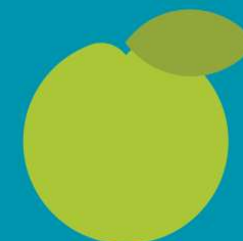


Food + Drink Survey



Metro South Health
Healthier Choices Project

Go green for wellbeing – consumers creating solutions

prepared by



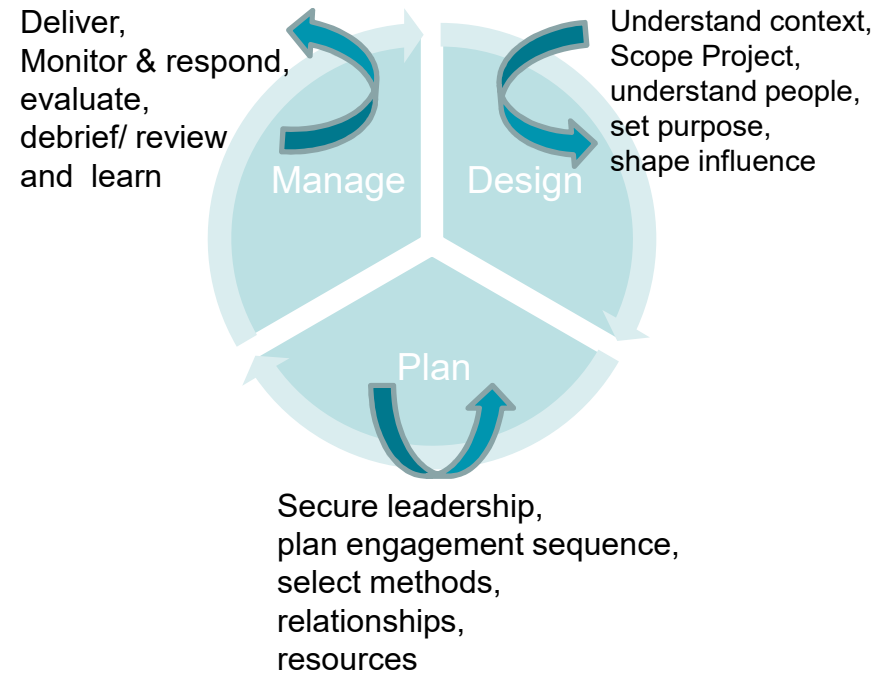
Warren Stubbs – Consumer Advisor,
Co-Chair Redland and Wynnum Consumer
Partnership Committee and Redlands
Volunteer

Amber Williamson – Senior Engagement Officer,
Metro South Health

Food + Drink Survey



- MSH Board identified need
- Funding received Prevention Division, Department of Health
- MSH quality improvement activity, essential to gain information from key stakeholders (STAFF, CONSUMERS/ VISITORS)



*IAP2 Design, Plan, Manage (DPM) model

Food + Drink Survey



PHASE 1 – STAFF Engagement

- Consumer Advisor instrumental in committee
- Engagement technique: online survey.

<https://metrosouthhealth.citizenspace.com/>

Result:

- Staff survey completed by 864 MSH staff
- **Engagement Plan activity:**
- Board/ Executive supported and promoted via email
- Working group push strategy
- Promoted by management to staff at team meetings
- Key stakeholder direct email

IAP2'S PUBLIC PARTICIPATION SPECTRUM

The IAP2 Federation has developed the Spectrum to help groups define the public's role in any public participation process. The IAP2 Spectrum is quickly becoming an international standard.



		INCREASING IMPACT ON THE DECISION →				
		INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL		To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
	PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision. We will seek your feedback on drafts and proposals.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will work together with you to formulate solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

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Food + Drink Survey



Have your say – take the Metro South Health Food and Drink Survey

At Metro South Health we care about providing high quality, nutritious food and drink choices for everyone visiting our hospitals, health centres and offices.

We're currently reviewing the food and drink choices in all our **vending machines, cafes and shops**.

We're thinking about how we can improve the food and drink options to make sure we better meet your needs and offer the choices you want.

We're listening

We value your opinions so please share your views and help shape the choices we offer. Please complete a [short online survey](#) by 10 April 2017.

To request a paper copy of the Food and Drink Survey, please email metro_south_engagement@health.qld.gov.au or call 07 3156 4976.



Take the survey

Interactive email messaging

HAVE YOUR SAY
on the food and drink choices in our
Vending machines | Cafes and canteens | Shops

Quick and easy
closes 22 February

Take the survey

Food + Drink Survey

Open from ... to ...

Complete online or fill in a paper survey

Find out more and take the survey at metrosouthhealth.citizenpace.com/food-drink
To request a paper copy, email metro_south_engagement@health.qld.gov.au or call 07 3156 4976.

Metro South Health
We care about you

Food + Drink Survey
Staff edition

Food (and drink) for thought
At Metro South Health we care about providing excellent food and drink choices for all our staff, patients and visitors.

