

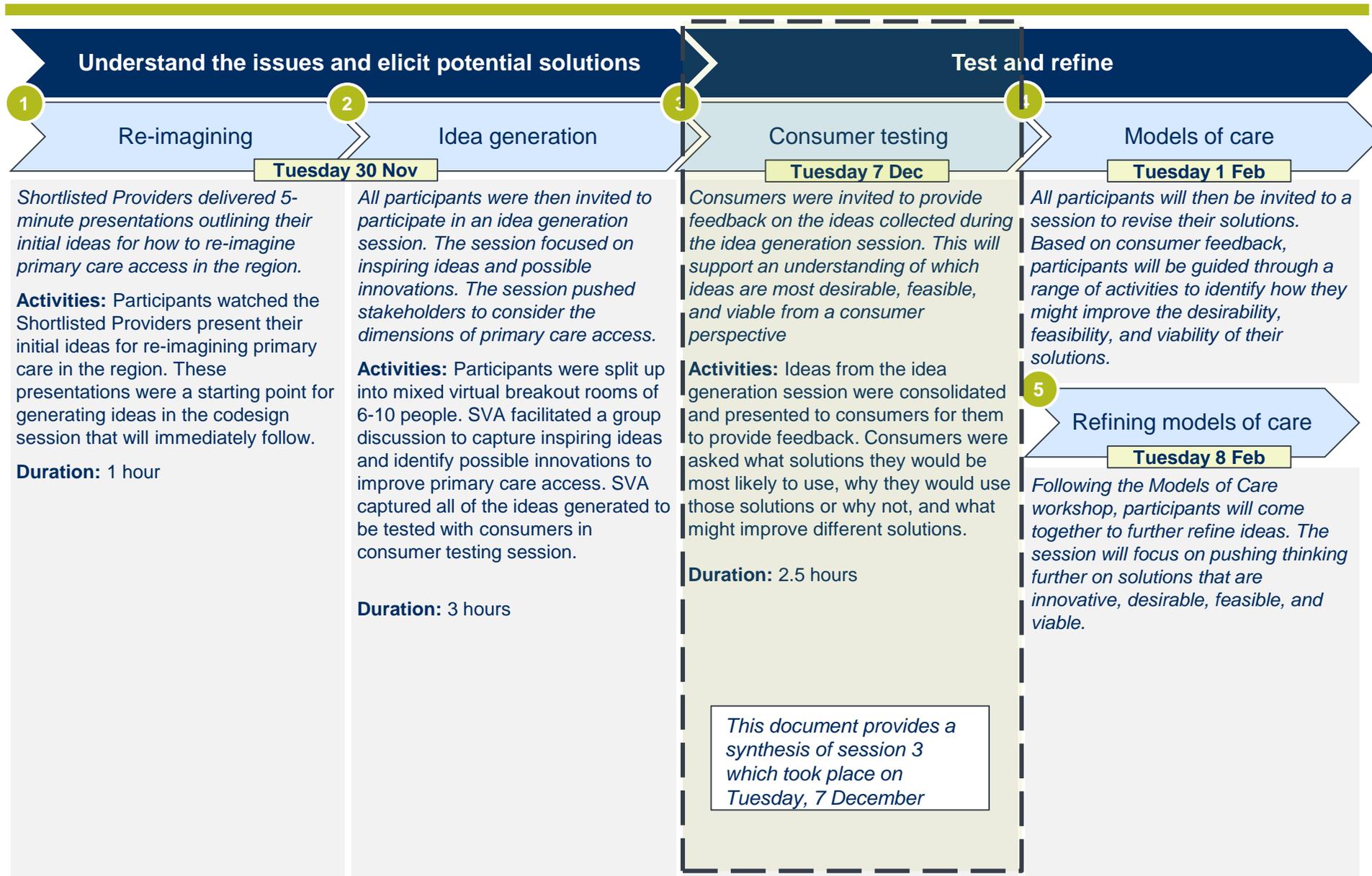
# Re-imagining Primary Care Access

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## Session 3 synthesis

December 2021

# Social Ventures Australia is facilitating a series of codesign sessions with Shortlisted Providers, consumers, local stakeholders, and experts



