

WHAT WILL AN INTERVIEW INVOLVE?

We will arrange a time that is convenient to you. Due to COVID-19 this may need to be done via videoconference or telephone.

The interview will take approximately 30 - 60 minutes.

The interview will be conducted by trained volunteers. They will be accompanied by healthcare staff members.

We encourage you to have a family member or carer with you who might offer insights about your experience.

We will NOT ask detailed questions about your medical treatment or results.

The interview will be recorded and notes taken. You will receive a written copy of the notes to ensure we have accurately captured your story.

Thank-you for considering being a part of this important work to understand your experience of this pandemic.

To register your interest in telling us your story:

1. You can complete this brief form online via this survey monkey link or QR code;

<https://www.surveymonkey.com/r/TLF56ZP>

2. You can call the Clinical Coordinator to have the hard copy information and proforma sent to you via mail to return in hard copy format.



WHAT IF I NO LONGER WANT TO TAKE PART?

Participation is entirely your choice and you may withdraw at any time without explanation.

Whether you participate or not, your decision will not disadvantage you in any way, and will not affect your relationship with the hospital, facility or community nursing staff, or any other aspect of your care.

Telling your story should be helpful – for you and us. However, if telling your story raises concerns for you, we will provide advice about what further support is available.

WHAT NOW?

A member of staff will be in touch to discuss with you if your story has been selected and if so arrange an interview with our volunteers.

FOR MORE INFORMATION

Meagan Adams
Clinical Coordinator Loddon Mallee
Regional Clinical Council
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With appreciation to Kyneton Health — 'Your Story Matters' program who have generously shared their documents.



Visitor Restrictions On Advocacy During COVID-19 Project

Have you been
impacted by visitor
restrictions during
COVID-19?

We want to hear
'Your Story'



WHY DO WE WANT TO HEAR YOUR STORY?

Visitor restrictions to health services and Residential Aged Care Facilities (RACFs) as a result of COVID-19 are critical to protect vulnerable patients, residents and hospital staff from contracting infections.

However, reduced visiting hours and limiting visitors may cause distress and anxiety for people during an already difficult time.

What we learn from you can improve the experience of other people and their families/carers.

Help us to understand what we are doing well and where we might need to improve.

What worries or concerns did you have and how might we have supported you better?

Stories help inspire our teams to improve their service. We want to gain a deeper understanding of your experience to expand on what we get from things such as Satisfaction Surveys, Feedback Forms, Complaints, etc.

WHAT HAPPENS TO THE INFORMATION I PROVIDE AND HOW WILL IT BE USED?

The purpose of this study is to understand and describe the impacts of health services and Residential Aged Care Facilities (RACFs) visitor restrictions during the COVID-19 pandemic on rural and regional consumers, families and carers, particularly relating to advocacy.

The project aims to;

1. Explore the changes implemented in the 18 health services (and their affiliated RACFs) in the LMR in relation to visitor restrictions during the COVID-19 pandemic including how these changes were communicated
2. Identify innovative approaches to maintaining family / visitor involvement in the care of people accessing Loddon Mallee health services and RACFs during times of visitor restrictions
3. Understand and describe the impact of visitor restrictions on consumers, residents, families and carers, particularly the impact on advocacy and decision making

4. Provide recommendations relating to visitor restrictions for health services and RACFs in times of escalation in this continuing pandemic as well as future pandemics or major disruptions

We may also use your story in reports to our staff, colleagues, Boards and Sub-committees for improving the patient, resident and carer experience.

We may use quotes or key messages from your interview to assist in promoting the Loddon Mallee region, for example in brochures, pamphlets and other advertising about our services.

Some parts of your story may be suitable for use on our website, Facebook page, Annual and Quality Reports and other media releases.

You can consent to all or some of these uses.

While we may talk about aspects of your experience, you will not be identified in reports, presentations or papers arising from the project without specific consent.



Lyn and Doug Harrison pictured with some of the Bendigo Health staff that looked after them during their respective battles with Coronavirus