



2014 Health Prompt Review Results

Consumer outcomes: Medication and GP relationships

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 in regards to GP relationships and medication.

Questions about GPs

The Health Prompt contains 2 questions in relation to GPs:

- Do you have a regular GP?
- Are you satisfied with the relationship you have with your GP?

Questions about Medication

The Health Prompt also contains a question about medication:

- Do you feel you have enough information about the medications you are currently taking?

Focus groups with consumers revealed that since doing the Health Prompt they were better able to advocate for themselves and navigate the health system. In particular, the GP questions and the medication question had been successful in prompting awareness, discussion, and action from consumers.

“When I first filled this [the Health Prompt] out I didn’t have a GP. I have a GP now. I found my local medical centre [and] saw a couple of different GP’s so I can be a bit more flexible” - consumer

Several consumers described reflecting on their GP relationship because of the Health Prompt. They talked about realising that they had been with the same GP for many years and that they were not having their needs met. They described taking action to find a new GP that would meet their needs.

“It [the Health Prompt] did prompt me to think about the GP. They wanted to keep me on the same sort of medication that I was on for 10 years. They weren’t hearing me and they were discounting it. But now I’ve got a GP, a regular GP that has been the best GP I’ve had in all my life” -consumer

“I feel it’s made a difference in my recovery. I’ve made leaps and bounds. Isn’t that amazing what a difference a right GP can do” – consumer

“This helped prompt me to go and make an appointment with this new GP, let’s try you on this one [a new medication] which is more specific to what I’m dealing with at present. And that’s worked for me and I’m feeling better.” - consumer

When we surveyed Neami support workers, the majority (86.4%) reported that they had encouraged consumers to take a copy of their Health Prompt when attending medical or other specialist appointments. Support workers described positive results when consumers did this.

“We encourage them take a copy of the Health Prompt to give them some ideas on what to talk about, or show it to them”-Neami support worker

“A couple of consumers have actually taken it to their GP’s, and it’s helped them to articulate what it is they need from their GP” -Neami support worker