

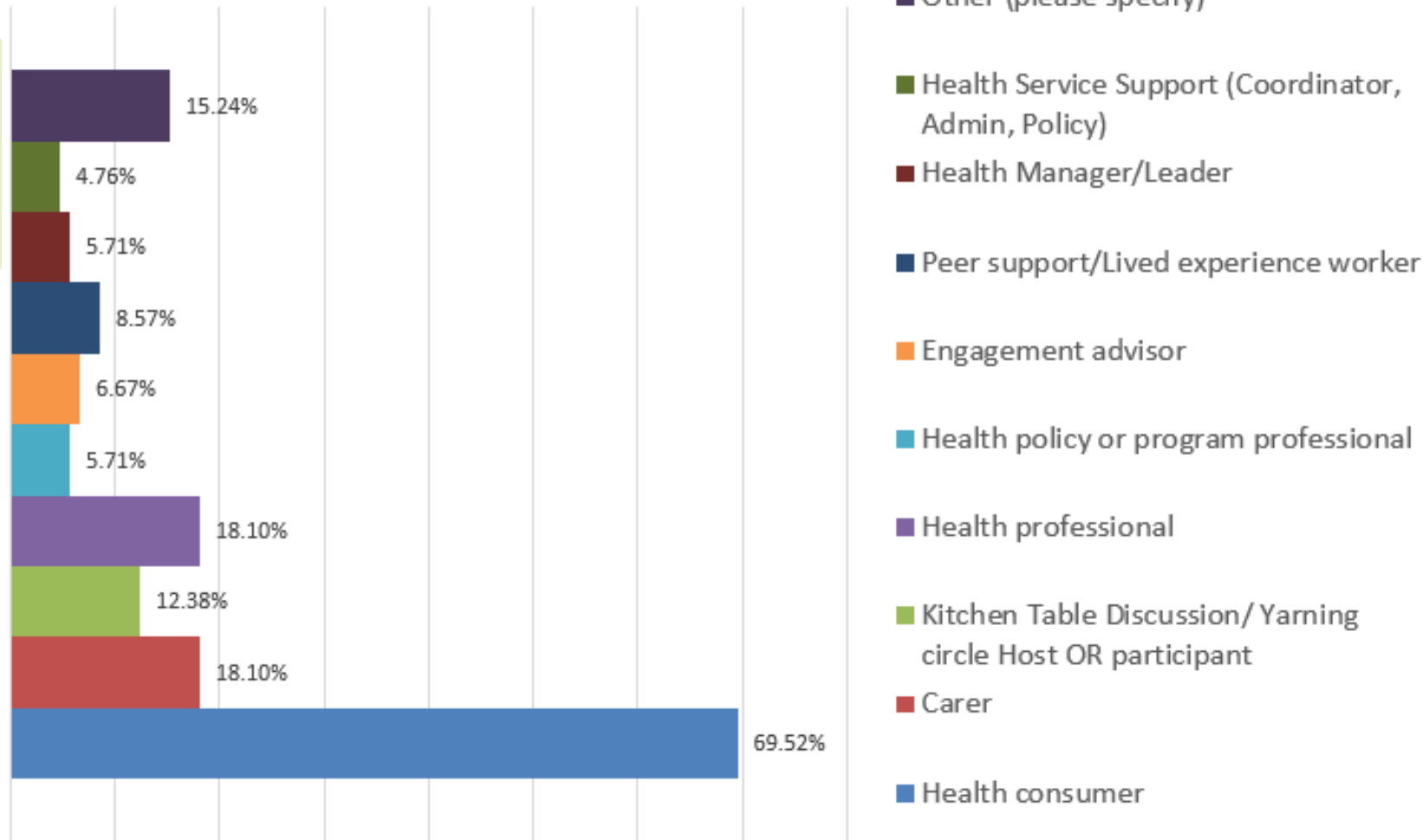
HEALTH CONSUMERS QUEENSLAND ANNUAL SURVEY 2021

July 2022



WHO RESPONDED?