## Session 3 followed the below agenda

Agenda	Activities	Timing
<b>Acknowledgement of Country</b>	<ul style="list-style-type: none"> <li>We acknowledged and paid respects to the Traditional Custodians of the lands on which we met</li> </ul>	<b>5 minutes</b>
<b>Introduction</b>	<ul style="list-style-type: none"> <li>Staff from Healthy North Coast and facilitators from Social Ventures Australia provided an overview of the session</li> </ul>	<b>20 minutes</b>
<b>Breakout session 1:</b> Feedback on potential solutions	<ul style="list-style-type: none"> <li>Consumers were moved into 2 Virtual Zoom Breakout Rooms with small groups (6-8 people)</li> <li>3 Possible ideas for improving primary care access in the region were presented to consumers and they were asked to provide feedback. Questions consumers were asked included:               <ul style="list-style-type: none"> <li>Would they use the solution? Why? Why not?</li> <li>What problems does this solution solve? What does it not solve?</li> <li>What would they change about the solution?</li> <li>What other ideas would they like to see?</li> </ul> </li> </ul>	<b>45 minutes</b>
<b>Break</b>	<i>Consumers will be given a 15-minute break</i>	<b>15 mins</b>
<b>Breakout session 2:</b> Feedback on potential solutions	<ul style="list-style-type: none"> <li>The second session followed the same format as the first session, with 4 different ideas presented to consumers</li> <li>At the end of the session consumers were asked which solution they thought would be the most helpful</li> </ul>	<b>45 minutes</b>
<b>Group sharing and session close</b>	<ul style="list-style-type: none"> <li>Consumers returned to the main session and shared back what was discussed with the group</li> </ul>	<b>20 minutes</b>

# Consumers provided feedback on **finding and receiving health care with a phone**



**One number you can phone or text**



**Gives you direction about what care you need**



**Helps you find that care**



**Receive care via phone, SMS, Video**



**Refers you on if needed**



**Helps you navigate the system**



**Gives you information on local services**

## Pros

- Saves a lot of time
- Very helpful if you can easily access prescriptions over the phone or online
- Digitally connecting with and navigating services can lessen some of the initial anxiety of engaging with the health system

## Concerns

- How would this be different to what is already available through a google search?
- Not all people are comfortable using apps or online tools
- Hard to build relationships of trust / personal connections

## Other ideas

- It would need to be a free service
- All of the information would need to be reliable and up to date
- There would need to be an option to be called back so you don't stay on hold or run out of credit
- It would need to work on all types of platforms (i.e. phone, pc, tablet)
- It would need to be easy to go down a specific health path (i.e. women's health, specialist support)

# Consumers provided feedback on **receiving healthcare at a pharmacy**



**Go to a pharmacy and health professionals help you work out how serious the problem is**



**Basic care could happen there on the spot**



**There would be a telehealth room there to talk to a doctor or a specialist**

### Pros

- Great if pharmacies can provide certain medications directly (i.e. contraception)
- Could save people money getting last minute appointments
- Great if they could provide good referrals
- Great if they can provide out of hours care
- It's a more welcoming environment
- Could be less intimidating for sexual health concerns
- Would be great for blood tests, vaccinations, routine checks, blood pressure, skin checks

### Concerns

- There are differing level of skills among pharmacists - would need to make sure there are standards and protocols that people are aware of

### Other ideas

- There would need to be transparency over costs
- Would want the option of a gendered service for women's health
- There would need to be systems connecting pharmacists with GPs to ensure patients aren't being double prescribed medications

# Consumers provided feedback on **receiving care at a specially designed medical centre that responds to minor accident, injury or illness**



