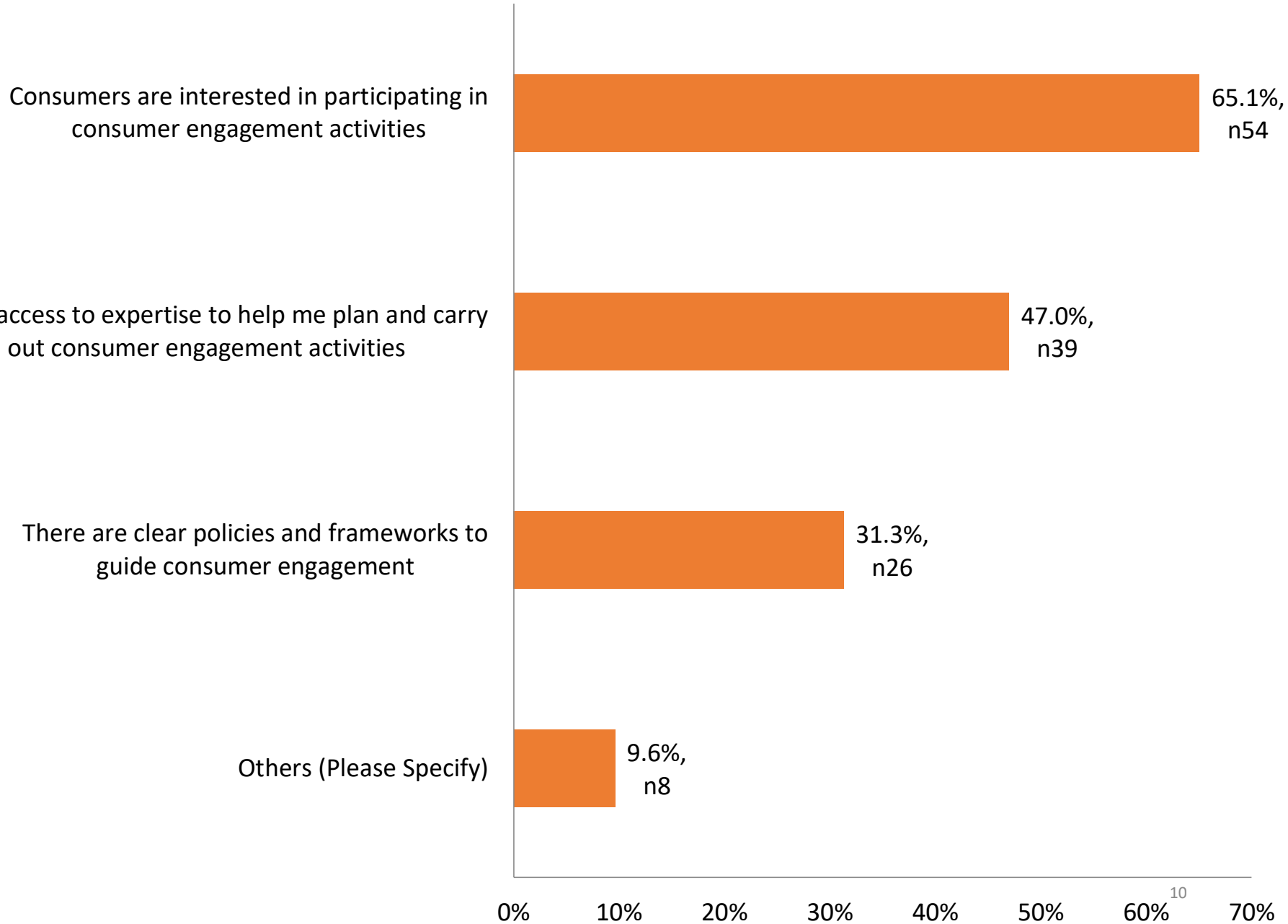


Views on consumer engagement across the WA health system

