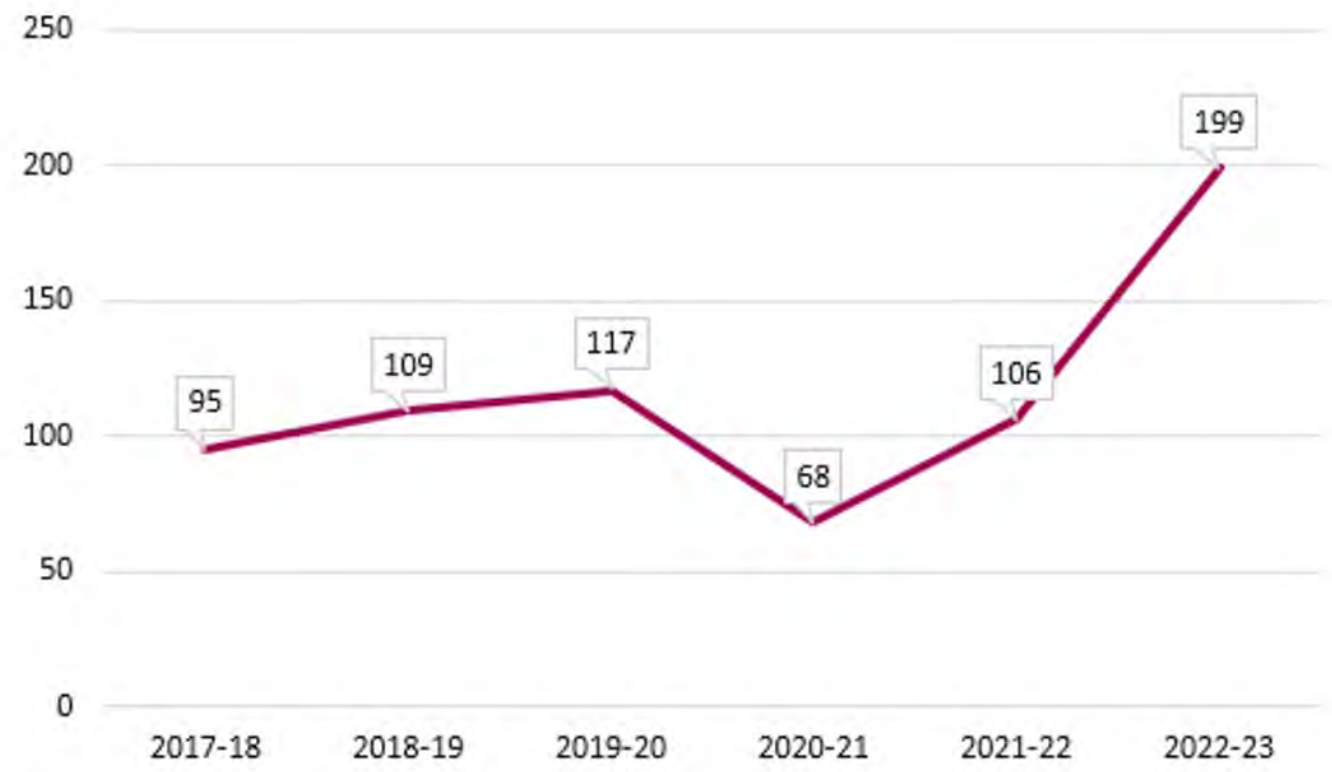


HEALTH CONSUMERS QUEENSLAND ANNUAL SURVEY 2022-23

July 2022 - June 2023



199 people responded, making this our biggest Annual Survey to date





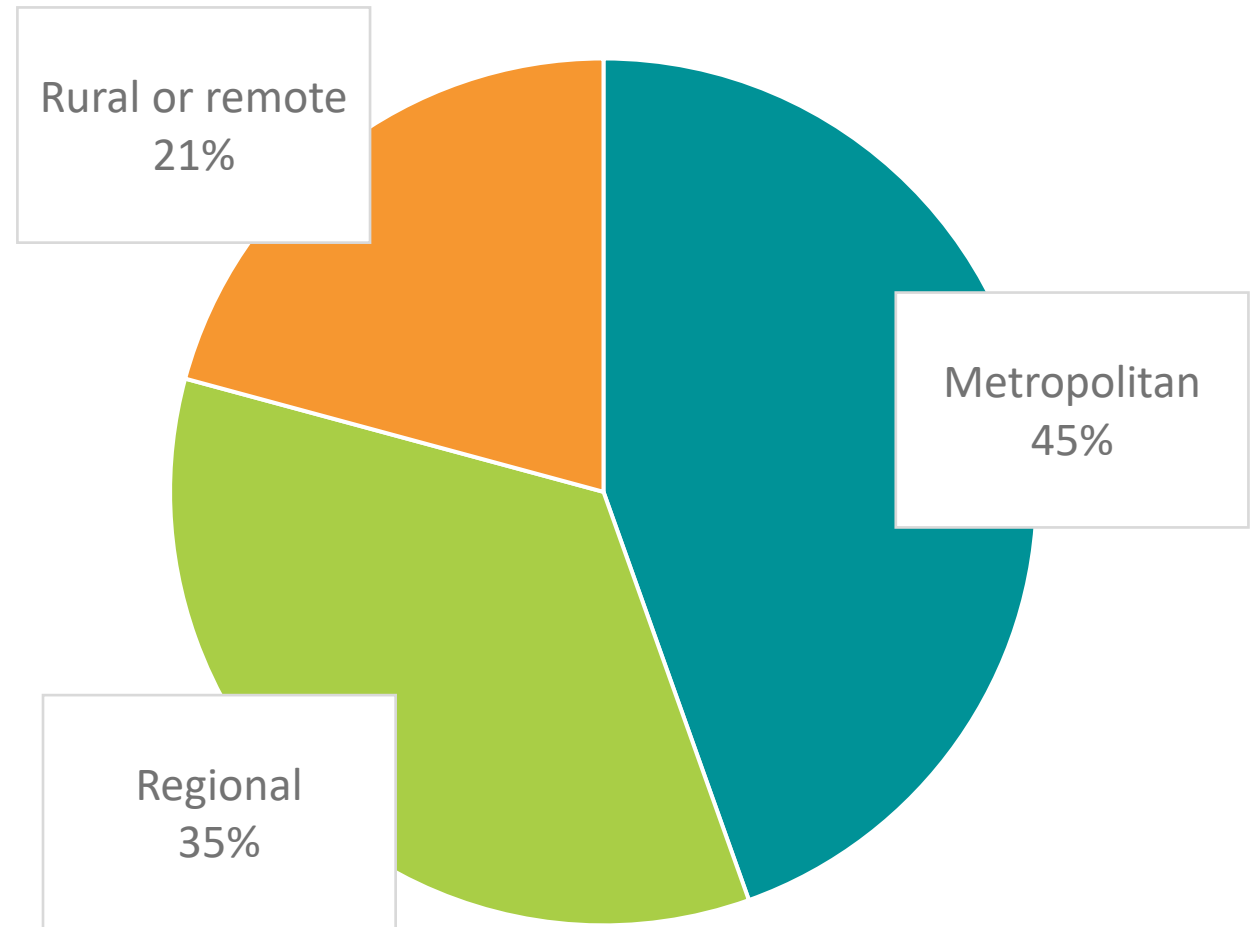
**52% identified themselves
as health staff**

*Interestingly, most
identified as consumers as
well as any professional
role they may have.*

WHERE DO PEOPLE LIVE?

This is a new question for 2022-23. Location data was collected by Hospital and Health Service area in previous years which is confusing for many people.

We hope to get more responses from non-Metropolitan areas in future years.





Respondents came from a variety of backgrounds.

The most common categories:

1. Employed
2. Living with a chronic condition
3. Living with disability
4. Retired

FIRST NATIONS



The total of respondents identifying as Aboriginal or Torres Strait Islander was 10.6%, higher than the Queensland population of 4%.

This continues to show a small but steady increase over the past few surveys.

WHAT AGE ARE YOU?



The average age of respondents is 50-59

A targeted approach this year saw responses from people under 40 increase from 11% last year to 20% this year.

26.% of the Qld population is under 40 and this group is underrepresented in consumer roles

SATISFACTION WITH HCQ SERVICES



**Average rating of
4.3 out of 5**

*Satisfaction remains high with the
same average as last year.*

WHAT DID PEOPLE VALUE ABOUT HCQ?

Comments fell under the following themes:

Valuable source of information

Facilitating consumer involvement

Supportive

Consumer engagement + advocacy

Training + resources

Networking + Communication

Positive impact

Collaboration + partnership

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

Comments fell under the following themes:

Respondents appreciate the opportunity to have their voices heard and to make a difference in the health system. They also value the training and resources that HCQ provides.

