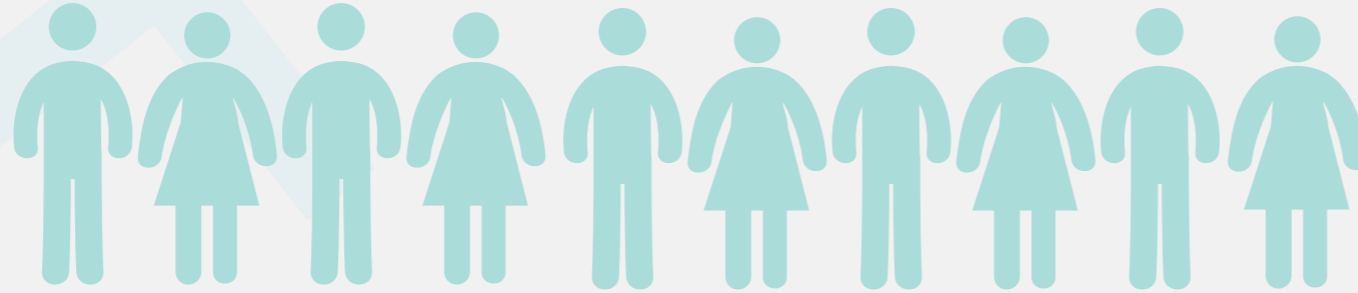


100%

of the Community Advisory Council (CAC) members agreed that GCPHN was **successful** in making the new strategic plan **easier** to understand



CAC members responded positively to the updated version and stated it was visually stimulating and easier to read because of the use of:

GRAPHICS

FLOW CHARTS

SIMPLER LANGUAGE

REDUCTION IN TEXT

CAC members also discussed how progress toward achieving the strategic plan could be **measured** and how GCPHN could **demonstrate** value.

KEY POINTS INCLUDED:

- Clearly show successes/achievements to date
- Involve consumers in monitoring and evaluation of PHN commissioned services
- Include consumer satisfaction and views as part of audits
- Ranking scales will not be effective on their own, need to ensure qualitative approach to capture the whole picture
- Use a “you said” “we did” format to show progress

Improvement!

32 pages
down to
6 pages



SIXTY-THREE PERCENT

of members said they **would** make changes to the strategic plan

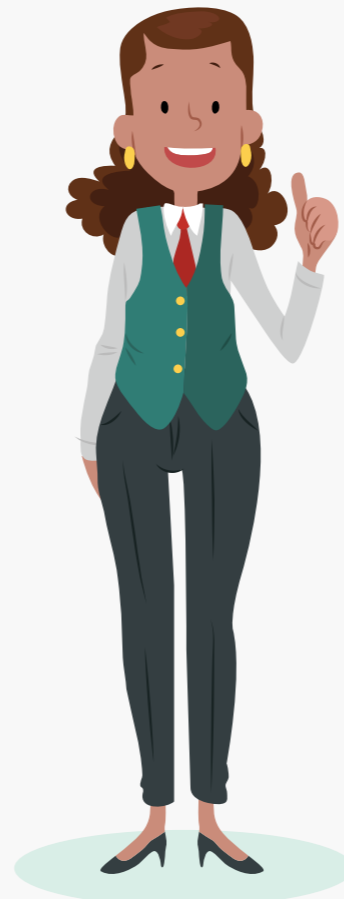
SUGGESTIONS TO FURTHER REFINE AND IMPROVE THE STRATEGIC PLAN INCLUDED:

- Changes to colour and graphics
- Simplifying some diagrams
- Further reduction in information
- Increase detail in some areas
- Make it easier for stakeholder to see how achieving the strategic plan will benefit them
- Make the information for interactive by including website links
- Include interactive weblinks to more detail and activities

The CAC are part of the GCPHN governance structure and are an important advisory to the Board. As such, members were asked to contribute to the 2016-17 Annual Report by sharing their opinions on the achievements of the CAC across the previous year.

Most proud of?

- The diversity of our voices, being heard and seeing the difference we are making.
- Growth of the members as a team, strong development individually and as a group to be effective consumer representatives.
- Recognition by the Board as credible source of useful consumer insights, clear communicators and maturing over time.
- The reputation of the CAC as influential, reliable and collaborative, especially the interest from other PHNs, consumer networks, HHS's and health providers - people want what we have!



Greatest achievements of the past 12 months?

- Building a relationship with the GCH consumer group.
- Advocating for and achieving an additional consumer position on the Gold Coast Integrated Care Alliance.
- Making a difference to the NDIS transition for Partners In Recovery participants.
- Ongoing input into the strategic plan and needs assessment, representing the community.
- Promoting consumer views in relation to My Health Record and Advanced Health Directives.

KEY RESULTS:

- 20 diverse voices
- Six meetings
- 240 hours of consultation
- Nine projects impacted
- 12 recommendations to PHN Board
- 100% acceptance of recommendations
- Three presentations at state and national events
- One academic publication:
<http://www.publish.csiro.au/PY/PY16157>

As part of the final stages of the GCPHN 2017 Needs Assessment process, CAC members provided input relating to four key topic areas where additional consumer feedback was required; immunisation, older adults, persistent pain and after hours. CAC members were asked to advise the most important things relating to each topic, from the consumer point of view.

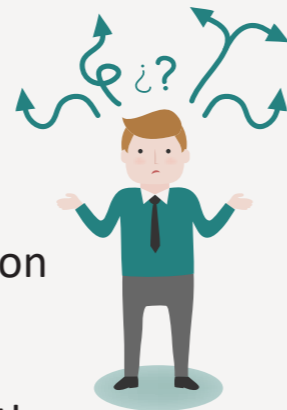
IMMUNISATION



- Improve communication to the community through focusing on positive stories, dispelling myths and developing easily understood and well-informed information.
- Members were supportive of free flu vaccinations for all community members to encourage better uptake.

PERSISTENT PAIN

- Holistic approach is required to support people and their families, must be more than medication, focus on quality of life.
- Common language is needed across services, currently this is confusing (persistent, chronic, acute, episodic pain) for consumers and clinicians and delays people finding the right support.
- Finding and accessing appropriate services is difficult, there are limited specialists and wait times for programs are long.



OLDER ADULTS



- Access to services in the community are important to help older people remain in their own homes, current funding does not adequately incentivise this.
- Promotion of end of life planning and Advanced Health Directives wherever possible to support uptake by individuals and health professionals.

AFTER HOURS



- Convenience and piece of mind provided by after-hours home doctor services is important, however concerns around variation of quality and reliability of current services. Members were supportive of Commonwealth plans for a formal review.
- Visiting emergency department is still attractive as you know the issue will be sorted out, true cost of utilising hospital should be promoted to encourage people to wait for the GP wherever possible.



Community Advisory Council members did not identify any concerns relating to the health needs and service issues identified for each of the topics through the needs assessment process.