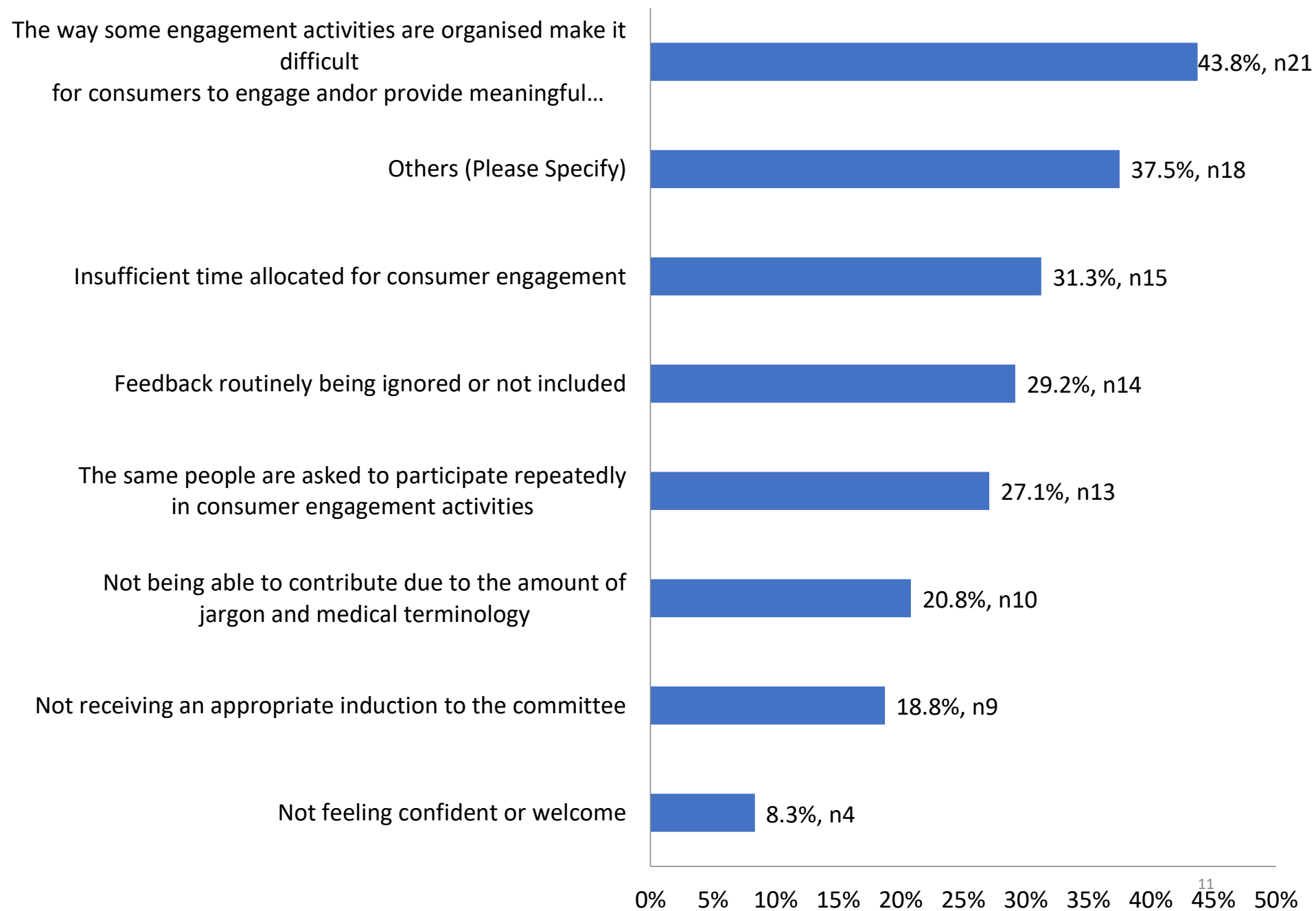
Consumer: Works Well for Consumer Engagement Activities Personally



