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Consumer and Carer Opportunity

Reducing medication related problems

Kitchen Table Discussion/Yarning Circle

Have you ever experienced any challenges or problems with medicines or supported a friend or family member with this? Health Consumers Queensland is seeking five consumer or carers to host a Kitchen Table Discussion or Yarning Circle on this subject.

*Closing date: 1pm, Friday 13th May 2022*

Why is this important?

Experiencing problems with medicines can cause unplanned hospital visits and poor health, for example, if a chronic condition is not well controlled. Medicine problems can occur when we take medicines that interact, miss a dose or do not take a medicine at all when it is needed. People who take a lot of medicines or care for someone who takes a lot of medicines are more at risk of having a medicine related problem. Having to take multiple medicines throughout the day can be challenging to afford or to schedule.

Health Consumers Queensland has been contracted by the University of Queensland to undertake this project. Through Kitchen Table Discussions and/or Yarning Circles we want to create a safe and supportive environment to hear about people’s experiences of medicine related problems, or hear from family, friends or carers who have supported others with medicine problems. We would like to learn how we can design a new service to stop medicine related problems causing harm in a way that is respectful of people’s preferences, cultural background, and health status.

**About the project**

ACTMed is a new service being developed to help consumers, pharmacists and general practitioners (GP), to work together to find medicine related problems and prevent harm. To make sure ACTMed meets the needs of consumers, we would like to hear consumer ideas to design a process so that their GP, pharmacist, and Health Workers, and all the other people involved in their care can help them take medicines safely. It is important that we get consumer ideas and understand their preferences to make sure that this new process works in the best possible way for them and their community. We also want hosts to lead a Kitchen Table Discussion / Yarning Circle about this.

**Who are we looking for?**

We encourage expressions of interests from people who have experienced or supported a person with a complicated medicine schedule or medicine related problem(s). We are looking for five different consumer or carer hosts.

Alternatively, if you would like to participate in the discussions and not host a session please contact Health Consumers Queensland via email to [anne.curtis@hcq.org.au](mailto:anne.curtis@hcq.org.au).

***The University of Queensland are also looking for consumers and carers to be involved in a Consumer Advisory Group to help the research team with the project over the next 2-3 years. Look out for further details which will be available in another expression of interest in an upcoming Health Consumers Queensland eAlert.***

**How will this help me as a consumer?**

Your voice will shape how the University of Queensland will design the ACTMed service before it is put into practice more widely. Hosting the facilitated discussions will ensure that other consumer voices are included in the development of the service, and related resources, for GPs and pharmacists.

**What will the Kitchen Table Discussions involve?**

Kitchen Table Discussions are facilitated sessions led by local people for local people. They allow small groups to participate in discussions at a time of day, and in a place, that suits them. The discussions enable health consumers, carers and community members who do not ordinarily participate in healthcare consultation to have their say in a safe, informal and supportive environment.

Each Kitchen Table Discussion will be led by a local **Consumer or Carer Host** with people who have lived experience of medicine related problems or supporting someone with this. The host will invite **10** community members to a discussion in a location they choose. If hosting a session online via Zoom or Skype, the host will invite up to **six** community members to participate.

The **Consumer or Carer Host** guides the discussion with a set of questions provided to them by Health Consumers Queensland. After the session, the host provides feedback on the discussion to Health Consumers Queensland for incorporation into a report for The University of Queensland.

Discussions will remain confidential and involve a small group facilitated by **the Consumer or Carer Host** on the following topics:

* lived experience of taking medicines, caring for people taking medicines, or problems the consumer or people they know have had with medicines
* how a GP, pharmacist, nurse, or another healthcare practitioner could best support a consumer and alert them of a potential medicine related problem
* how communication between healthcare professionals and consumers could be improved to ensure safe medicine use

**Role of the Consumer or Carer Discussion Host**

As a **Consumer or Carer host**, your role will be to plan, coordinate and host a once-only 90-minute to two hour confidential discussion with people in your community who have experienced medicine problems, or people who have supported others with this.

As a Host you will:

* Decide whether to have an in-person discussion or an online discussion.
* Choose a time, date and venue between **17th to 27th May 2022** that works best for your participants.
* Host the session.
* Complete and provide the de-identified discussion feedback to Health Consumers Queensland **by Monday 30th May.**

***As this is a research project all hosts and participants must complete a University of Queensland consent form prior to participating in the discussion. The consent forms will be provided to the successful hosts by Health Consumers Queensland.***

To support you with hosting a discussion, you will receive:

* **A briefing on the project and some training from Health Consumers Queensland on how to host a discussion via a Zoom video conference call. Zoom is free to download.**
* A comprehensive Host Guide and toolkit with all printed documentation.
* Questions to ask participants during the discussion.
* Full support and mentoring from Health Consumers Queensland.

**\*Definitions:**

Medicine related problems: Any problem involving medicines that interferes with (or has the potential to interfere with) the desired outcome for a consumer.

Primary care providers: Primary health care is the entry level to the health system and is usually a person’s first encounter with the health system. It includes a broad range of activities and services that are delivered outside the hospital setting. The primary health care workforce is large and diverse, and includes general practitioners, pharmacists, nurses, and a range of allied health professionals.

**Remuneration and Support**

**Hosts –** you will be remunerated at Health Consumers Queensland’s day meeting rate of **$374**for hosting an in-person session at a venue of your choosing and **$187** if hosting an online session. You will also be reimbursed up to a maximum of **$100** to cover catering and venue costs for your in-person session (on return of receipts).

**Participants –** Health Consumers Queensland will provide a **$60 gift voucher for each participant** for giving their time to share their stories.

**How to apply**

Please complete this application form and return it to [projects@hcq.org.au](mailto:projects@hcq.org.au) by **1pm, Friday 13th May 2022**

For assistance completing this application please contact Health Consumers Queensland via [projects@hcq.org.au](mailto:projects@hcq.org.au) or by phone on 0490 676 628.

For queries relating to this opportunity*,* please email Anne Curtis, Engagement Consultant – Specific Projects, Health Consumers Queensland at [anne.curtis@hcq.org.au](mailto:anne.curtis@hcq.org.au)

**Consumer and Carer Application Form**

**Kitchen Table Discussion/Yarning Circle Host regarding**

**Reducing medication related problems**

Full name:

Preferred phone number:

Email:

Postal address:

Postcode:

* By completing this application, I consent for my details to be added to the Health Consumers Queensland network database  YES |  NO
* I would like to receive email updates from Health Consumers Queensland  YES |  NO
* Would you like us to retain this application for future vacancies? *(Applications not retained are destroyed once the application process is complete.)*  YES |  NO

Please highlight any group you identify with:

Living with a disability/chronic condition

Aboriginal people and Torres Strait Islander people

Living in rural and remote locations

Culturally or linguistically diverse people

From a non-English speaking background

Do you identify as:  Aboriginal |  Torres Strait Islander |  Both |  Prefer not to state |  Neither

Are you a:  Consumer |  Carer

Age range:  16-24 |  25-29 |  30-39 |  40-49 |  50-59 |  60-69 |  70+

* **In 250 words or less, please describe your community connections and networks that you can draw on to host an inclusive kitchen table discussion or yarning circle about reducing medication related problems.**
* **In 250 words or less, please describe, why you would like to host a kitchen table discussion with people from your community on their experience of medication related problems?**