Your role

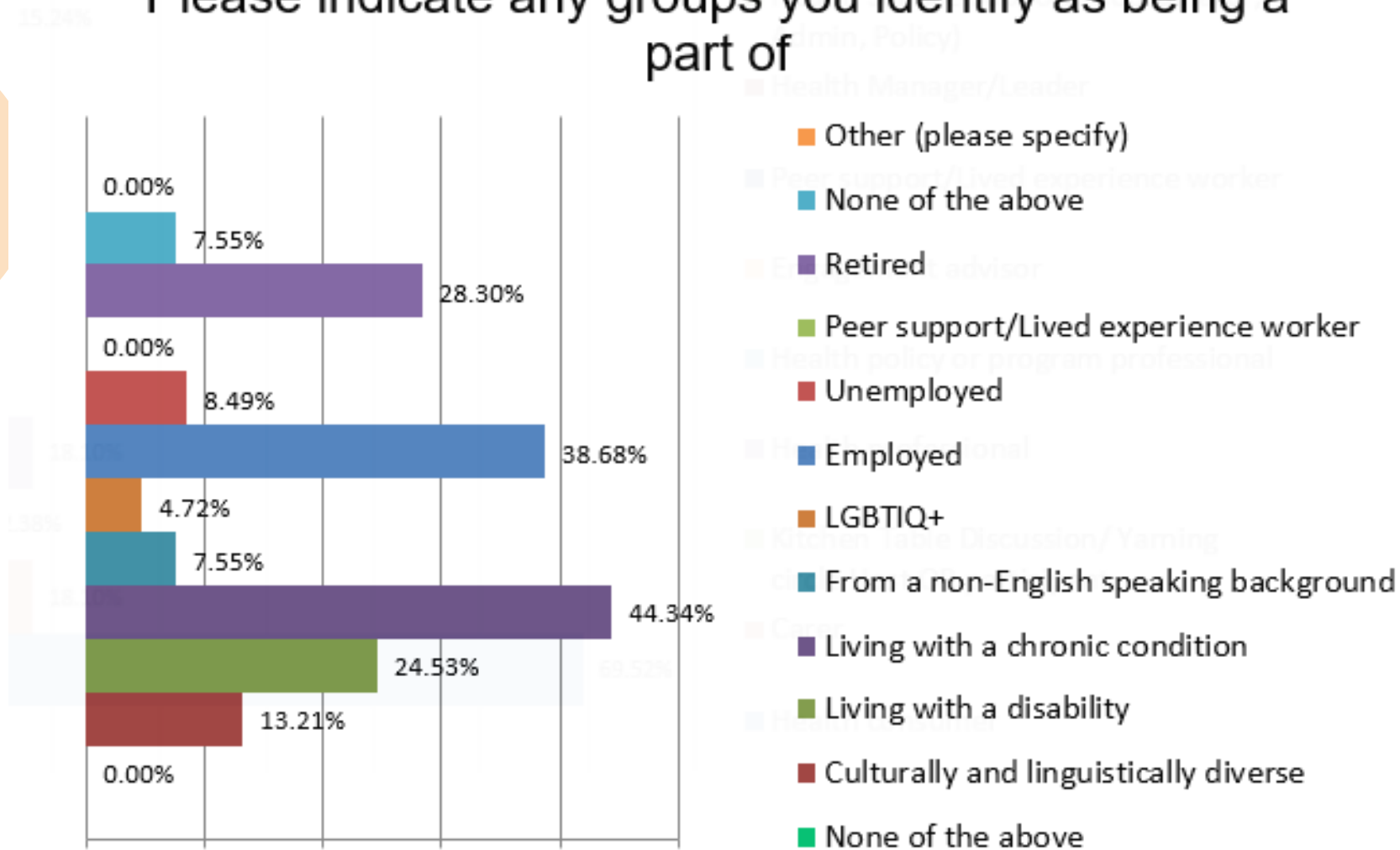


105 people responded.
Interestingly, most
identified as consumers
as well as any
professional role they
may have.