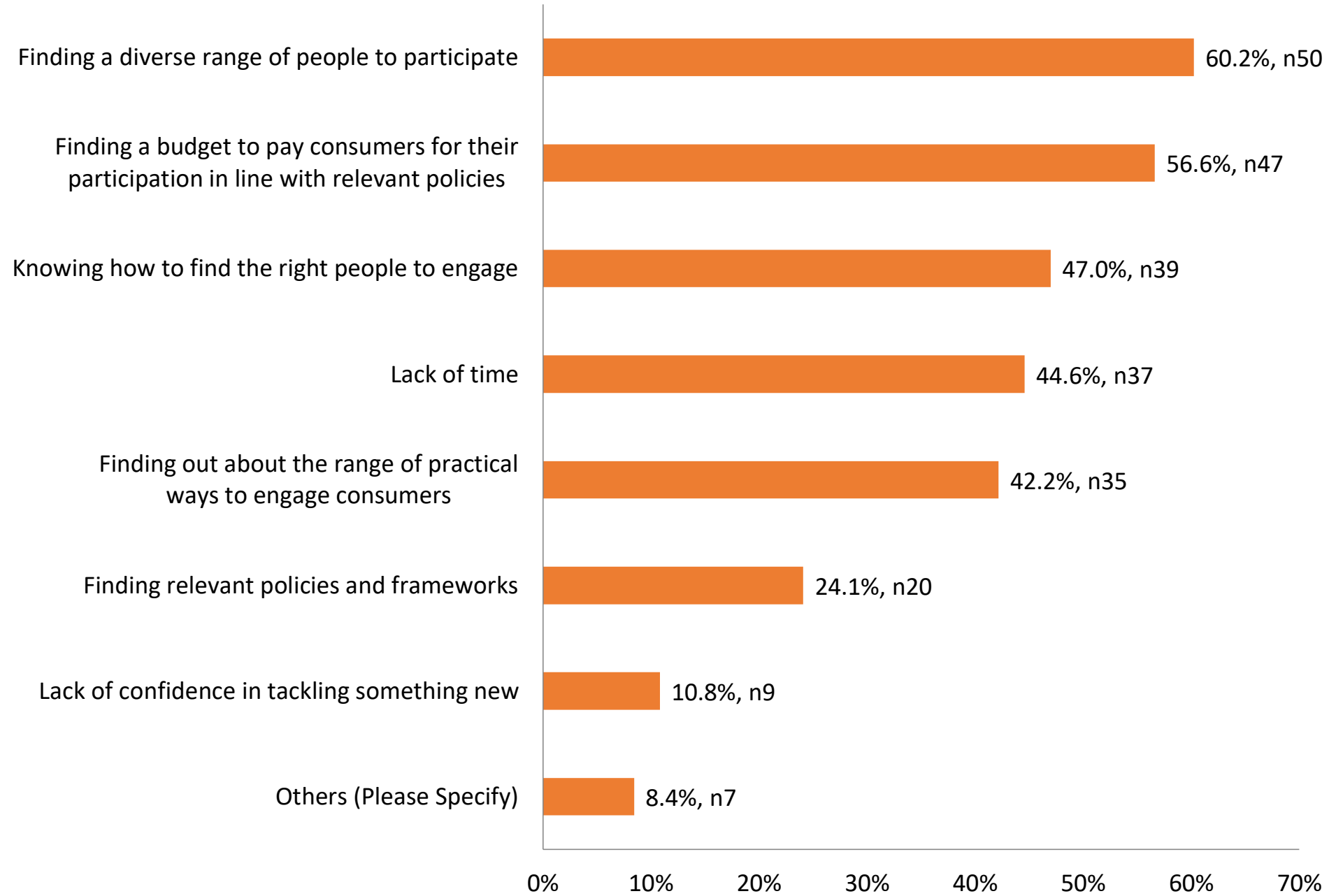
Staff: Works Well for Consumer Engagement Activities Personally



