7 September 2023

Expression of Interest: Recruiting consumers to provide their experiences of integrated care via virtual interviews

The Agency for Clinical Innovation’s (ACI) Primary, Integrated and Community Health team is wanting to speak to people who are living with chronic and/or complex health conditions, and their carers. We would like to hear about your experiences in receiving health care within the NSW Health system to inform our future work. The voice of people with lived experience is essential in the development of our work.

By integrated care we refer to services that:

* are responsive to the specific health needs of local communities
* facilitate access to, and navigation across, the physical, psychosocial and mental health services
* reflect the whole of a person's health needs (e.g., prevention or treatment) throughout their lives

By chronic conditions we refer to people experiencing long term illnesses at the same time with persistent, often manageable aspects.

People living with chronic and complex health conditions have significant, continuing and multiple issues that may have a profound effect on their well-being and functional ability.

We are looking for residents of NSW from diverse backgrounds, including Aboriginal people, as well as people based in regional, rural or metro areas, who would like to participate in our project.

## What does this mean for me?

Your participation will be on a volunteer basis. There is no cost to participate nor will you be paid to participate.

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| Participation mode | a one-to-one virtual, informal conversation with staff from the ACI |
| Timeframe | 45-60 minutes |
| Technology | you will require access to a computer with a working microphone and camera |
| Session’s date | between18 September to 6 October 2023, at a time that suits you |
| Confidentiality | full confidentiality is assured |

Your input and perspectives will:

* help the ACI to better understand, in practical ways, your experiences in receiving care (regardless of how positive or negative that may have been), and particularly how your care has been integrated and coordinated.
* contribute to discussions of an ACI workshop being held in early November 2023 to find ways to better integrate healthcare across NSW.
* help shape the way we approach improvements in integrated care for our NSW communities.
* influence how we can achieve outcomes that matter to you as patients.

## Contact us

Interested? Please arrange to have a chat with Val Middleton via the email: [aci-pich@health.nsw.gov.au](mailto:aci-pich@health.nsw.gov.au)

Expressions of interest are open from **Wednesday 6 September until Friday 22 September 2023**

## About the Agency for Clinical Innovation

The [Agency for Clinical Innovation](https://aci.health.nsw.gov.au/) is a lead agency for innovation in clinical care in NSW. We bring patients, clinicians and managers together to collaborate and to develop exciting changes in health care that have a positive impact on patients and their loved ones.

**About the Primary, Integrated and Community Health team**

The [Primary, Integrated and Community Health](https://aci.health.nsw.gov.au/networks/pich/about) team aims to increase integration of healthcare delivery for people with (or at risk of) living with long-term health conditions or who have complex health needs.