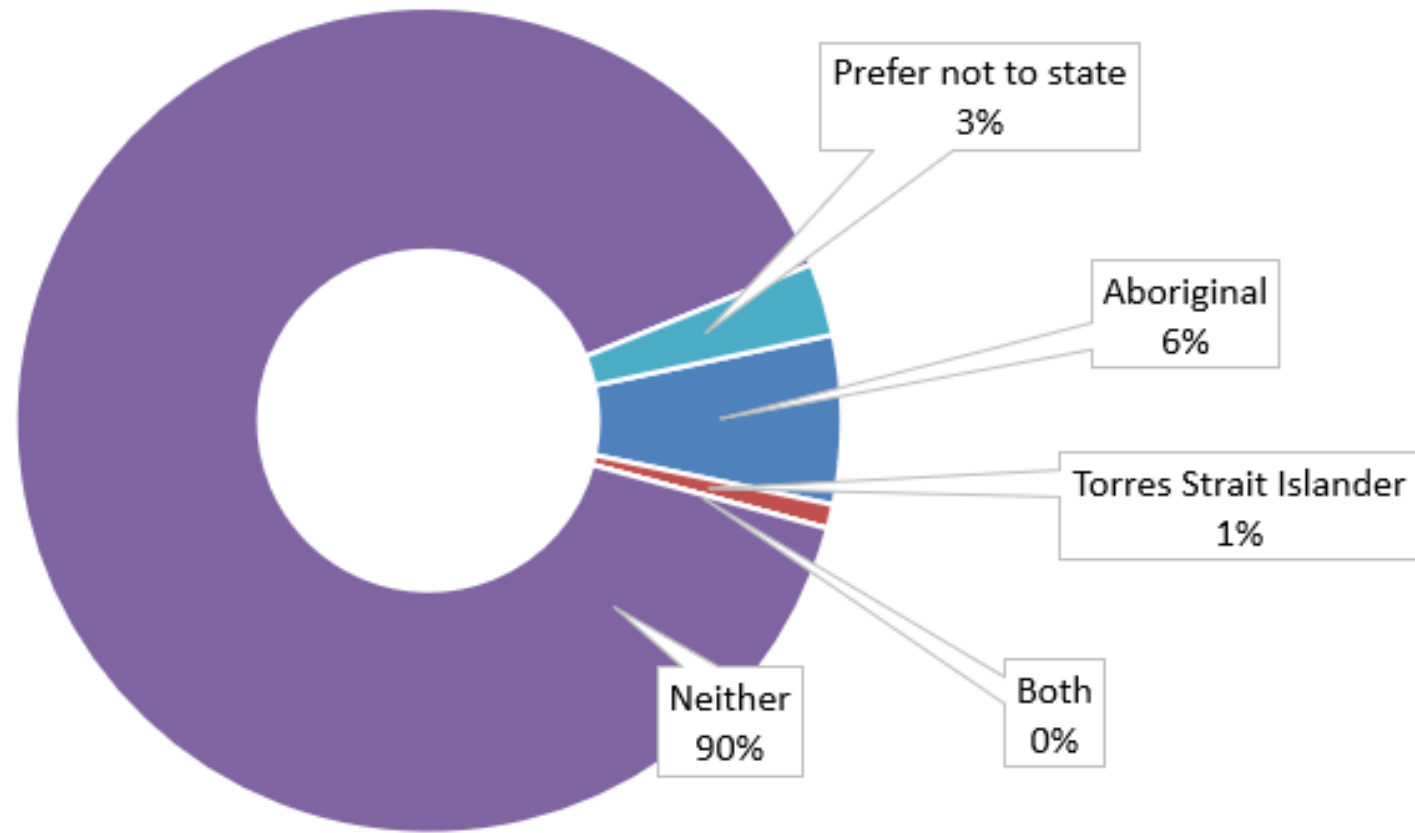
DEMOGRAPHICS

Please indicate any groups you identify as being a part of



FIRST NATIONS

Do you identify as...





