

Community
Health
Service

inspiro

inspiro.org.au

The Inspiro Journey

Through Consumers' Eyes

Project Summary

The Inspiro Journey

Why we did this project?

At Inspiro, we are committed to listening to people who use our service to improve the way we do things.

In our Consumer Participation Plan, we aim to seek and use our consumers' feedback to improve programs, services and practices at our organisation. This project sought to hear their stories to get a better understanding of their journey through Inspiro.

How we did it

We asked consumers if they would like to share their experience with us in an interview, between March and April 2015. An Inspiro Project Officer interviewed nine consumers to hear their stories.

“It’s a hidden place. If it was on the main road and they had signs and everything, people would think ‘Oh wow, look at this’...It’s a hidden gem.”

- Inspiro Consumer

How can we improve?

Consumers spoke about many interesting things about their experience in the interviews, and showed us gaps in how we provide care. Here are ways we can do things better:

- 'Get the word out' about us into the community
- Make it easier to see what programs and services are offered
- Have maps of both sites on our advertisements, website, brochures and flyers
- Clearly display signs for parking
- Build stronger relationships with other health professionals to improve referral pathways
- Improve the way that we involve consumers in the coordination of their care
- Offer simpler ways for our consumers to give us feedback
- Consider offering group programs at other sites
- Provide enough notice of the dates we are closed
- Consider options for reducing dental waiting lists e.g. using funded vouchers
- Ensure safety of consumers accessing the building



Where to next?

We are working on making these changes to better meet the needs of our community, and plan to follow up our consumers to see if their experiences have changed or improved.

We value our community and will continue listening to their voices to improve how we provide care.

Please contact Inspiro's Primary Care Manager for a copy of the full report for "The Inspiro Journey" project on (03) 9738 8801.