Consumer: Personally Challenging in Consumer Engagement Activities



Staff: Personally Challenging in Consumer Engagement Activities



Views on a community of practice

Strong support from respondents for a community of practice

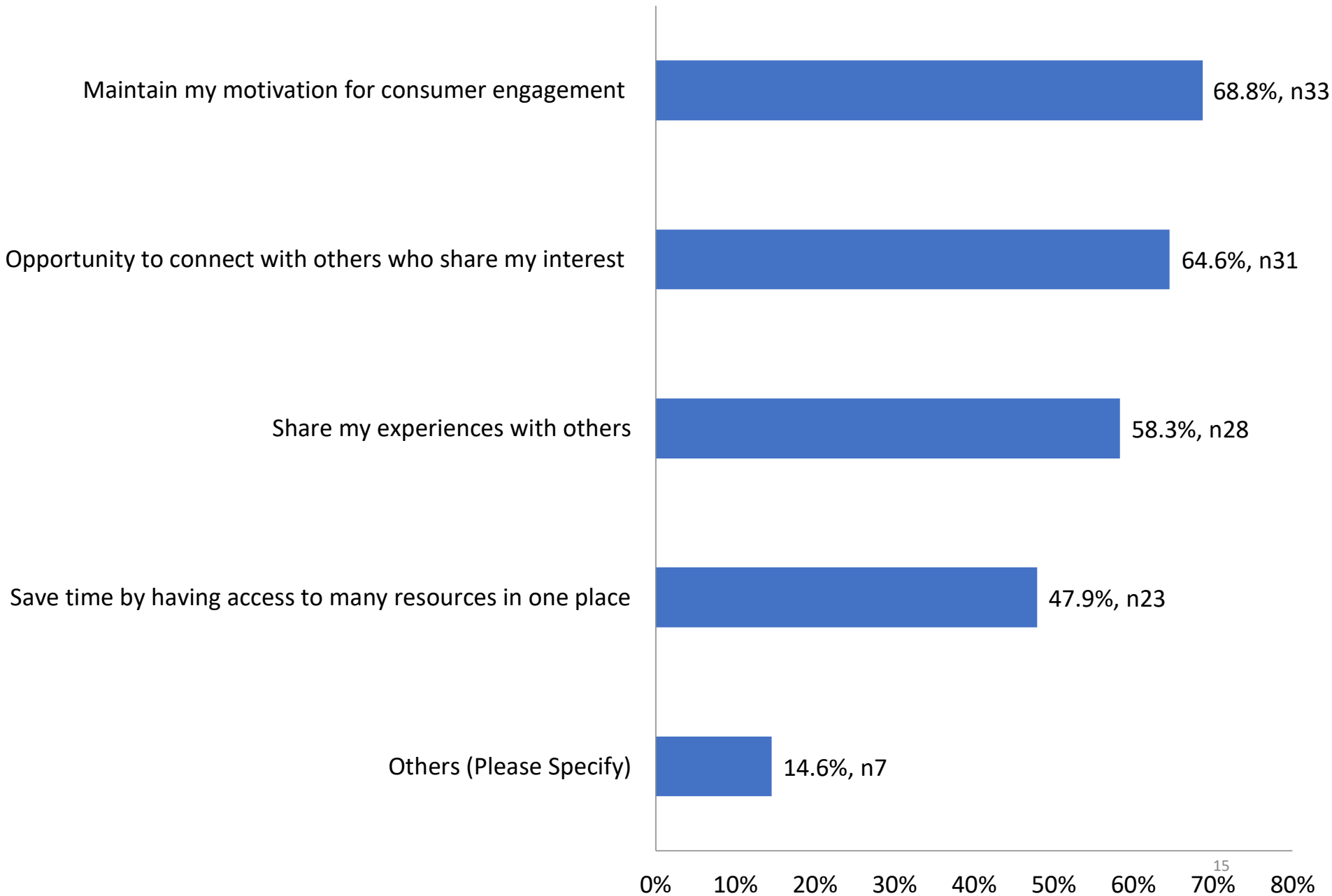
Consumers

- 83% of respondents think a community of practice would be of value to support staff to engage with consumers
- 73% would be interested in participating

