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The Inspiro Journey

Through Consumers' Eyes

2015 Full Report

Acknowledgement

This report was prepared for Inspiro by Melissa Ho, Health Promotion Officer from Inspiro.
A special thank you to our consumers who were interviewed for their valuable contribution.

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Definitions

Consumers	Current or potential users of health services, and include children, women and men, people living with a disability, people from diverse cultural and religious experiences, socio-economic status and social circumstances, sexual orientations, health and illness conditions ¹
Service provider	An organisation that provides a health service
Clinician	Health professionals that provide direct consumer care

Report summary

Need for the project

It is widely recognised that an important way to improve our healthcare system is for consumers to be involved in their own care. In the healthcare setting, participation occurs when consumers, carers and community members are meaningfully involved in decision-making about health policy and planning, care and treatment, and the wellbeing of themselves and the community.¹ Effectiveness studies show that consumer participation can improve health outcomes, lead to more responsive care, facilitate people's involvement in their treatment, and improve quality and safety.² It seeks to value lay knowledge held by members of our community and enables health services to listen to and meet the needs of those who are most socially and economically disadvantaged.³

Inspiro is committed to active consumer participation by having systems in place, which are regularly monitored and evaluated to ensure these systems are working effectively and that improvements are made. Consumer participation aligns with Inspiro's accreditation process as part of the National Safety and Quality Health Service (NSQHS) Standard 2: Partnering with Consumers, and Inspiro's Consumer Participation Plan 2013-2016 aligns with the organisation's overall Strategic Plan 2013 – 2016.

Key objective four of the Consumer Participation Plan is to seek and use constructive feedback to improve services and practices across Inspiro, and aligns with strategic outcome 1.4: More innovation. One strategy highlighted to meet this objective is to identify the gaps in service responding to clients by reviewing client journeys.

This project seeks to gain a better understanding of a consumer's journey through the organisation, and improve Inspiro's ability to identify and address barriers and issues that may exist for consumers. Using a qualitative approach, this initiative is the first in-depth analysis into "the lived experience" of Inspiro's consumers. Key findings from this report will guide Inspiro in developing better ways of meeting the needs and preferences of its consumers, and ultimately, improve service delivery and quality.

The purpose of this project was to:

- Record and understand the experience of consumers using Inspiro programs and services; and
- Identify barriers and concerns that may exist for consumers.

Key findings

The key findings from this project which would benefit from further consideration are:

- First impressions at Inspiro were positive, and participants felt welcome and safe.
- Word of mouth or by chance were the two most common ways that participants came across Inspiro.
- There was a lack of knowledge of programs and services at Inspiro among participants.
- The downstairs car park at Lilydale is not always common knowledge, and exiting the car park after-hours can be problematic too. Parking options at Lilydale should be made clearer, and this is particularly important to consumers who have difficulty mobilising.
- Waiting times for allied health services and group programs were acceptable. However, participants were not satisfied with the long waiting times for dental appointments.
- The ability of clinicians to build trust and rapport was highly valued by participants.
- Clinicians do not always communicate to consumers whether there has been any correspondence with their GP and/or if referrals have been made.
- Procedures for giving feedback and/or making complaints were largely unknown.
- Participants did not necessarily treat Inspiro and other service providers located in the same building as separate organisations.
- Successful health outcomes were highlighted as the best thing about coming to Inspiro.
- The majority of participants felt that the community does not know about Inspiro and that 'word needs to get out', particularly to those who are struggling or facing financial hardship.

Recommendations based on these findings will guide Inspiro in providing better ways to access its programs and services and provide better care to the community. An action plan is being developed, outlining strategies for Inspiro to act upon these recommendations. Follow up interviews are planned with participants to determine whether their experiences have changed, and improvements can be identified as a result of this project.



Methodology

The sampling method

To increase the diversity of participants and to capture a range of experiences and views on programs and services at Inspiro, maximum variation sampling was utilised by identifying key services and demographics. It was anticipated the sample would include at least one of each of the following:

- A dental consumer;
- A parent or guardian of a child or young person who has used services at Inspiro;
- A consumer who is a young adult;
- A consumer aged 65 years or older;
- A carer of a consumer;
- A consumer accessing programs or services at the Belgrave site;
- An Aboriginal or Torres Strait Islander community member; and
- A consumer who is a refugee or newly arrived migrant.

Participant recruitment

Participants had to meet the following selection criteria:

- 18 years of age or older;
- Able and willing to provide informed consent;
- Able and willing to commit to an initial interview and follow up; and
- Able and willing to express their experiences and views on programs and services at Inspiro.

Participants were sought using three methods, between March and April 2015:

- Clinicians nominated consumers who met the inclusion criteria;
- Flyers were mailed to members of Inspiro's Consumer Register; and
- Flyers were displayed on the Lilydale reception noticeboard indicating that Inspiro was seeking consumers to share their experiences.

Recruitment continued towards the point where the consumers did not provide any new information. Eleven consumers expressed interest in sharing their experience, although two were unable to take part in the interviews due to other commitments (Table 1). The remaining nine participants met the inclusion criteria.

Table 1: Consumers by recruitment method

Recruitment Method	Number of Consumers Who Expressed Interest	Number of Consumers Interviewed	Consumers Interviewed (%)
Clinician nominations	5	4	44
Consumer Register	5	5	56
Noticeboard display	0	0	0
Word of mouth – from a participant	1	0	0
TOTAL	11	9	100

The sample

The sample for the project was nine people. The spread of programs and services used by participants, and approximate length of time they had been coming to Inspiro, is outlined in Tables 2 and 3, respectively.

