CONSUMER RIGHTS IN HEALTH & INTEGRATION ON THE GOLD COAST

CONSUMER RIGHTS IN HEALTH

100%

SAID 'NO' WHEN ASKED IF THE AUSTRALIAN CHARTER OF HEALTHCARE RIGHTS WAS WELL IMPLEMENTED ON THE GOLD COAST

Discussion of the Australian Charter of Healthcare rights revealed that members felt it was a good document with clear language and could be useful to support people to be more engaged in their health.

HOSPITALS AND GENERAL PRACTICES WOULD BENEFIT MOST FROM IMPROVED UNDERSTANDING OF THE CHARTER OF HEALTHCARE RIGHTS.

Suggestions from the CAC to encourage more meaningful use of the Charter on the Gold Coast included;
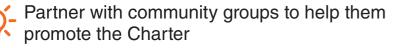
- Use existing GCPHN channels to promote the Charter to the general community
- Share examples of how the Charter can be meaningfully used by consumers and professionals
- Support health providers to access the Charter and related resources
- Partner with community groups to help them promote the Charter

INTEGRATION ON THE GOLD COAST

To assist the GCPHN in determining the most inclusive language to use as the integration project progresses, CAC members ranked the below terms from most to least preferred.

GREATEST
- Person
- Consumer
- Community Member
- Service User
- Client
- Patient
LEAST

The things members said have contributed to their health and wellbeing over the previous year were:

GREATEST
- **Family, friends and carers**
- **General practice**
- **Community activities**
- **Allied health**
- **Other**
- **Hospital services**
(inclusive of inpatient and outpatient)
LEAST

CAC MEMBERS ALSO SHARED THE TOP 3 THINGS THEY WOULD LIKE GCPHN TO CONSIDER IN THE DEVELOPMENT OF A 5-YEAR VISION FOR INTEGRATED CARE ON THE GOLD COAST.

BE HOLISTIC

- Flexible (systems, processes and approaches)
- Person centred
- Consider all elements of a person's situation i.e. housing, transport, ability to participate

1

COMMUNICATION

- With community and health providers
- Make the effort to involve people
- Gain diverse views and experiences
- Keep everyone informed
- Use simple messages

2

TEAM WORK

- Consumers and professionals
- Culture change among professionals to work across disciplines
- Create a flexible system to support team work
- Improved information sharing and use of technology

3