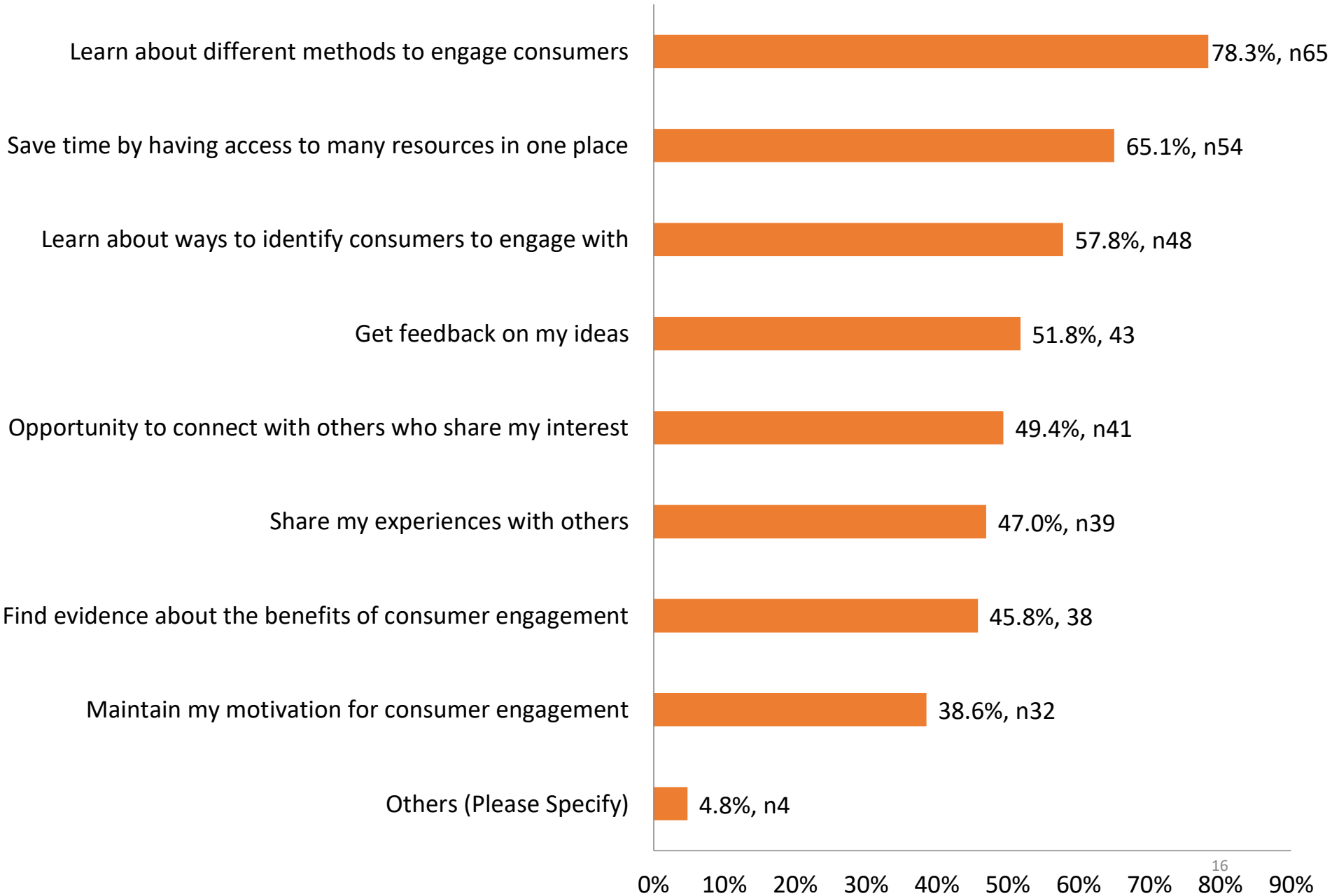
Staff

- 94% believe it would be extremely, very or somewhat valuable to them
- 61% said yes to participating with 34% saying they were unsure
 - Reasons given to being unsure related to time and not being clear how it would add value

Consumer: Hope to get out of participating in community of practice on consumer engagement in health