That means offering a variety of tasty, nutritious and affordable options, so there's always something you'll enjoy eating.

Working to meet your needs
We're currently reviewing the food and drink choices in our vending machines, cafes, staff canteens and shops – the places you rely on during your working day.

As part of the Healthy Choices project, we're thinking about how we can improve the food and drink choices in staff and public dining areas to ensure we meet the needs of everyone in our communities.

We're listening
Your input is essential to make sure we get a full picture of how you experience the food and drink choices in our hospitals, health centres and offices.

That's why we're asking you to complete a quick staff Food and Drink Survey. Please let us know:

- what food and drink do you currently buy at work?
- what influences your food and drink choices?
- what changes would you like to see for yourself and others?
- how we can make things healthier?

The survey covers all areas of food and drink (except in patient) at Metro South Health and only takes five minutes.

Please give us your views and help shape the food and drink choices we offer.

How to take the Food and Drink Survey
A Go to metrosouthhealth.citizenpace.com/food-drink (scan the codes below with your phone for easy access).

or

B Complete a paper copy of the survey (available by emailing metro_south_engagement@health.qld.gov.au or calling 07 3156 4976).

Have your say on the food and drink choices available in our...

- Vending machines
- Cafes and canteens
- Shops

Your feedback will help us along our journey to Planetree recognition, especially the Food as Therapy component.

Providing nutritious, healthy meals and making good food choices available to our patients, families and staff 24 hours a day.

We care about you

Queensland Government

Staff poster/factsheet distributed via electronic medium

Food + Drink Survey



STAFF Food and Drink survey findings:

- 8.53% staff survey response rate, successful cross representation of Metro South Health

Reoccurring Themes:

- Consideration food intolerant/allergies/dietary restrictions
 - Healthy “snacks” for on the go options.
 - Improved access of healthy food and drink choices for staff out of hours
 - Reduce fried & greasy food options
- Staff indicated a strong preference and desire to promote nutritional value of food and drink options. An overwhelming 73% of staff indicated the importance of having nutritional value information, when making food and drink choices.

MSH Staff quote:

- *“It's important to set a good example to patients and visitors - sending that message that food can look good, taste good and be good for you. It makes no sense to have poor nutritional value foods taking up the majority of space in food outlets within a hospital, when poor food choices may have contributed to why people need to come to hospital to begin with.”*

Food + Drink Survey



PHASE 2: CONSUMER/ VISITOR Engagement

- Survey redesign
- Engagement technique—online survey. <https://metrosouthhealth.citizenspace.com/>
- Consult level of engagement on the International Association of Public Participation (IAP2) engagement spectrum

Engagement Plan Activity:

- MSH Community of Interest members email, online consultation
- Brought the consultation to the people by utilising Volunteers –IPADs & Audit Angels
- Developed Volunteer IPAD survey training debrief
- Key stakeholder direct email to NGO/ Peak Bodies in QLD
- Working group push strategy

Results:

455 Consumer/ Visitor surveys completed.

Food + Drink Survey



Communications Plan Activity:

- Visitor/ Consumer Food and Drink Survey promotional kit development
 - Volunteer/ Peer Support Worker information sheet
 - Promotional poster
 - Hard copy survey collection box poster
 - Food and Drink Survey factsheet
 - Hard copy survey artwork
- MSH Website promotional spotlight graphics
- Key stakeholder direct email – COI, NGO/ Peak Bodies
- Social Media post, including booster push

Metro South Health
25 April at 15:36 · 🌐

Do you visit our hospitals and health centres (including PA, Logan, QEII, Redland and Beaudesert hospitals) in the south of Brisbane?

Take the survey and help shape the food and drink choices in our vending machines, cafes, coffee carts and shops: <https://tinyurl.com/m4byym2>

Like **Comment**

Jordan Silingsby, Gloria LI, BrenDave Strong and 18 others like this. Top comments

12 shares

Melanie Douglass could you tell me if a veneer is covered by your dental services with health care card? Thanks
25 April at 15:06

Metro South Health Hi Melanie, veneers are not routinely offered. However, a senior clinician would assess the patient's needs as part of their comprehensive treatment plan. Generally speaking, if it's for a "functional" need, it may be considered. Best to make an appointment with us on 1300 300 850... [See more](#)

About us | Metro South Health
Metro South Oral Health Services provides high quality general, specialist and emergency...
METROSOUTH.HEALTH.QLD.GOV.AU

1 · 25 April at 21:32
[View more replies](#)

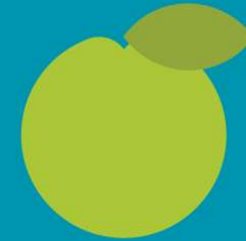
Allison Haig Outside the waiting area by the Intensive care unit at PAH is a vending machine with only chips, chocolates etc.. and soft drinks!! Not really appropriate at all! People waiting/sleeping there need a healthier option.
3 · 26 April at 14:23