Respondents came from a variety of backgrounds. The most common categories were ‘living with a chronic condition’ and ‘employed’.

Retired was the third most common category and was added this year due to the high number of respondents noting this status under “Other” in 2020.

The total of respondents identifying as Aboriginal or Torres Strait Islander was 7%, higher than the Queensland population of 4.6%

WHAT ORGANISATIONS DO PEOPLE WORK WITH?

Top 3 workplaces

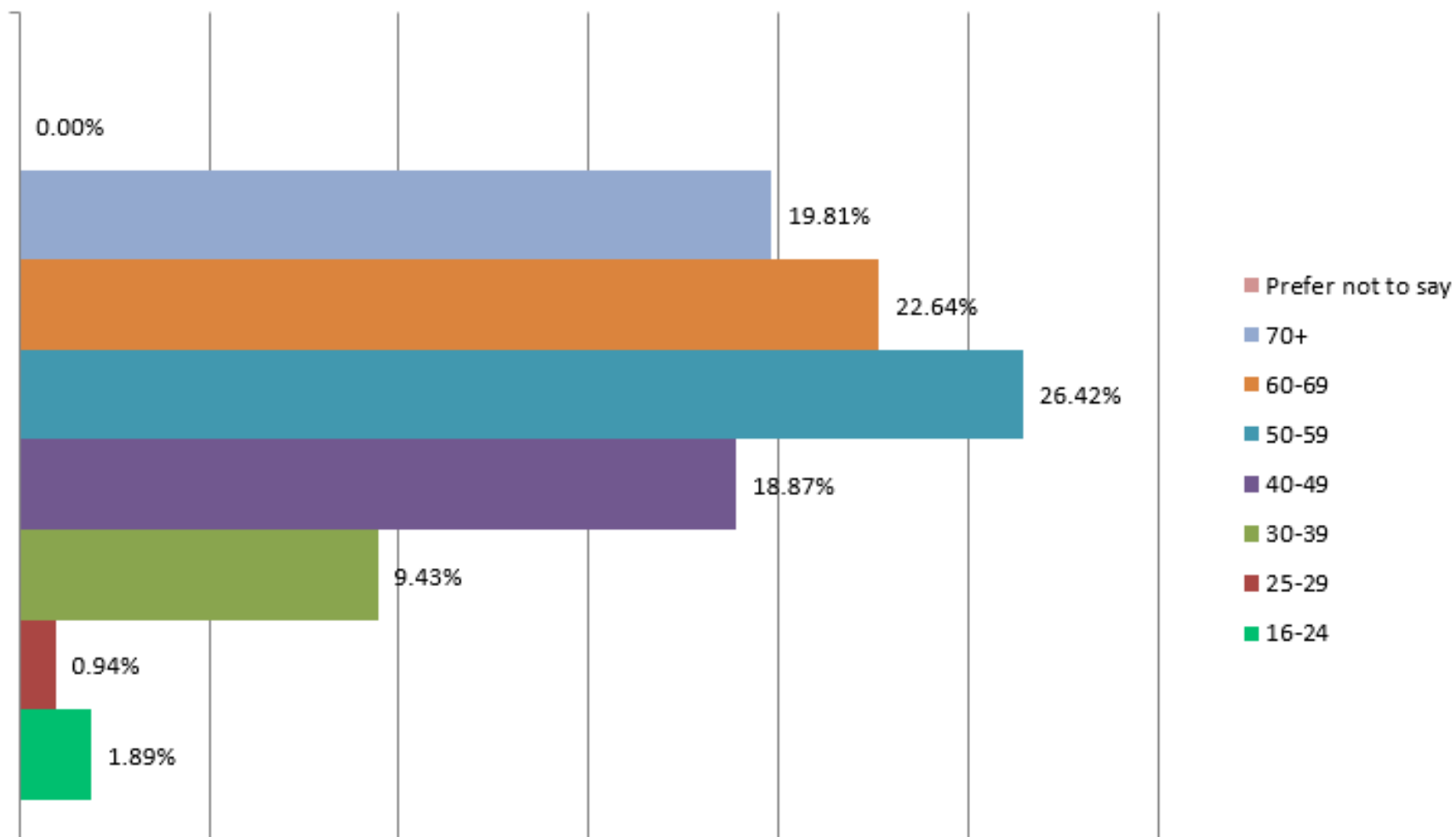
- None of the above
- Hospital and Health Service
- Qld Department of Health