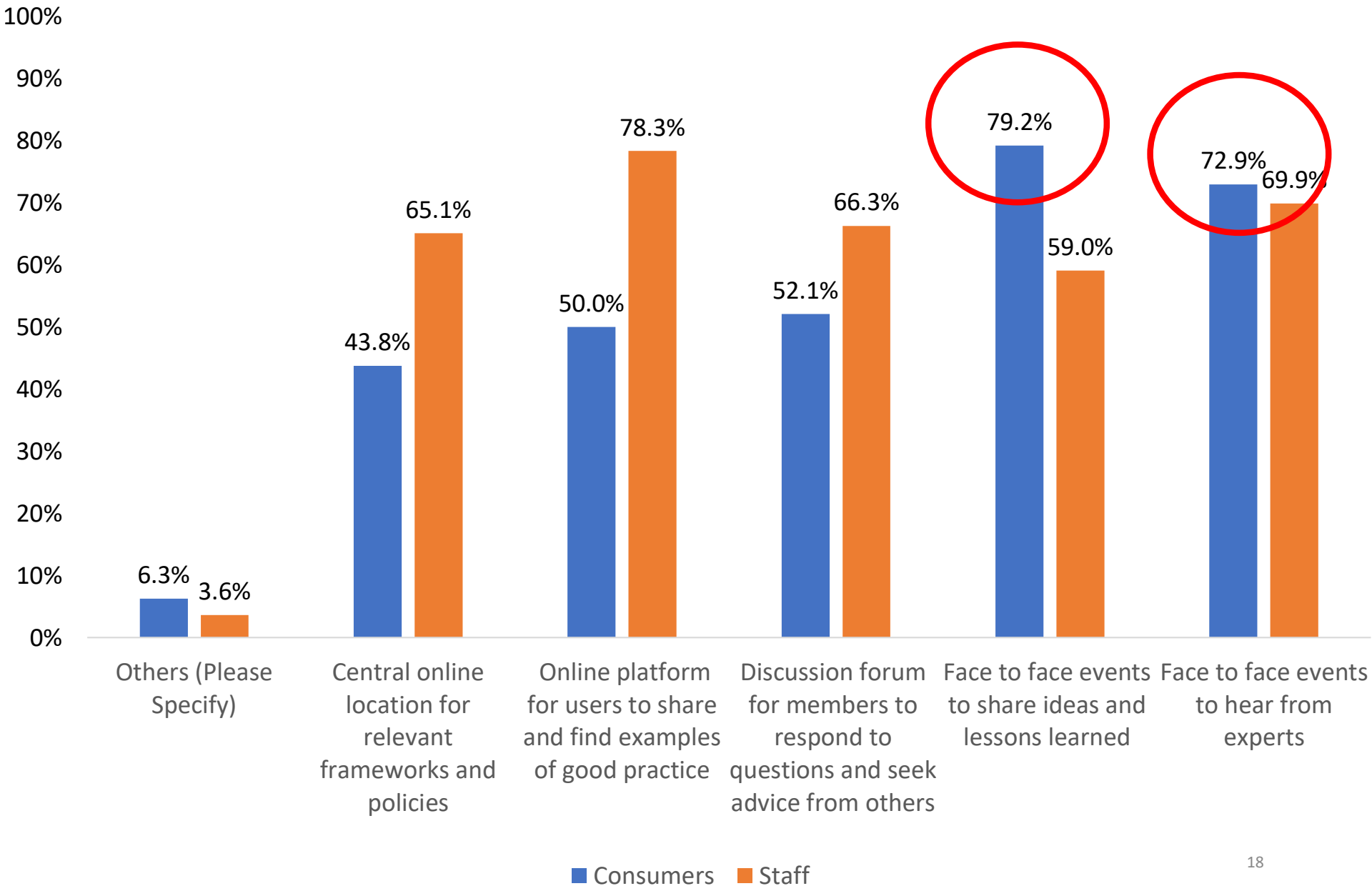


Staff: What would you hope to get out of participating in a community of practice on consumer engagement in health?