**GPs nurses and others are equipped to provide medical care there and then, on that day**



**It is free**



**Shorter wait time than ED**



**Follow up and referral back to the GP**



**Other disciplines available to provide care according to the person's needs**



**Codesigned with Aboriginal people**



**Young people are aware of the service and trust it**

## Pros

- Good for questions/issues that you don't want to discuss with your GP (such as sexual health)
- Good for mental health
- Good for sporting injuries
- Good middle ground for when there is uncertainty about the level of care needed

## Concerns

- Would need clarity about how they work with and liaise with a regular GP / what they do if you do not have a GP
- What would stop this ending up like ED? (i.e. long wait times)

## Other ideas

- Would be great if this could be a home-visit service
- Great if the service could connect people to a regular GP they could see on an ongoing basis if they do not have one already
- Would want the ability to have an ongoing relationship with the same doctor

# Consumers provided feedback on **Aboriginal-led health care**



**Services are visible, welcoming and have an Aboriginal workforce known to the community**



**Trauma-led care**



**Shared medical “yarn ups”**



**Assist Aboriginal people to have digital tools and connection to the internet**



**Include traditional healing methods**

## Pros

- See traditional healing as a huge opportunity for knowledge transfer
- Would empower Aboriginal people to take charge of their own health care. Learn how to manage own care
- Having cultural practices and protocols would increase sense of belonging and identity
- Great to have cultural connection, Aboriginal counsellors, just someone to listen and relate to

## Concerns

- Aboriginal psychologist would be great but would be difficult to retain

## Other ideas

- Dental services should be included
- Would be great to have a peer-to-peer service
- Would be great to have external Aboriginal people coming in and providing health education services

# Consumers provided feedback on **having a scheme that prioritises access to health services for young people**



**Priority access to a GP without an appointment**



**Priority access arranged through a digital service**



**Free annual health check and two free allied health visits per year**



**Annual amount of funding allocated to individual young people to spend on health as needed**



**Specialised youth health centres**

## Pros

- Free health checks and allocated funding would make a big difference
- A mix of online and in-person services would be great
- Great to have allied health included – dental and mental health are big barriers for young people
- More likely to go for regular check-ups
- Great to have practitioners specialised in young people

## Concerns

- Would need to make sure there is clear and simple messaging so people understand what they are being offered

## Other ideas

- Choice and flexibility is important, young people need to be able to decide what care they want and where they want to get it

# Consumers provided feedback on **young people helping young people to work out the health system and how to navigate it**



**Train young people to provide health information and connect young people to services**



**Connection to health services could be through secure chat, SMS, and social media**



**These trained young people would have direct links to school counsellors, general practice nurses, GPs and other health services**



**They could also provide mental health first aid**



**They would be very visible and could provide in person support in schools, at skateparks, and at community events**

## Pros

- Would be a good idea for mental health but less so for physical health
- Works for drug and alcohol safety
- Good for taking the ego out of health care (i.e. old doctors) – feel more seen and confident

## Concerns

- People in small towns have opinions and if the person wasn't liked it wouldn't be popular. Would depend on who the person was
- Can be confronting to talk to peers if you know the person
- How would privacy be maintained and enforced?
- Concerns about the reliability of advice

## Other ideas

- Could be good for more general health promotion in the community
- Could work if it was a peer advocate
- Could maybe work if it was a pop up clinic with people you didn't know
- Could maybe be delivered by first year GP / medical students – still mid-20s and experiencing similar life challenges

# Consumers provided feedback on **assisting young people to make a good transition to being independent in the area of healthcare**

Health services work together with schools to provide:



**Health education**



**Self-care advice**



**Medical and referral advices**



**Social prescribing**



**Support to find the right healthcare**

## Pros

- Would be great to have a health jargon translator service to help people find the right help
- Great if there was support service to help navigate care
- Great to get information and help over the phone

## Concerns

- Transitions happen at different stages, not always straight from parents/school
- Young people in high school might not listen
- School talks are probably not the best way to deliver info – need to integrate into curriculum
- Cost remains a big issue, especially for young people without access to Medicare

## Other ideas

- Might have varying levels of effectiveness in schools – could also focus on universities, local community groups, so that any young person in the community can come and learn