Lyn Costello PA hospita, excellent
27 April at 01:23

Donna Meier Mark O'Connell check this out, great idea
26 April at 04:51

Michelle Maree Jullianne Cook
26 April at 06:30

Food + Drink Survey



Empowering Volunteers to provide meaningful Engagement

- First time our Volunteers across all sites used IPADs for survey collection
- IPAD training provided to Volunteers
- Tested within our own volunteer team first, as our consumer voice counted too!
- Each site developed their own plan of how volunteers would engage and facilitate survey. Volunteers empowered to plan this!
- Trust key difference when having Volunteers facilitate survey



Food + Drink Survey

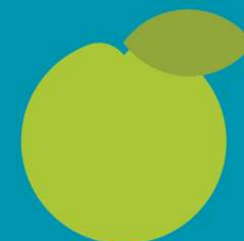


Volunteers and consumers providing solutions

- Volunteers seen as trustworthy and “everyday” people so engagement is natural
- Volunteers commitment and strong believe that survey will bring change motivated community and created positive engagement opportunity



Food + Drink Survey



Improving survey response rates

- Volunteers connect with consumers using simple and user friendly ways
- Survey design encouraged conversation and wasn't a simple tick a flick
- Surveys were provided to consumers the way they would like to receive them
 - IPAD's survey completion on their own
 - IPAD survey facilitated by volunteer
 - Printed surveys – used for regular consumers such as dialysis patients who wanted to take them home and complete with their family and return next dialysis session



Food + Drink Survey



Consumer/ Visitor Food and Drink survey findings:

MSH largest consumer survey delivered via Citizenspace platform (n=455)

- 72.17% consumers strongly agreed/ agreed with our leadership statement
“This hospital should encourage healthy eating”
- Explored cultural and religious beliefs affecting food and drink decisions, which highlighted the need for better consideration for dietary diversity
- 18% consumers making purchase decisions after hours.
- Preferred method for understanding healthier choices – 40.8% indicated traffic light system, this helped us to guide our resource kits
- Provide us choice
- Involve us more

Consumer quote – PAH

“more variety, extended hours – so people won’t snack on junk food from vending machines”

Beaudesert consumer

“Wholemeal and fresh options and longer opening hours – NOTHING IS AVAILABLE IN EVENING!”

Redlands/ Wynnum consumer

“Get community involved like this, involve in more surveys”

PA carer/ family

Food + Drink Survey



PHASE 3: CONSUMER/ VISITOR Engagement

- Focus Group
- Randomised selection by Consumer/ Visitor surveys completions
- Engagement activity - involve level of engagement on the (IAP2) engagement spectrum
- Focus group assisted to verify survey findings and prior assumptions, explore qualitative themes and also, test design concepts for solution and strategy implementation and tapped into the emotional connections of community

Food + Drink Survey



PHASE 4: Resource Kit display

- Promotional kit shaped by Consumer insight rolled out across MSH – PAH, Logan, QEii, Redlands and Beaudesert. Resources include:
- Posters, vending machine stickers, vending machine sticker guide, flyers, table tent card, shelf wobblers, traffic light food display cards



Food + Drink Survey



PHASE 5: Change Management Plan – Consumers providing solutions

Before



After 80%:20%



“Less sugary drinks and snacks. More low cost and affordable fresh fruit and prepared meals. Supported by clear messaging”
Wynnum carer/friend

Consumer insight: Increase variety of healthier choices available and maintain choice

Food + Drink Survey



PHASE 5: Change Management Plan – Consumers providing solutions



'More variety, extended hours- so people then won't snack on junk food from vending machines'
PAH carer/ family/friend

'Wholemeal and fresh options and longer opening hours - NOTHING IS AVAILABLE IN EVENING!'
Beaudesert carer/family/ friend

Consumer insight: Improve access to healthy foods out of hours

Food + Drink Survey



PHASE 5: Change Management Plan – Consumers providing solutions



Consumer insight:

- Affordable healthy options
- Educational messaging



“Small meal packs, affordable meal deals, sharing packs like a cheese platter and fruit to share with a patient bored with hospital food.”

PA Visitor

“Supported by clear messaging in and around all food and drink access points that promote the benefits of healthy and costs (to individuals and community) and provide easy options to make the healthy choices the easy choices”

Wynnum/ Redlands patient

Food + Drink Survey



Leveina Belsham – Metro South Health Consumer quote

“I visited the Redlands hospital with my grandson after he tumbled down the stairs; he was given extensive tests which lasted several hours into the night. While waiting at the hospital his mother, father, brother and I couldn’t find any suitable food to consume as a snack or evening meal. His brother had been waiting with me since early afternoon and was starving.

I completed a survey about food availability and was then contacted to participate in a Consumer focus group. After that I was asked to involve myself in a Healthier Choice committee and assisted throughout the project.

I am now on another committee with the Princess Alexander Hospital for Prevention of Pressure injuries, as I have personal carer experience. When I visit the Hospital I am proud to say the vending machines are filled with healthy choices both in drinks as well as food and it is available 24 hours a day.”