

priority  
population  
action plan  
project

# Engagement Workbook



This project is focused on the views and experiences of health consumers who require comprehensive primary care that impact on how or whether they develop a relationship with a general practitioner (GP).

The aim is to identify what will enhance their willingness to access a general practitioner regularly, over a long period of time by seeking consumer views, experiences, and ideas.

The project is related to another Brisbane South Primary Health Network (BSPHN) project which has developed a person-centred plan for health literacy activities and is testing a prototype to increase consumer awareness of, and confidence in, how to address people's health needs, before, during and after they receive care.

We are seeking consumer and community service provider input through consultations that include group and one to one consultation. Alongside this we are also gathering written feedback on key questions outlined in this workbook.

### Using this workbook

The workbook can be completed by an individual offering their views as a health consumer or used as a consultation guide by service providers to gather the views of consumers. The workbook is broken into three sections.

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**Section 1: Consumer demographics (optional), to provide an aggregate picture of the demographics of participants.**

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**Section 2: Consumer perspectives**

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**Section 3: Service provider perspectives**

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All the information collected is anonymous.



## Section 1 – Consumer Demographics

Multiple choice questions (responses are to be completely anonymous)

### Do you see the same GP/s?

- Always  Most of the time  Sometimes  Never

### How long have you been with your current GP?

- 1 year  1 to 3 years  3 to 5 years  5 to 10 years  10 years plus

### What prevents you from going to the same GP?

- Cost  Hard to get there  Don't feel safe  
 Can't understand them  Waste of time because nothing changes

### How confident do you feel using technology like smart phones and smart watches?

- Very confident  Somewhat confident  
 Not very confident  Not at all confident

### Do you have access to technology that could support your health care?

- Can access a smart phone or computer, data, and calls;  
 Can access a smart phone or computer, but only access data and calls sometimes  
 Can access a smart phone but hard to get access to data and calls  
 No access

### What would motivate you to see your GP more regularly?

### When you see your GP what gets in the way of talking about what is affecting your health?

The next group of questions aim to gain insights and consumer perspectives related to the 10-year primary health care plan objectives, including:

- **Access:** Support equitable access to the best available primary health care services.
- **Close the Gap:** Reach parity in health outcomes for Aboriginal and Torres Strait Islander people.
- **Keep people well:** Manage health and wellbeing in the community.
- **Continuity of care:** Support continuity of care across the health care system.
- **Integration:** Support care system integration and sustainability.
- **Future focus:** Embrace new technologies and methods.
- **Safety and quality:** Support safety and quality improvement.



## Section 2 – Consumer perspectives

What could your GP do to make it easier for you to understand how to look after your health?

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What type of information do you find the most useful about your health?

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How do you prefer to receive this information e.g., hard copy, email, or text with link to website, share with a family member etc?

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What else could people in the practice or service do to encourage you to keep coming back (behaviour, support to access information/other services, other?)

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Is there anything specific about your or other people's health conditions that you know makes it hard to access health services?

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Is there anything specific about your or other people's personal situations that makes it hard to access health services?

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What does person centred care focused on your wellbeing look and feel like to you? What matters most to you?

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What worries do you have when it comes to using technology like smart phones, computers, or smart watches to access support for your/their health?

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What would make it easier for you to access or use this technology?

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## Section 3 – Service provider perspectives

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What would help the people you support to access a GP regularly and over a long period of time?

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What are the barriers to the people you work with talking about and taking action to manage their health?

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How could we address those barriers and make it easier for the people you work with to access a GP regularly?