

A member from the Primary Health Care Improvement team at Gold Coast Primary Health Network (GCPHN) presented to the Community Advisory Council (CAC) around a new commissioned service. A chronic wound service, using a GP with Special Interest model will provide care to patients with chronic or complex wounds. Resources designed to be given to patients who utilise this new service were presented to CAC members for feedback.

PATIENT INFORMATION BROCHURE

50% of CAC members said the patient information brochure **DID NOT** provide enough information on the service.

CAC member suggestions:

ABC **Text and language** – simplify the wording so it's easier for consumers to understand.

Formatting and imagery – currently looks unprofessional and outdated. Both need to be updated, keeping the target audience in mind.



\$ **Costs** - include information about fees.

Time - consider offering patients different time slots for their appointments, rather than just different days. This would increase the likeliness of families and carers being able to arrange suitable appointments and maximise attendance.



PATIENT REFERRAL CONFIRMATION LETTER

55% of CAC members said the Patient Referral Confirmation Letter **DID** provide enough information on the procedure.



CAC member suggestions:

- Add a suitable date and time to letter.
- Include information about fees as well as information around financial hardship. Suggested wording: “if financial hardship is an issue, please raise with your GP”.
- Include some information around wounds, benefits of procedure, nature of wounds, what are the needs, procedure and expectations.
- Include details of costs such as MBS rebate (and any ongoing costs).
- Some CAC members had concerns around the involvement of a private commercial business, rather than an NGO/government organisation, noting that patients may have the same reaction. Additional information should be included about the relationship between GCPHN, and the service providers.

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DEBRIFLO PATIENT INFORMATION SHEET

45% of CAC members said the Debriflo Patient Information Sheet **DID NOT** provide enough information on the procedure.

WHAT CAC MEMBERS THOUGHT ABOUT THE DEBRIFLO PATIENT INFORMATION SHEET

- Some CAC members found the information on the Debriflo Patient Information Sheet to be **“scary”** and **not consumer-friendly**.
- Some CAC members noted that some of the information might not be necessary for patients to read. Members suggested that during the initial assessment, the patient **should be asked if they want further details** and then provided an information sheet if they ask for it.

CAC MEMBER SUGGESTIONS:

- **More information** - include information about costs, the equipment and the effects of the equipment, disclaimer and/or benefits of the procedure, Therapeutic Goods Administration approval and reasons why the equipment is used.
- **Formatting and imagery** - should be reviewed to make the layout clearer. CAC members also suggested including imagery of final healing of wound.
- **Less jargon** - big words are not helpful. For example: **“irrigate”** should be **“wash it out/clean”**.
- Include contact details or a link for further information.

GENERAL FEEDBACK FROM CAC MEMBERS:

- Health literacy needs to be reviewed on all resources.
- Formatting and imagery need revamping on all resources.