Table 2: Participant service usage

Participant Identifier	1	2	3	4*	5	6	7*	8	9
Program or service used									
Children's speech or occupational therapy				•					
Counselling					•				
Dental		•	•		•	•	•	•	•
Diabetes education					•		•		
Dietetics					•				
Group programs	•								
Physiotherapy					•		•		
Podiatry			•		•				•

***For parents/guardians/carers, denotes programs or services used by child or other family member**

Table 3: Participant length of service usage

Length of Service Usage	Number of Participants	Percentage
Started accessing programs and/or services before 2012 rebranding	5	56
Started accessing programs and/or services after 2012 rebranding	4	44
TOTAL	9	100

In terms of demographics of the sample, females were more likely to participate in the project than males (Table 4). There were no young adults or consumers who identify as Aboriginal or come from a culturally and linguistically diverse background recruited to this project.

Table 4: Sample demographics

Characteristic		Number of Participants	Percentage
Age	18-24	0	0
	24-44	2	22
	45-64	3	33
	65 or older	4	44
Sex	Female	7	78
	Male	2	22
Identifies as Aboriginal or Torres Strait Islander		0	0
From a culturally and linguistically diverse background		0	0
Place of residence	Yarra Ranges	6	67
	Cardinia	2	22
	Maroondah	1	11
Eligible for health care or pension card (and therefore low income fees)		8	89
Living situation	Lives alone	5	56
	Lives with family	4	44
Has own transport		8	89
Location where services are accessed	Lilydale	7	78
	Belgrave	1	11
	Both sites	1	11
	Outreach	0	0

Interview questions

Seven dimensions of client care in the community which represent areas of the client journey⁴, guided the development of interview questions, and are:

1. Meeting personal as well as clinical needs
2. Involved in decisions about care and treatment
3. Links to appropriate services
4. Continuity of care
5. Access to facilities
6. Information and communication
7. Time and attention paid to clients' care

Feedback was sought from Inspiro's Consumer Participation Working Group regarding the relevancy, appropriateness and language of the questions. Questions were then reviewed by the Healesville Indigenous Community Services Association to ensure they were culturally appropriate. During the first participant's interview, an interesting observation was made about whether people in the community know about Inspiro. Hence, an additional question relating to this was included in subsequent interviews.

The interviews

Participants were interviewed by an Inspiro Project Officer during March and April 2015. At the start of each interview, the Project Officer read through the Consumer Information Sheet with participants to outline the purpose of the project, and information on why their stories were being collected and how they would be used. Participants were offered a copy of this sheet to keep, and informed consent, including permission for interview recording, was gained. Participants completed a form to collect basic demographic data including age, sex, whether the participant identified as Aboriginal or Torres Strait Islander, postcode, eligibility for a Health Care (or Pension) Card, household type and main mode of transport. Information about programs or services used and length of service usage was also sought.

Semi-structured interviews were conducted in-person at the Lilydale or Belgrave site for approximately 30-60 minutes in duration. At the end of their interview, participants received a \$20 supermarket gift card as compensation for their time and contribution.

Analysis

Interview recordings were transcribed verbatim by the Project Officer and another staff member. Data was then coded and thematically analysed by the Project Officer. Forms, recordings and transcripts were stored securely at the Lilydale site, and recordings were destroyed at the completion of the project.

Key themes

This section outlines themes relating to consumers' experiences at Inspiro that emerged from the interviews conducted.

Reception staff and area

With regards to first impressions, participants spoke positively about reception staff, including their greeting; the friendly atmosphere; staff being very helpful, up to date and doing their job properly; and the way they were treated. One participant was highly impressed that one of the receptionists remembered their name every time they brought their family member in for appointments.

All nine participants felt welcome and safe coming through the door. Two participants spoke of how they valued this due to feeling anxious or nervous about coming to a new place for the first time or when seeing the dentist.

"Yes, I did (feel welcome and safe coming in the door) because I think it was a friendly atmosphere. I think you sort of feel a little bit nervous. Cause you don't know what's ahead of you."

Inspiro's community profile

Seven of the participants heard about Inspiro through word of mouth and in five instances this was through friends and family. Two participants commented that they would not have known about Inspiro if it were not for their friend or family member.

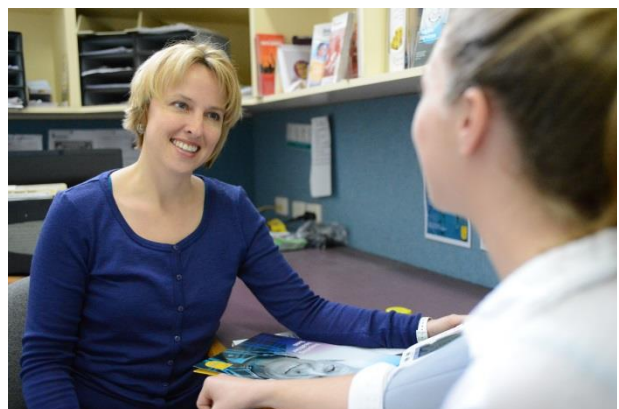
"I've lived in Mooroolbark for 30 years and had no idea of (Inspiro). I knew of the hospital next door, only because I had to take a friend there one time, but I knew nothing about this building and what was in it until I brought dad."

