



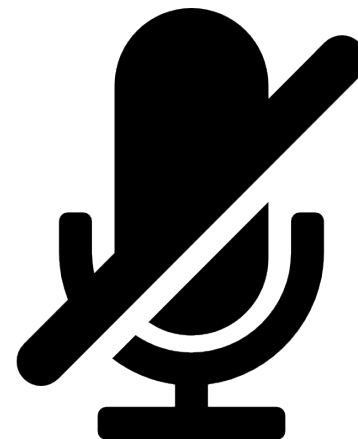
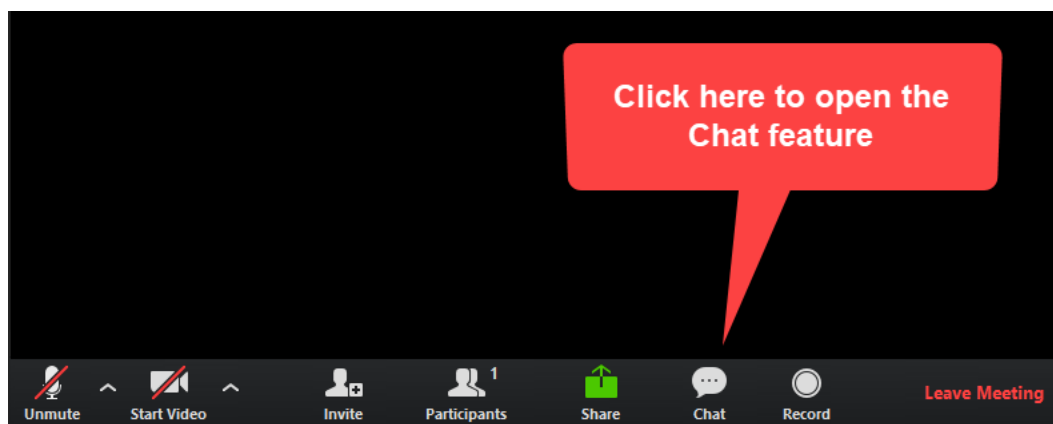
**ADVISORY COUNCIL**

**Community Advisory Council**

**Thursday 3 September 2020**

# Welcome and housekeeping

- Please keep your microphones muted.
- Use the chat box to ask questions and make comments.
- Meeting will be recorded for minute purposes only.
- We'd love your feedback when you fill in your evaluations!



# ACKNOWLEDGEMENT TO COUNTRY

Gold Coast Primary Health network would like to acknowledge and pay respect to the land and the traditional practices of the families of the Yugambeh Language Region of South East Queensland and their Elders past, present and emerging.