Top 3 places where consumers engage

- Hospital and Health Service
- Health Consumers Qld
- Not-for-profit organisation

Employees came from a far wider range of organisations than we anticipated, as made evident by the high percentage of “None of the above” responses. Of those who specified, organisations included GP practices, Qld Mental Health Commission, research bodies and interstate consumer groups.

WHAT AGE ARE YOU?





The majority of respondents were over 50, with very few under 30.

HCQ has been focusing on increasing our engagement with young people, so we hope to see an increased response rate from our younger members in future Annual Surveys

SATISFACTION

How likely are you to recommend Health Consumers Queensland to others?

	2021 %	2021 Count	2020 %	2020 Count
Very unlikely	0.95%	1	6.12%	3
Unlikely	0.95%	1	6.12%	3
Maybe	14.29%	15	14.29%	7
Likely	30.48%	32	40.82%	20
Very likely	53.33%	56	32.65%	16
Weighted average	4.3		3.88	

Key

Significant decrease
-14% or greater

Slight decrease
-7 to 14% change

Little change
<7% change

Slight increase
7 to 14% change

Significant increase
14% or greater

It is very pleasing to note that the weighted average of responses has increased this year, with 83.8% of respondents likely or very likely to recommend Health Consumers Queensland to others.

While the number of people dissatisfied with HCQ's services has declined, there are still several people who responded "maybe", "unlikely" or "very unlikely". An option of "would you like to tell us more about this?" was included but unfortunately no responses were received.



ONLINE ENGAGEMENT



93%

...of people are fairly or totally confident using online methods of engagement such as video meetings and online surveys.

While it is pleasing that respondents can participate in these ways, collecting survey responses via an online survey is likely to have excluded those who are not confident, interested or able to engage online.

ONLINE ENGAGEMENT

	2021 %	2021 Count	2020%	2020 Count
I can take part in HCQ's online engagement activities easily	73.33%	77	66.67%	38
I have a private space where I can take part in HCQ's online engagement activities	60.00%	63	50.88%	29
Online engagement activities suit me better than face-to-face	38.10%	40	19.30%	11
I prefer face-to-face engagement to online engagement	17.14%	18	38.6%	22
My internet isn't reliable enough for online engagement activities	4.76%	5	5.26%	3
I like a mix of online and face-to-face engagement	48.57%	51	59.65%	34
Online engagement is convenient	59.05%	62	42.11%	24

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In 2021 we have seen an increase in respondents preferring online engagement methods, with few wishing for a return to solely face-to-face activity.

However, as previously noted, we acknowledge that people who are inclined towards online engagement have self-selected for this survey, so the results may not be indicative of the general HCQ network.

HCQ'S ACTIVITIES



**Average rating of
4.1 out of 5**

Activities rated include online forums, webinars, surveys and focus groups.

The highest rated activity was Kitchen Table Discussions, and the lowest was rapid consultations on issues or resources related to COVID-19

HCQ WRITTEN RESOURCES



**Average rating of
4.1 out of 5**

*Resources rated include
Frameworks and Guides, HCQ's
website and Remuneration
Statement*

Even though our
*Consumer and
Community
Engagement
Framework* is now 5
years old, it is still
rated as a highly
useful resource

WHAT HAS BEEN THE VALUE OF HCQ OVER THE PAST 5 YEARS?