One participant came across Inspiro while walking past in Lilydale, whereas another participant found Inspiro while doing a Google search for a service they needed. None of the participants first came to Inspiro with a referral from a doctor, specialist or other service provider. Two participants recommended Inspiro to their friends after having their own positive experience.

I said to (my friend), "We've done what we needed to do in the morning. Call Inspiro. They have night time (appointments) whereas your dentist is saying, 'You can't come after work'", so she's having to take time off. I said, "Call them." Twenty past 12 we called and I said, "I understand you don't have a concession card but they have a private chair and they said that is quite often available." Half past one that day, she got an appointment!

She was so excited and I said to her, "You have the dental thing for your children – bring them here." Because she took them to the other place and they sent the children away to have x-rays and I went, "That's ridiculous. Inspiro has it all there. They can x-ray it there. Why do you need to go to that dentist? You go to Inspiro, girl." So I think she may now because she's experienced it herself.

In one of those instances, that friend had gone on to tell people at their workplace about how good Inspiro is. None of the participants had first come across Inspiro through mainstream marketing or media. This suggests that Inspiro's community profile needs to be lifted.



Knowledge of services

When asked what they know about Inspiro, the majority of participants knew that various services are available to the community. Approximately half of the participants could name one or a few of these services but were not aware of the extent of services available.

“There’s lots of services that are provided for in one place, which I think is terrific. I’ve seen that there’s a dental surgery and apart from that, no, I don’t (know what other services there are). I just went specifically (to my group program).”

On the other hand, some participants knew that Inspiro offers other services but could not name them specifically.

“Well I know it’s there to help people and I can’t think of anything else.”

Another participant, who had been coming to the dentist for five years, was not aware that Inspiro had other services. This participant expressed interest in making an appointment with the podiatrist after learning that this service was offered, during the interview.

“Well I wasn’t aware of any of them. I thought it was only purely dental. As I said I was really, really surprised when I read how much you cover.”

Of the three participants using the dental service only, none were familiar with other programs and services at Inspiro. One participant, who had been coming to Inspiro for several years, still thought of it as being, prior to the rebranding, the ‘Yarra Ranges Dental Clinic’. This suggests that among ‘dental only’ clients, there is a lack of awareness of, and connection with, Inspiro’s other health services.

Participants found out about other programs and services through various ways. The most common way was hearing about a particular service from a family member or friend who also came to Inspiro. One participant had read a brochure they received when they joined the Consumer Register whilst another relied on being referred to other services by their clinician. Two participants discovered there were other services by chance, with one participant overhearing someone else in the reception area trying to get a family member in for physiotherapy. The other participant happened to see equipment while walking through the corridor.

"Like today I discovered that there are exercise mats in the room next to here. So maybe I'm thinking they do exercise services here."

"Is that something that you would be interested in doing?"

"Yes, I would."

"Okay, they do have a brochure up the front at reception on the table that has a listing of all the different services and group programs that are on offer..."

"Well, I didn't know that."

There was a general lack of knowledge of programs and services at Inspiro. It is important for consumers to know about what is available to them, and in a timely way, so that they are empowered to access help and support by themselves when needed.

Getting to Inspiro

All except for one of the participants were able to get to their appointments with no difficulty. One participant had trouble getting to the Lilydale site the first few times due to the pressure from the distance traveling from home, getting caught in peak hour traffic and not being familiar with the suburb. The participant was frustrated by the situation and also got a speeding fine coming down the hill whilst trying to work out the directions to Inspiro. This participant stated that having a map to guide them into Inspiro would be helpful.

"Well, I wasn't paying attention, I was trying to work out where Chapel St is cause I'm used to coming in from the back. I usually have no trouble with Belgrave because I've lived in (the area) for 50 years."

Parking

All of the participants had their own transport except for one participant who booked a TeleBus to get to their appointments. Participants had no problems parking at Lilydale, although two participants felt it would be ideal if more parking spaces were available, they acknowledged this might not be possible.

The downstairs car park was not always common knowledge. One participant who is unable to walk long distances and sometimes has to park at the health service next door, did not know

there was parking below until they happened to see a car driving down. Another participant who had been coming to Inspiro for approximately two years was still not aware of the downstairs car park and lift. This participant had difficulty walking and sometimes had to park unnecessarily further away.

"I was able to park straight out the front so I didn't have to be walking around much for my pains and that that was good because I've got spinal problems too. I've had to go to the hotel and park up there. Left (my car) there and walked around."

"What was that like for you? Did you find it difficult?"

"When my back was bad, it was. It was. I think a couple of times I've done that."

"Are you aware that there's underground parking?"

"No, I didn't know that."

Another participant explained how they had been locked in the downstairs car park after an after-hours group session (starting after 5pm) because the gates had shut. This indicates that there needs to be clearer communication and signage about the presence of the downstairs car park and its opening hours.

Two participants who have appointments at the Belgrave site had no problems with parking, except for when certain events are happening close by. One participant explained that if the car park outside Inspiro was full, they would drive to the parking area on the other side, which is visible from the street. It should be noted that these two participants live relatively close to, and are familiar with, Belgrave.

"There is parking all over Belgrave. I think it just depends what's happening. If there is something on in the cinema it probably all gets filled up. Generally, there's a car park somewhere, it's not like you have to drive around and you don't find a car park."

Waiting lists

Most participants were satisfied with the amount of time waiting to get an appointment, with the exception of a few participants who sought dental services. Participants were generally seen within a couple of weeks for allied health services, while those who were after group programs waited for the next group to start. Both situations were deemed acceptable.