*Artist: NARELLE URQUHART, WIRADJURI WOMAN*

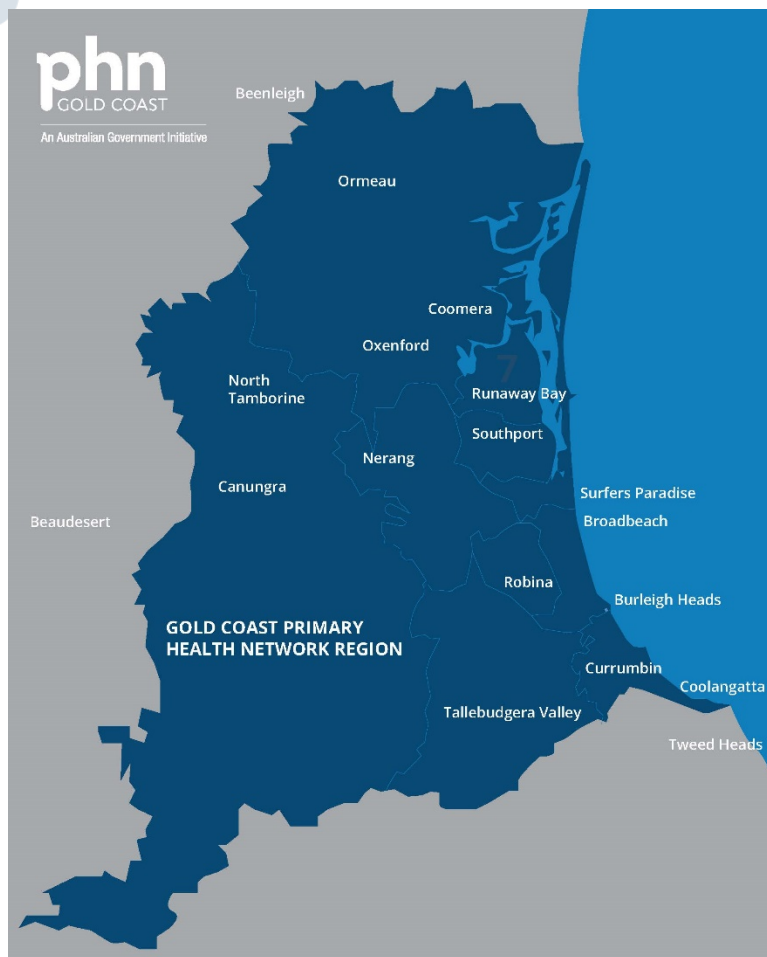
# WHAT WE WILL COVER

- Brief overview of what a PHN is
- Role of the Community Advisory Council
- Our methodology
- How a meeting runs
- Bits and pieces
- Questions

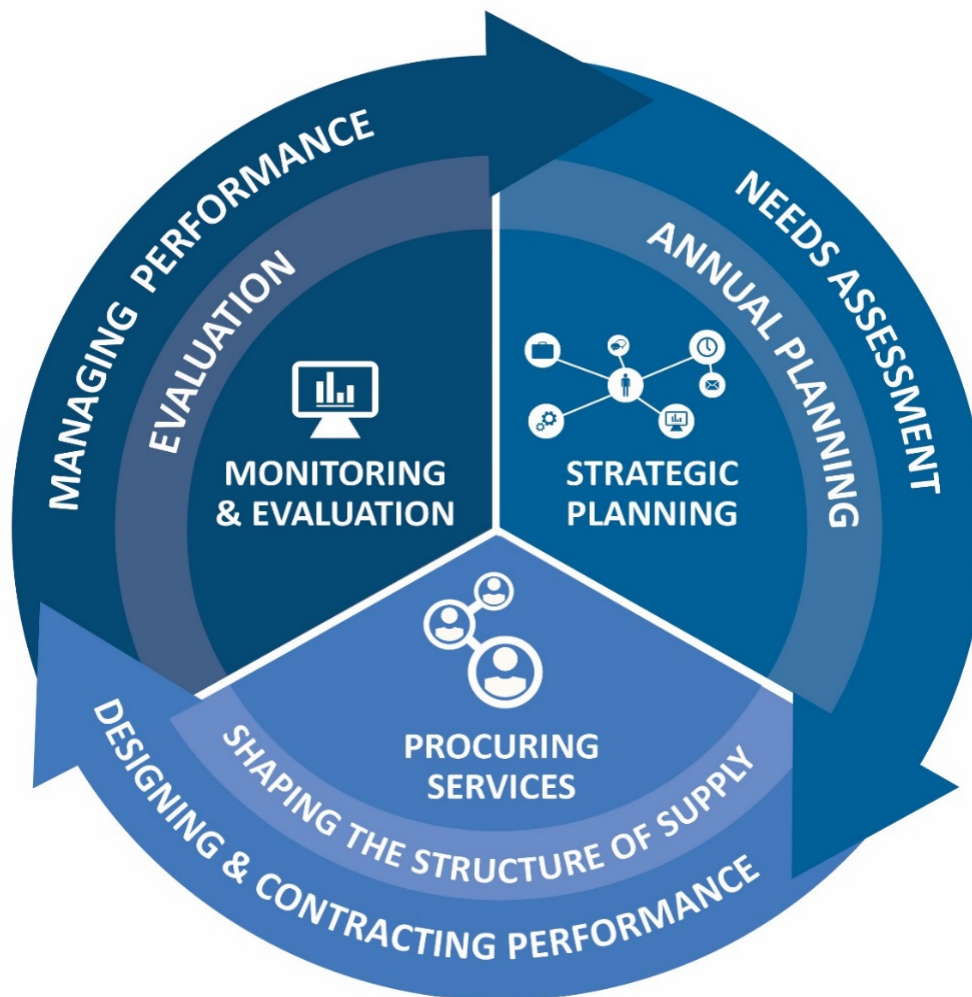




# WHAT IS A PRIMARY HEALTH NETWORK?



# COMMISSIONING CYCLE



# GENERAL PRACTICE SUPPORT

Gold Coast Primary Health Network provides each general practice on the Gold Coast with support and resources to assist with improving patient outcomes and business processes.

