

## Division Case Examples – Community Engagement Techniques TEMPLATE

### **An Example:**

### **GPs opinion of Drug and alcohol services in the catchment**

#### **1. Technique chosen – Survey**

GP 1 to 1 - 10 minute interview

#### **2. Background:**

Knox Community Health Service (KCHS) and Knox Division of General Practice, VIC have a strong working relationship and meet regularly in established working arrangements. One such arrangement was the Making Links Working Group which met on a bi-monthly basis. The main purpose of the Making Links working group is to discuss common practice, identify and share issues and explore collaborative enhancement opportunities. As part of a feasibility study, Knox Community Health Service sought after identifying the gaps in Drug and alcohol services in the Knox catchment by investigating General practitioner experiences.

#### **3. Why this technique was chosen:**

The one on one interview (via the telephone) allows for more exploratory discussions between KCHS and the GP.

#### **4. Details of the processes involved: (i.e. how it happened)**

The following GPs were identified when gathering a sample group:  
Level one and two mental health trained GPs, Methadone prescribing GPs and GPs who have used Referral links for a Drug and Alcohol enquiry.

GPs were allocated a specific time for the telephone interview to occur, within a 10 minute time slot. The GPs were able to select their preferred time and day for the interview to take place.

#### **5. Associated costs:**

Administration costs associated with making the appointments and sending confirmation letters.

#### **6. Outcomes:**

10 GPs participated in the interviews. 40 GPs were contacted.

#### **7. Strengths:**

The participating GPs were able to select their preferred time and day for the interview to occur (GP's slotted the telephone survey in to a patient appointment timeslot). Respondents were allocated adequate time to provide quality feedback.

#### **8. Weaknesses:**

Allocating time for GPs can be quite challenging due to the inflexibility associated with their scheduling.

The interview was conducted over a two day period. Unfortunately some GPs, particularly part timers, were unable to participate due to their unavailability on the allocated days.  
GPs were not remunerated for their time.