For dental services, however, the initial waitlist was much longer and ranged from six months to two years. Half of the participants who had used the dental service started out as emergencies and were therefore seen within one to two days. Among participants who needed a general dental check-up, there was some dissatisfaction regarding the waiting time. One participant spoke of reluctantly having to accept the six-month wait while in pain.

"I wanted it to happen sort of straight away but I know it couldn't. Basically, it is what it is. Can't really do anything so... you've just got to put up with (the pain), mate, and soldier on, mate."

Another participant initially had to wait fifteen months to two years to see the dentist. They were advised by staff to put their name down at another community health service in case an appointment came up first there but ended up getting an appointment at Inspiro several weeks later. Another participant explained they were used to public service waiting lists but would go elsewhere to access the service sooner if their dental condition became too bad.

"I haven't had to wait forever. First I was put on the waiting list but I had an emergency so they've slipped me in. I've been on waiting lists for hospital and stuff like that, and so you get used to (waiting) a year or two. It's not always pleasant but look, if worst came to worse, I would have had to go somewhere else and get it done. Pay full price instead of my little price."

Two participants were given a state funded voucher to take to a private dentist. This was considered to be a good idea by the participants.



Referrals

All of the participants came to Inspiro on their own; without a referral. Four participants needed dental services, which are relatively straightforward to access. Since coming to Inspiro, two participants had been referred to other services by their GP or clinician. One of those participants happened to be coming to the dentist and was referred by their GP to another Inspiro service. The other participant who had complex health and social issues had initially come to see the dentist and was then recommended to see a member of the counselling team. From that point on, this participant was referred to a number of other services within and outside Inspiro, to attend to their health and social needs.

"Well, I was actually referred to another service nearby that's Dandenong Ranges Relief Centre or something like that. They also referred me to Anglicare. Then a lot of it from the (community) nursing. She's lined me up for many tests like the physiotherapy.

(The podiatrist) put an ultrasound machine on me feet, which I think that led to then going to see the endocrinologist at Knox Community Health.

Then I've had a blood pressure test for 24 hours, where I had to wear a meter to measure the blood pressure, and then there was also one where they put terminals on to check heartbeat. And that was done at the William Angliss Hospital. But all of this goes back to Inspiro because they refer it."

"So this was the central point?"

"This was the central point. I've never had to ring up and say, 'Can you do this or do that?' It just automatically flows on."

One participant had been attending a group program and liked how their physiotherapist had also offered them other services that might be useful.

"They've looked at me holistically and offered other services that I could be interested in, like the dietitian. I've got to ring her and make an appointment. I don't know what the word is but they can connect you with other services that they think that might be of help. So I think that's terrific."

In summary, referrals were mainly made within Inspiro, and by Inspiro clinicians. This may be reflective of findings from the Client Journey Project for the South East Primary Care Partnership in 2008, where providers supporting the clients through the primary health service

system were largely unaware of the available health and well-being services from other community agencies.⁵ Building more connections with other service providers would be beneficial in increasing the number of referrals, and therefore, consumers that come through Inspiro's doors.

Client-centred care

All of the participants felt they could talk equally with their clinician and described them as being easy to talk to, good listeners, lovely, a pleasure to deal with, reasonable, and open to suggestions or concerns.

"There's definitely been no, 'I am the service provider and you – you just come in'. (My child)'s really bonded with (their speech therapist). (The speech therapist)'s been very open and informative and friendly, and completely professional in every manner but has a great rapport with (my child)."

One participant valued the fact that although dental staff were busy, they still took the time to talk to them, put them at ease and show interest. Another participant who had previously accessed private dental services appreciated being treated with great respect and "the way they make you feel" at Inspiro, even though they have a pensioner concession.

"I have been absolutely bowled over by how kind and how forthright (they have been). How they make you feel. I have never felt that I was getting lesser care because I was on a pension."

Two participants compared their positive experience at Inspiro with how they had been treated by doctors and healthcare workers elsewhere.

"It was just an easy atmosphere. There was not, 'I am superior to you'. You can go some places, especially (named other service), where the doctors feel that they're above you. I haven't come across that, 'You're beneath me cause you're on a concession card'."

One participant explained how a lot of people treat them as though they lack cognisance and comprehension because of their age, which they found very offensive, but that this had not happened at Inspiro.

"See, a lot of them treat you – because you're old – like you're senile as well. At least they didn't treat me like that (at Inspiro), I'll tell you that. They talk down to you, you know? A lot of people do that."

One participant who is a carer for an older family member described how the approach that the clinician took with that family member, and the rapport that was built between them, was highly effective in getting them to acknowledge and change their health behaviours.

"That's when (my family member's diabetes educator) said, 'No bullshit. Man to man here. You can't be doing this if you want to live til 100 like you say'."

It became apparent that participants felt as though they were treated with dignity and respect at Inspiro, and that this was highly valued.



Confidence in clinicians

All of the participants had confidence in their clinicians, which they attributed to them being open, honest and genuine; getting straight into their care and not wasting time; seeming to know what they are talking about; and explaining things that made sense.

One participant spoke of how their child's speech therapist had the right combination of technical competency and people skills to make a client feel comfortable to learn and grow.

"I think that (my child's speech therapist) has got an amazing dynamic. You get lucky sometimes and you get a doctor that's got both skills, but more often than not there's a swing either way. I just feel that (my child's speech therapist) is clearly really good at (their) job but so personable, which is part of what makes (them) good at (their) job as well as having the skill set to provide the service."

