

Actions based on consumer insights: Right here and now

Dept/system	HHS/PHN/regional
Ensure young people and families are considered as part of all decision-making (communications, vaccine and testing system improvements, models of care) as the Delta variant is impacting on them significantly.	Address the needs of young people and families in the services and messages you are delivering on vaccines and testing. Adjust/promote testing and vaccine centres so that the needs of children/young people with behavioural needs and people with a disability are met.
Ensure consistency of vaccine prioritisation and access, so consumers don't experience inconsistencies that lead to inequity. Create one escalation system for access to both vaccine booking systems , so consumers can better advocate for their needs if they are told they are not a priority (but they feel they are) or are having difficulty booking a vaccine. Similar to the Ryan's Rule concept.	Facilitate access to the vaccine for consumers who are booked for significant surgery in the coming months, if that's their choice. Community transmission is causing significant distress for consumers who are fearful they are going into a major hospital in an outbreak area and are unprotected.
For people with behavioural needs or with a disability who need to book a vaccine or COVID test, ensure the online booking system shows options for priority access and suitable consultation spaces at each site, and is searchable. <i>Mother: "...very, very hard with my oldest who has profound intellectual and multiple disabilities." Young person with a disability "I cannot sit in a car for 4 hours waiting to be tested. But I want to do the right thing."</i>	Continue with any campaigns such as "Safe in our care" that promotes how health organisations are ensuring the safety of consumers and families when they receive healthcare.
Build trust in contact tracing system by decreasing lag time when announcing new exposure sites. Conversely, educate the public on reasons for delays. Protect QH reputation as reliable source of truth. Make it easier for people to search new exposure sites with 'most recent' search.	Tailor communications for local communities. What healthcare services have changed because of workforce issues due to the lockdown? Allow time, where possible for important conversations to take place about the impacts and consequences of postponing surgery, ongoing delays to outpatient appointments and treatment. If you're not in a lockdown area, are people who <i>are</i> in lockdown in your local area advised of supports available? What do the areas immediately surrounding the lockdown area need to know? Consumers expect that staff in the health system will be able to give them accurate and timely information; ensure that all staff (especially reception/administration staff) have this information or know where to go to get it.
Create an information pack for individuals/households who are quarantining with clear information about what quarantine means, and supports available to help them. Ensure this is understandable, available in different languages and for children aged 10 and up to understand. Send a link of this information in the original text message to advise someone is a close contact.	Continue to provide exceptional person-centred care and compassionate communication to patients in hospital and their families, as it impacts on their health outcomes and experiences.
Deepen on-going and meaningful work to address the concerns and needs of culturally and linguistically diverse communities .	Support workforce so they are able to continue to provide exceptional care to patients in their care.

This SITREP is based on feedback sought by Health Consumers Queensland from 50 Qld health consumers, 2-6 Aug 2021 : via one-on-one conversations with consumers, Facebook comments, emails, HCQ Youth Ref Group online focus group, HCQ online Consumer Conversation. **Context:** Lockdown in 11 LGAs in south east Queensland, Sydney and Newcastle in lockdown, Victoria just entered 7 day lockdown.