Comments fell under the following themes:

Providing the structure and opportunities for partnerships to happen

Reliable source of information sharing

Providing skills, tools and knowledge building

Networking and support

Leadership and driving change

Responses to this question were overwhelmingly positive, with only one negative comment received

Amplifying consumer voices

Friendly and supportive

Evidence of progress being made

WHAT WAS THE BEST THING YOU WERE INVOLVED IN WITH HCQ THIS YEAR?

Comments fell under the following themes:

Communication

COVID
information and
activities

Training

HCQ
engagement

Support

Consumer
opportunities

Kitchen Table
Discussions

Connection and
info sharing

SUGGESTIONS FOR IMPROVEMENT



Respondents took a great deal of time providing detailed and supportive suggestions to improve various areas of HCQ's work. The candid and honest responses are a great help to our continual improvement. The broad themes of these comments follow.

WHAT'S ONE THING YOU'D LIKE TO SEE HEALTH CONSUMERS QUEENSLAND DO TO IMPROVE CONSUMER PARTNERSHIPS OVER THE NEXT 3-5 YEARS?

Suggestions for improvement

- A more easily accessed calendar of events
- Establish clearer priorities – you are very stretched for such a small team
- ...understand the resourcing pressures on the public system...

Keep going

- ..continue your awesome work
- I can't think of anything as they have always been so inclusive
- To show consumers that they are actively making a difference to the lives of ordinary Queenslanders

WHAT'S ONE THING YOU'D LIKE TO SEE HEALTH CONSUMERS QUEENSLAND DO TO IMPROVE CONSUMER PARTNERSHIPS OVER THE NEXT 3-5 YEARS?

More!

- More webinars
- More forums
- More Kitchen Table Discussions
- More First Nations groups
- Increased contact with HHSs

Diversity

- ...ensure as more diversity in consumer partnerships
- Greater engagement with multicultural consumers
- Work more to integrate a wider range of consumers into health service changes

WHAT'S ONE THING YOU'D LIKE TO SEE HEALTH CONSUMERS QUEENSLAND DO TO IMPROVE CONSUMER PARTNERSHIPS OVER THE NEXT 3-5 YEARS?

Topics of focus

- Greater emphasis on mental health
- Increase representation of rare diseases
- Increased focus on adolescents
- Health equity
- Rural and remote

Training

- Level up from basic training
- Include skill-based training such as facilitation
- Increase the number of consumer co-presenters
- Education to consumers on how they can influence decisions

WHAT'S ONE THING YOU'D LIKE TO SEE HEALTH CONSUMERS QUEENSLAND DO TO IMPROVE CONSUMER PARTNERSHIPS OVER THE NEXT 3-5 YEARS?

Getting the word out

- Information sessions on who is HCQ, what you do
- Somehow, I never knew the network existed before now
- A greater public profile
- Communication with patients and healthcare professionals

Helping consumer groups

- Networking and mentoring
- opportunities for consumers to meet on a social level
- Community or interactive space for health consumers

WHAT'S ONE THING YOU'D LIKE TO SEE HEALTH CONSUMERS QUEENSLAND DO TO IMPROVE CONSUMER PARTNERSHIPS OVER THE NEXT 3-5 YEARS?

Consumers in active roles

- Contact consumer representatives regularly to see how they are going in their roles
- List of committees with consumer role
- Feedback from committees on how consumers are going

Events

- Ensure as many consumers as possible can attend an annual HCQ forum so networking and mentoring can happen
- Maintain the consumer engagement forum
- 1 day conference to discuss current issues



Thank you to everyone who gave their time to complete this year's Annual Survey.

People shared their thoughts generously, and this summary only includes a small portion of those. Please know we read all of them and will continue to use them to improve our fantastic organization.