- Data
- Quality improvement
- Accreditation
- Digital Health



# WHAT IS A PRIMARY HEALTH NETWORK?

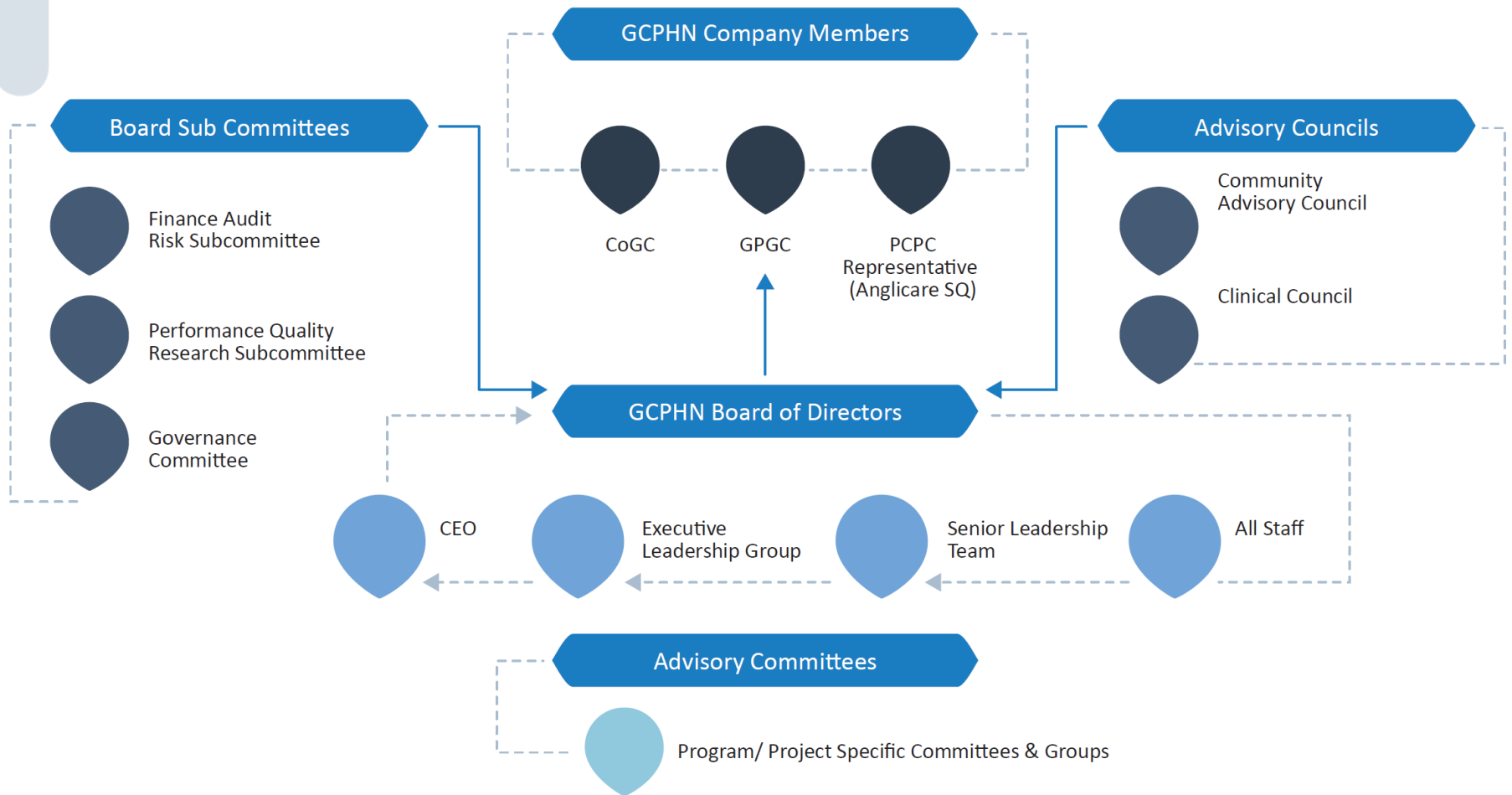
The Government has set seven key priorities for targeted work by PHNs:

1. Mental Health
2. Aboriginal and Torres Strait Islander Health
3. Population Health (e.g. cancer screening and immunisation)
4. Health Workforce
5. Digital Health
6. Aged Care
7. Alcohol and other Drugs





# GOLD COAST PHN STRUCTURE



# CROSS MEMBERSHIP



# ROLE OF THE PHN COMMUNITY ADVISORY COUNCIL

Advisory body to the GCPHN Board comprising community representatives that reflect the community profile and key target groups.

The Council is tasked to provide a community perspective to the GCPHN Board to ensure that decisions, investments and innovations are appropriately patient-centred, cost-effective, locally relevant and aligned to local care experiences and expectations.

