



2014 Health Prompt Review Results

Consumer outcomes: Health knowledge and awareness

In order to better understand the impact of the Health Prompt we spoke to staff and consumers from around the country about their experiences. This is a summary of what we heard about consumer outcomes.

Improving knowledge of health issues

Many consumers that we spoke to said that using the Health Prompt had increased their knowledge of health issues:

“I find every day that I’m making choices and decisions about my health, so I’m not just going to the cupboard and thinking there’s some lolly. I’m thinking ‘I can have some fruit’. Every choice that I make I try to make a positive health choice”
- consumer

Some consumers reported that they had started to do their own research into health issues and that this had helped them make more informed choices.

“Once I looked into it, diet is pretty much more important than exercise [to maintain a healthy weight]. A lot of people have different ideas as to what the best nutrition is” - consumer

“It [the Health Prompt] is a very good way of increasing health literacy for everybody involved. [I] come to a question and I have no idea what mine would be [so] I go and research that for myself”
-Neami support worker

Raising awareness of physical health issues

“The Health Prompt raised my awareness and totally was a motivating factor in choosing to change my lifestyle” - consumer

“There are things on [the Health Prompt] that I would never have thought of. It gets me thinking about it” – consumer

Focus groups with consumers revealed that the Health Prompt had raised their awareness of physical health issues and had helped them identify areas they wanted or needed to work on. In some cases, the Health Prompt had brought their attention to aspects of their physical health that they had not previously thought about.

For many consumers, there had been a shift in the importance they placed on improving their physical health as part of their overall recovery. Many described this realisation as a confronting but important one.

“I worry about my mental health all the time and [I] forget about the rest. But I’ve noticed it is all coming together” - consumer

Support workers reported that the Health Prompt had brought physical health into focus in their professional practice, and they felt more aware of consumers’ physical health needs as a result.

“We can be so caught up in the mental health or the drugs and alcohol or the homelessness and we haven’t stopped and really noticed” - Neami support worker

More Information

Find the full Health Prompt Review Report online www.neaminational.org.au/healthprompt

For more information send an email to the research team at research@neaminational.org.au

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