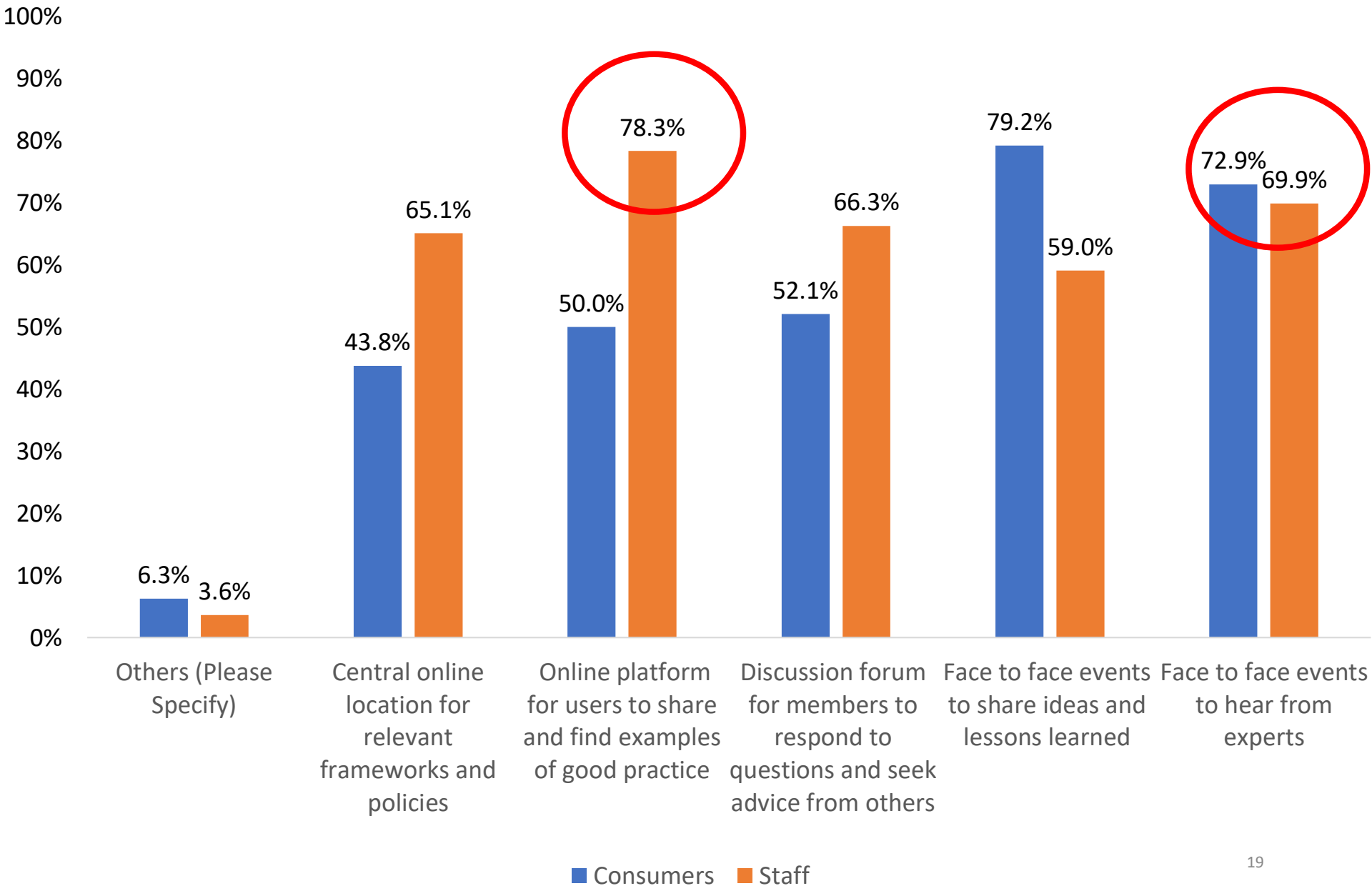


How respondents might
engage with a community of
practice

What kinds of activities and content would you be most likely to use or participate in?



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Examples of good practice

Consumer and staff attending conferences and forums together

Involving consumers in training medical staff

Community Advisory Councils

District Health Advisory Councils

Stay On Your Feet WA volunteer program

North Metropolitan Health Service's C4 Framework

Review of Safety and Quality in the WA Health System (Mascie-Taylor)

One to one engagement with clients/consumers

WA Alcohol and Other Drug Think Tank

Department of Health's You Matter Guideline

Patient Opinion

Headspace

North Metro Mental Health Adult Program Peer Workforce

"Grow local" program via WAPHA and Australian Medical Association in rural and remote WA.

WA Youth Health Policy, Child and Youth Health Network, Health Networks

South West WA annual community and consumers event

Summary

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Questions and discussion