Participating in working groups and committees

Receiving training on consumer engagement

Attending the HCQ annual forum

Being involved in the development of new initiatives

Hosting Kitchen Table Discussions

ONLINE ENGAGEMENT



83%

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



Is online or face-to-face better?
Over half of people prefer a mix of both. There was no strong preference for either method.

HEALTH CONSUMERS QUEENSLAND'S EFFECTIVENESS



Average rating of
4.1 out of 5

The highest rated
activity was Kitchen
Table Discussions and
Yarning Circles



USEFULNESS OF HEALTH CONSUMERS QUEENSLAND'S RESOURCES



**Average rating of
4.1 out of 5**

Even though our Frameworks and Guides are now 5 years old, they were still the most highly rated as useful resources

HOW WELL IS HEALTH CONSUMERS QUEENSLAND DOING ON ITS STRATEGIC OBJECTIVES?



Average rating of
3.9 out of 5



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

More engagement and advocacy for First Nations people

Higher and fairer remuneration

Greater diversity and inclusion

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

More training and capacity building

Better rural and remote engagement

Better promotion of HCQ's services

“HCQ does amazing work both empowering consumers to have a voice in the health system and also in advocating for our needs as users of the health system.”

“HCQ ensures the consumer voice is heard and is a key dimension in Queensland Health strategy, policy, and decision-making cascading through the system at all levels.”

“The email updates are regular and have a wide variety of topics to read about, activities to engage in, and give you ideas to follow up”

“Staff work hard to advocate for genuine consumer engagement across health in Qld”



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 organization and its work.