# WHAT IS THE ROLE OF CONSUMER REPRESENTATIVES?

- Provide a consumer perspective (often different from bureaucratic, service provider, industry, academic or professionals)
- Protect the interests of consumers, service users and potential service users
- Present how consumers may think and feel about certain issues
- Contribute consumer experiences
- Ensure the committee recognises consumer concerns
- Share the activities of the committee to consumers
- Ensure accountability to consumers
- Provide information about any relevant issues affecting consumers

## WHAT IS NOT PART OF THIS ROLE?

- A technical background in the subjects under discussion.
- Representing one organisation's view or interest
- Undertaking consumer consultations, public meetings and media.
- Speaking for GCPHN. The consumer representative represents consumers, not GCPHN as an organisation.



# SUPPORTING PARTICIPATION

## CAC GROUND RULES

- One speaker at a time, do not talk over others
- Listen
- Respect for everyone
- Validation for the experience of others
- Confidentiality – GCPHN will use the content of what you say but will not identify anyone
- Confidentiality – experiences and contributions made in CAC will remain within the room
- Try to remain on topic
- Value the differences of others – acknowledge and accept people have different views
- Try to be on time, stay in touch with Kellie and Hannah, RSVP for meetings and read your emails

# HOW OUR GROUP RUNS

## Based on a methodology called ‘deliberative process’

- Information is presented in a balanced/neutral way
- Facilitated group discussion  
(notes made on whiteboard)
- Question sheets completed
- Discussion notes and question sheets are analysed
- Outcomes document is produced and shared
- Recommendations sent to Board
- Update at next meeting



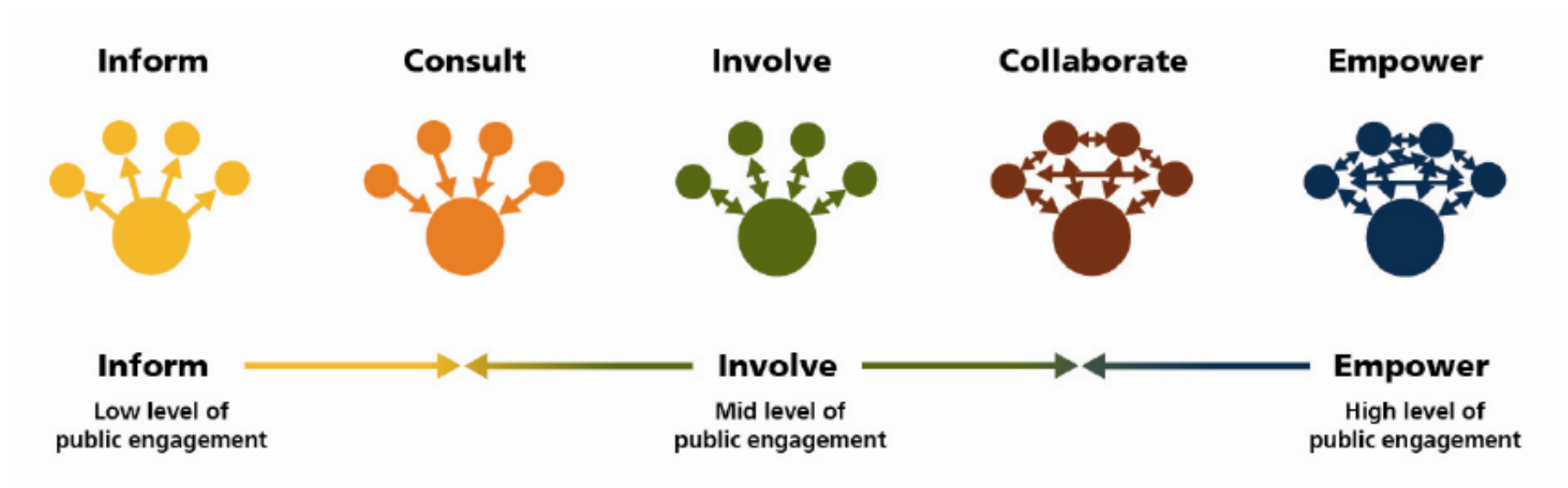
# WE USE A CLOSED FEEDBACK LOOP

- Update on previous meeting topic at each meeting so we can tell you how your feedback has been used.
- We also keep track of meeting activity internally so we can see where the information went, who considered it, what was influenced and the resulting outcomes.

= demonstrating value



# IAP2'S PUBLIC PARTICIPATION SPECTRUM



# BITS AND PIECES

- Payment form
- Statement by Supplier
- Image consent form
- Conflict of interest online training (30mins paid)
- Other training
- Member contact list
- Member portal access





**ANY QUESTIONS?**

