

COMMUNITY ADVISORY COUNCIL

Meeting on 4 August 2023

phn
GOLD COAST

An Australian Government Initiative

NATIONAL CONSUMER ENGAGEMENT STRATEGY FOR HEALTH AND WELLBEING

The Consumer Advisory Council were asked to review and provide feedback on the National Consumer Engagement Strategy for Health and Wellbeing.

The strategy prioritises strengthening partnerships that are equitable and effective and to build trust between consumers and policy makers in all policy areas relevant to preventative health.

A summary of feedback was provided to the Commonwealth.

100%

OF RESPONDENTS AGREE THAT THE PURPOSE AND OBJECTIVES ARE CLEAR?

100%

WITH THE FUNDAMENTALS?

100%

AGREED THAT THE GUIDELINES WILL HELP POLICY MAKERS ENGAGE EFFECTIVELY WITH CONSUMERS?



URGENT CARE CLINICS

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The meeting explored questions around community views on the introduction of an Urgent Care Clinic on the Gold Coast. Urgent Care Clinics (UCC) are designed to relieve the pressure on hospital Emergency Departments by offering an alternative for non-life-threatening urgent care. Urgent Care Clinics will be collocated within an existing general practice.

IF YOU HAVE A CONDITION THAT YOU THINK REQUIRES URGENT MEDICAL HELP. WHAT ARE YOU LIKELY TO DO?

"First, I would probably consult Dr Google, then call My Health Hotline. Subject to that advice, I would either book in with my GP or go to the ED or after-hours clinic."

"Go to the hospital Emergency Department or after hours doctor"




"If I require medical help urgently, I would first see if a GP was available, if not, then go to Emergency"



"I would attend John Flynn Emergency Department; it is close to where I live and waiting times are shown online."

"After considering the severity I would determine whether it can wait for a GP or requires attendance at a hospital."

HOW LIKELY ARE TO USE THE UCC?

-  60% - definitely- most likely
-  20% - maybe
-  20% - not likely

WHAT INFO DO YOU NEED?

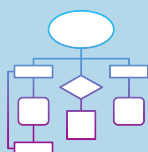
Opening Hours.



Services available





- radiology
- mental health
- wound treatment.

Flowchart of conditions so I know the right place to go.



What is urgent, an emergency or something that can wait?

WHY WOULD YOU USE/NOT USE THE UCC?

-  I think it is a great alternative to clogging up the ED.
-  I would respect their knowledge and expertise.
-  I think they are a good in-between solution as long as the wait times don't become like an ED.
-  My biggest concern would be going there and then being told that I have to go to hospital anyway.



HOW SHOULD THE UCC BE PROMOTED?

- GP clinics
- Public transport/shelters
- Public restrooms
- Radio and TV
- Social media
- In the Emergency Dept
- Community groups
- Pharmacies
- My Health Hotline
- Google ad words
- Billboards (near GCUH and Robina Hospital)

