

'Listening to the people'

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**takingaction** Divisions of General Practice Network Forum 2004



# “Listening to the People”

National Division’s Forum 2004: Taking Action

Adelaide Convention Centre 23-26 September 2004

**Dr Scott Blackwell**

**Deputy Chair, Osborne Division of General Practice**

**Chair, Clinical Senate of Western Australia**

# Whose Health Service Is It Anyway?

There is a clear distinction between:

- Consumers and
- Citizens

(Ref: MJA Jan 2004)

# ODGP Forum 2004

(Planned for November)

## The Principles:

- Random selection
- Community context
- Quality information
- Time to deliberate
- Decisions that are heard

# ODGP Forum 2003

Access for:

- Aboriginal people in urban Perth to mainstream services
- Residents of outer metropolitan Perth
- Residents of aged care facilities to quality primary care

# Summary

- Consumers – a trained view
- Citizens – random view of the people

Informed opinions and values of both consumers and citizens of ODGP form the basis for policy and program development.

A wide-angle photograph of a calm ocean under a vast, blue sky. The horizon is visible in the middle ground, where a faint rainbow is visible. The water is a deep blue with gentle ripples. The sky is a lighter blue with wispy clouds. The overall mood is peaceful and expansive.

**It works for clinicians too!**



“Listen to the People”