Another participant valued the ability of their clinicians to pick up on other health issues other than their presenting issue, and refer them for further tests. This participant also felt that the progress and health outcomes they had achieved with their clinicians gave them confidence in their clinicians' abilities.

Involvement in decision-making

Overall, participants felt they were involved in decisions around their care. For participants accessing the dental service, this was particularly the case, as they spoke of being able to talk with their dentist about what treatment options were available and then making their own choices. Similarly, for one participant who was a parent, and another who was a carer, both felt involved in their child or family member's care during appointments.

Time spent at appointments

All of the participants felt that clinicians spent enough time on their care at appointments. Those who had attended group programs were not asked this question. One participant spoke about their experience with the dental service:

"Yes, I have never ever felt that I was being rushed or that the work was quick."

Another participant appreciated the fact that their appointments were always on time compared with other specialist rooms, tests or health services.

"You tend to find that if the appointment's at 10 o'clock you may not get to seen till later. But at Inspiro if it's 10 o'clock, it's 10 o'clock."

Continuity of care

Responses were mixed in terms of whether participants thought there was communication between their clinicians and/or service providers. Communication was identified as occurring in two ways: between clinicians at Inspiro; and between Inspiro and other service providers. Three participants accessing dental services only were not asked this question.

One participant described how as their child approached school age, their child's clinician gave them written information to take to their child's teacher to assist with transitioning them into receiving the service through the school system. This participant was not sure if there had been contact with the family doctor. One participant explained how their podiatrist had sent images to their GP. One of the other participants did not know if there had been any communication between their service providers but presumed that there had been correspondence regarding their care at Inspiro with their referring GP.

"I don't know (if communication happens) but I would presume (they) would. That would all be on their computer that they have in their offices."

One participant, who had complex health concerns, spoke of how they had gone for numerous tests and saw multiple healthcare workers, at various organisations. This participant reported that they were not always aware that tests or appointments had been scheduled for them.

"Well I seem to get appointments that I didn't know anything about, that I hadn't been pre-warned, 'you should do this or should do that'. They just ring up and say, 'We want to make an appointment for you'."

"So that tells you that someone had said something and organised that."

"Oh yeah. I think there's a good fairy involved here somewhere (at Inspiro) that chases around...and like the hearing test...I didn't ask..."

"Do you know who organised it?"

"I don't. I really don't. It could have been anyone of them."

In such instances where there are complex care needs, it may be better to inform consumers about extra tests or arrangements that have been made, and by whom, through both written and verbal communication.

Although it should be acknowledged that the need for health professionals to communicate with each other depends on the circumstances, this lack of knowledge and assumption that communication happens suggests that consumers are not adequately informed of whether correspondence regarding their care, or referrals, have been made.

Dealing with issues and concerns

Participants were asked who they would go to if they had an issue or concern relating to their, or a family member's, care. Responses were highly variable, suggesting it is not clear to participants who they should go to, and included:

- Going to the front desk or ringing reception;
- Speaking with family, friends or going to a lawyer;
- Going to their doctor because they did not know who else to go to and it would be awkward to say what is going on to Inspiro;
- Asking reception for a management contact and taking the matter to the Ombudsman if the issue was unable to be resolved; and
- Raising the issue directly with their clinician.

However, two participants did not even know who they could talk to if they had an issue or concern. One of them described their dilemma:

"I wouldn't know exactly who to contact if I did have a problem. If I had a contact with one of the girls at the desk, well if I speak to one of the others, you don't know how chummy they are or how standoffish they'll become."

Who would you complain to? It was like the incident with my ankle at (an external) specialist rooms. The secretary there was so rude to me. She said straight up on the phone, 'Do you have private health cover?' and she said, 'Well, he's not even going to look at you'.

She was so rude. Who do I complain to? I have no idea who to complain to! I've never come across anything like that (here) but I'll never forget that."

Whilst this participant had been able to voice an issue through their activities with the Consumer Register, the other participant admitted that if faced with such an issue or concern about their care, they would have to just accept the problem.

"I don't know. I don't know if there is someone in charge of Inspiro that you would go to. An Ombudsman or something. But I think that it wouldn't be necessary."

"Why do you say that?"

"I probably would just accept the problem."

"Would you have a problem with telling us about that issue?"

"I wouldn't know who to go to. It would be no good going to the receptionist."

"Why would that be?"

"Because receptionists couldn't handle a situation like that. Maybe you could write to 'Manager at Inspiro' and just post it here, not knowing their name! Yes, you wouldn't know who's out there and hopefully, that never happens to me."

Some participants felt comfortable bringing up concerns relating to their care directly with their clinician, although this appeared to depend on the type of concern and the relationship, and level of trust between the consumer and clinician.

"I think if I had an issue with (my clinician), I'd feel comfortable bringing it up, saying, 'Oh, I'm not so sure about doing it that way'. The communication doors are open and I feel that I can give constructive criticism, if I wanted to."

None of the participants, except for one participant whose matter was resolved directly with their dentist, had been in a situation where they had been unhappy with their care. Therefore, they had never thought about it and this may have influenced their responses. Responses may also have been influenced by the discipline each individual, carer, parent or guardian was seeing in terms of the potential type of risk involved (e.g. podiatry treatment versus dietetics counselling). Nonetheless, it appears that feedback and complaints procedures need to be more visible to consumers, in order to meet consumers' needs and provide better quality care.

Co-located service providers

There was some ambiguity among participants in terms of the different health services in the building. Some participants had initially thought Inspiro and the day hospital next door were all together, but figured out they were separate after a few visits.

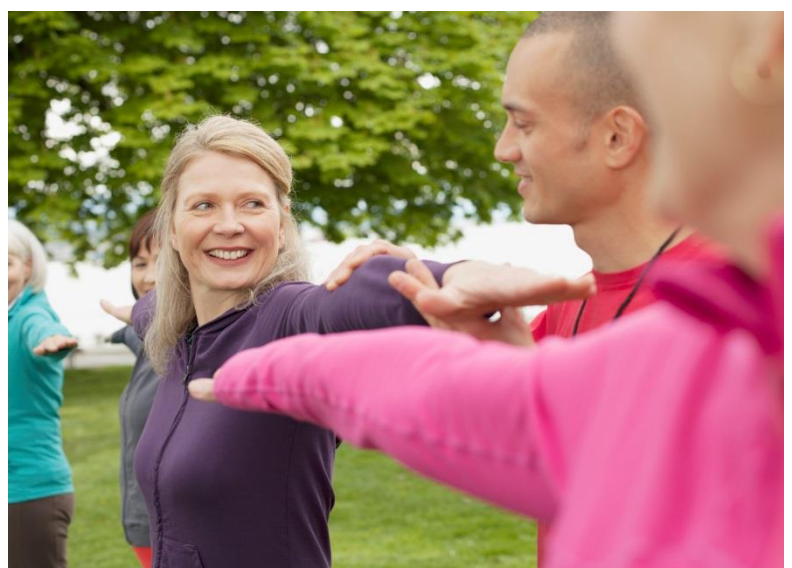
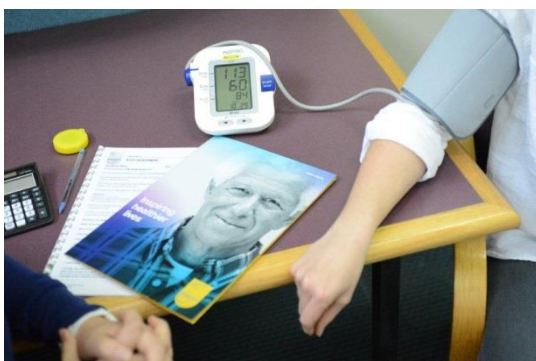
"I did (think they were connected). Because I came here for (an appointment) first and they say, "No, it (isn't) here". I learned that they were two different things."

Several of the participants spoke about other service providers when talking about their experience at Inspiro. One participant spoke about going for leg exercises at the day hospital. Similarly, two participants spoke about having eye tests (referring to the external optometry service that visits once a month and operates out of Inspiro rooms). Several participants also referred to nearby GP, and drug and alcohol services when talking about their experience. These examples suggest that participants may not necessarily distinguish between Inspiro and the other service providers in the building.

"There's multi-health places here. There's the doctors, the dentist, the physio, diabetes stuff. There's just a lot of health services here in one building."

Participants greatly valued the convenience of having multiple services in the same building. One participant was happy they could visit the medical centre for an urgent matter while they were at Inspiro, rather than having to make an appointment with their own GP, which would have taken longer. Another participant felt the same:

"So instead of me going all the way over to Carlton to go to the optometrist place, I can go easily here in my own area. I used to go to the optometry school. That's a big day out going all the way over there to get my eyes checked when I can easily get it done here."



Best thing about coming to Inspiro

All nine participants were happy or very happy with the care and support they received.

"(It's been) wonderful, absolutely wonderful. Couldn't ask for better and it is so professional."

Successful health outcomes was highlighted as the best thing about coming to Inspiro, whether this was getting a dental treatment done, or more significantly, getting their life back in order. One participant described how coming to Inspiro led to a significant improvement in their child's speech and language development.

"The progress. The fast progress that we've made. The fact that (my child's speech therapist) has been able to work through so many things. I've listened to (my child) talking to (their) friends now and I can see that they can understand what's going on. Whereas previously in the earlier days, (my child) might say something and they wouldn't understand."

Another participant described how coming to one of the group programs has empowered them to take charge of their own health condition by using what they had learnt from the facilitator and other group members, in their own lives. As a result of attending the group, they now find it easier to move around the house, get in and out of the car, and make dinner for the family.

"It's been a holistic approach to me, to be given the tools and the confidence that I can actually do something to make my days better and manage my pain better."

Other aspects were also valued including knowing that you can get care and having the service so close by.

Community awareness of Inspiro

All of the participants felt that people in the community do not know about Inspiro, with the exception of one participant.

"I've got friends in Coldstream...know nothing (about Inspiro). Other friends in Mooroolbark...know nothing."

Participants were asked why they thought this was the case and offered various explanations. Some participants believed that other people do not know Inspiro since they themselves would not have known if it wasn't for word of mouth, and because, to this day, they still do not know the full extent of services at Inspiro.

"If they were like me, they probably don't (know about Inspiro). Sort of word of mouth. I didn't know about it apart from (my friend telling me). I think a lot of people are probably in that same situation."

"Well, for the fact that I've been coming here and even I don't know your full amount of treatment that you give here. If other people don't come, well, what do they know?"

Another participant described how they had not heard anyone refer to it and that other people were not familiar with Inspiro when they mentioned it. One participant thought the location of the building may contribute to this lack of community awareness but expressed concern that waiting lists would become even longer if too many people knew about Inspiro.

"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'. Not that I want you to change location. It's a hidden gem."

Two participants explained how, prior to coming to Inspiro, when they saw the sign at Belgrave, they did not recognise the name or logo or know what was happening in the building due to a lack of information.

"Like when you drive past a garage sale sign, if it's in small print you don't get enough time to actually read it. Maybe that's predominantly what's happened – that if you're driving by you've got a split second to take things in. I think I've driven past and gone, 'Inspiro? Oh well I wonder what that is.'"

One of those participants thought there is a tendency to not be aware of what is available in the community until you need a service. However, another participant felt that timely knowledge of Inspiro is important so that people can access the service as soon as they need it.



"If I hadn't heard from (my family member) about it, it was Ranges then, I wouldn't have found it properly. I may have after a while, but not like I did when I needed it."

Two participants felt that people, who are having a bad time or are in bad luck, and pensioners with limited finances, need to know about Inspiro and its affordable services.

"It does definitely need to get out into the community and let the community know that there are cheaper options."

One participant felt that people do know about Inspiro because people in their social circles have come to Inspiro, however, this was the exception.

Participants made several suggestions for getting the 'word out' about Inspiro, including in no specific order:

- From the hospital before returning home;
- Pamphlets in doctors surgeries;
- Advertising in the local paper;
- Advertising on the radio;
- Making the 'community health service' words on outdoor signs bolder;
- Providing a visible listing of specific services somewhere; and
- Sending information in the mail box.

"Everyone reads The Leader (newspaper). Everyone. See that's where I get all my trades people from, even more than the Yellow Pages, and everyone that I know does the same thing."

Suggestions for improvement

Overall, participants were happy with their experience at Inspiro, and three suggestions were made:

1. One participant suggested alternating the location of group programs every term, to balance the services, as Belgrave was closer to home and had more parking spaces than Lilydale.
2. Another participant was unhappy with the lack of communication about opening times over the Christmas and New Year period, when during that period, they were in pain and could not eat or drink, and needed urgent dental attention. The participant called the Lilydale site with no response or message, and then received a letter on the sixth of January informing them that Inspiro had reopened on the fifth, which was untimely.
3. This participant also voiced concern about the groups of people standing out the front of the drug and alcohol rehabilitation program, near the front entrance, which made them feel uncomfortable.

"They would all be sitting out there and you pull up and they'll all be staring. Am I going to get out of my car and go in and come back and my car's not going to be there? It was quite unnerving when they were always grouped out there and they would just watch you. So I did write that (on a feedback form) saying that it's a little bit unnerving for me. What's it like for an elderly person? You couldn't avoid them unless you went downstairs and come up the elevator or the stairs."

Recommendations

What improvements can be made?

This project identified several gaps in access and service provision at Inspiro, and recommendations for improvement include:

Access to facilities

- Raising community awareness of Inspiro and considering strategies suggested by consumers.
- Making programs and services at Inspiro more visible to increase the community and consumers' knowledge of what supports they can access (e.g. a board displaying all the different services inside and/or outside the building).
- Having a map on the website and printed materials to help consumers find their way to the Lilydale and Belgrave sites.
- Creating visible signage and communication of parking areas, particularly the Lilydale downstairs car park and its opening hours, to assist consumers who have difficulty mobilising or who may be coming in after-hours.
- Building stronger connections with external service providers to increase the number of referrals to Inspiro.
- Consider alternating group programs between the Lilydale and Belgrave sites each term to accommodate consumers who live closer to one site.

Information and communication

- More communication from clinicians to consumers during appointments about correspondence with GPs and/or making referrals. To consider providing written communication too, particularly for consumers who are older or have more complex health and social issues.
- Improving notification about closure over the Christmas and New Year period, and ensuring that it is timely (e.g. mailing out correspondence earlier, leaving recorded phone messages, setting up automatic email replies).

Involved in decisions about care and treatment

- Creating clear, visible and safe ways for consumers to voice issues or concerns they may have, and to communicate this to consumers, to raise awareness of feedback mechanisms and enable Inspiro to address these matters in a timely manner.

Other

- Continued use of state funded dental vouchers when appropriate.
- Further examination into the concern about groups of bystanders near the Lilydale front entrance.

Future work

Inspiro should continue to undertake client journey interviews on a regular basis, to monitor and address any issues and concerns that may exist for consumers as the organisation grows and changes. To provide better care to the whole of the community, it is important for Inspiro to create better connections with Aboriginal and refugee communities in the Yarra Ranges, to engage them in consumer participation through culturally appropriate ways. To strengthen findings from this project, the perspective of clinicians could be sought through methods including surveys, interviews or focus groups. Lastly, while beyond the scope of this project, listening to community members who do not currently come to Inspiro (e.g. due to not being eligible for low cost fees) would also be valuable.


There are several limitations to the methods of this project. Some sampling bias may exist as consumers who were nominated by their clinicians may have been more likely to have had a positive experience. Due to the nature of the nominations, participants may have also been reluctant to voice complaints to the Inspiro Project Officer. It may be worthwhile to also seek consumer feedback through less direct methods or by engaging external consultants.

References

1. Department of Health 2011, *Doing it with us not for us*, Department of Health, Melbourne.
2. Australian Institute of Health Policy Studies 2006, *Engaging Consumers in Health Policy – Assessing Models and Outcomes*, Roundtable Monograph, November 2006, p. 9.
3. Department of Human Services 2005, *Doing it with us not for us*, Department of Human Services, Melbourne.
4. Department of Health 2008, *Patient stories: a toolkit for collecting and using patient stories for service improvement in WA Health*, Department of Health, Western Australia.
5. Hawke K & Wright L 2007, *Client journey through the primary health service system*, South East Healthy Communities Partnership, Melbourne.

Appendices

Appendix 1: Recruitment Flyer

 facebook.com/InspiroCHS

inspiro.org.au

We need your help!

Tell us about your experience at Inspiro to help us provide better services and care to the community.

Why are we doing this?
To understand the experiences of people using our programs and services, so we can provide better service to the community.



Who can be involved?
Any person aged 18 years and older who has used our services including group programs. Parents/guardians of children who have used our services are also welcome.

What will I need to do?
Simply chat with us about your experience over two separate interviews:
- 1st interview in early April 2015
- 2nd interview in August 2015

To say thanks, you will receive a \$20 Coles gift card for your involvement.

To express interest in being involved or to find out more information, contact Melissa on 9738 8870 or email melissa.ho@inspiro.org.au.

This service is supported by funding from the Victorian Government.


Community Health Service


Appendix 2: Consumer Information Sheet



CONSUMER INFORMATION SHEET

March 2015

Consumer Journey Project

This information sheet is for you to keep

Project purpose

This project aims to understand the experience of people using programs and services at Inspiro, so we can provide better care and service to the community. We are interested in hearing about your experience and 'journey' and invite you to take part in two interviews.

Who can be involved?

We welcome anyone who is aged 18 years of age and above who has used any of our services including group programs. Parents or guardians of children who have used our services are also welcome.

What does it involve?

The two interviews are made up of questions about your experience using our programs or services, and are about 30-45 minutes in duration. Interviews will be recorded to help us capture and reflect on what was said and will only be listened to by the Project Officer. After the interview today, you will be contacted again in four months for a follow up interview.

Do I have to take part in this project?

If you do not wish to take part, you do not have to. You may withdraw at any time or avoid answering any questions which are too personal or make you feel uncomfortable. This will have no effect on your future care or use of services at Inspiro.

Results

Results from this project will be written into a report and will be shared with other interested community groups or organisations. If you would like to receive a summary of the report, please contact the Project Officer (see details below).

Privacy and confidentiality

Any information you provide that can identify you will be treated as confidential and stored securely at our Lilydale site. Recordings of interviews will be destroyed at the end of the project.

Further information and who to contact

If you have questions after your interview, please contact the Project Officer:

Melissa Ho
Health Promotion Officer, Inspiro
P: 9738 8870
E: melissa.ho@inspiro.org.au

Appendix 3: Consent Form



Consumer Journey Project Consent Form

Please read the following:

- I have read the Consumer Information Sheet or someone has read it to me in a language that I understand
- I understand what the project is about and what it involves
- I understand that the interviews will be recorded
- I have been able to ask questions and I am happy with the answers I received
- I understand that my personal details will be kept confidential and that recordings of the interviews will be destroyed at the end of the project
- I understand that I can withdraw my comments at any time during the project without affecting my future care
- I agree to talk about my experience with Inspiro in two interviews – the first in March and the second in August 2015
- I understand that I will be contacted for a four-month follow up interview and my contact details have been requested for this purpose

Consumer

Print Name:

Date:

Signature:

Phone:

Email:

Interviewer

Print Name:

Date:

Signature:

Appendix 4: About the Participant Form



About the Participant

Please tick the responses that best describe you and your situation.

Date:.....

Your age:.....

Your child's age (if relevant):.....

Sex: ☐ Male ☐ Female ☐ Other:.....

Do you identify as Aboriginal or Torres Strait Islander? ☐ Yes ☐ No

What is your postcode?

Are you eligible for a Health Care card? ☐ Yes ☐ No

Which of the following best describes your household?

☐ One person ☐ Group ☐ One family ☐ Multiple families

What is your main mode of transport?

☐ Own car ☐ Family member ☐ Friend/neighbour ☐ Bus
☐ Train ☐ Taxi

What programs or services are you using or have you used at Inspiro, and how long have you been using them?

- ☐ Dental.....
- ☐ Counselling.....
- ☐ Social Support.....
- ☐ Nutrition and Dietetics.....
- ☐ Diabetes Education.....
- ☐ Occupational Therapy.....
- ☐ Physiotherapy.....
- ☐ Exercise Physiology.....
- ☐ Podiatry.....
- ☐ Children's Occupational Therapy.....
- ☐ Children's Speech Therapy
- ☐ Other:

Where do you use these services?

- ☐ Lilydale
- ☐ Belgrave
- ☐ Off site

You are welcome to leave your address if you would like to receive a copy of the final report.

Address:

Thank you!

Page 2 of 2

Appendix 5: List of interview questions



Consumer Journey Project

Interview Questions

For people who have used services or been to a group program at Inspiro

What were your first impressions coming to Inspiro?

How did you find out about Inspiro?

What do you know about Inspiro?

What programs or services have you used here?

Can you tell me about your experience using that program or service?

How easy is it to get to Inspiro?

Do you feel there was communication between service providers about your care?

Did you feel you could talk equally with (your service provider)?

How happy were you with the care and support you received?

If you or someone in your family had any concerns about the care you were receiving, what would you do?

What's been the best thing about coming here/to Inspiro?

What else can we do better?

Contact

For information regarding this report, please contact Inspiro's Primary Care Manager.

P: (03) 9738 8801

E: hello@inspiro.org.au

The Inspiro Journey was conducted from February - August 2015.