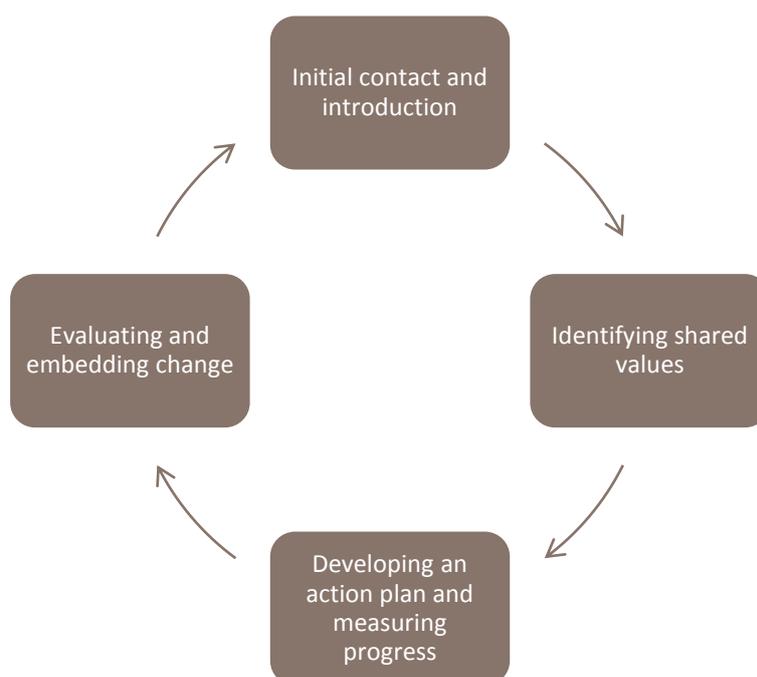




Engaging and supporting general practice in refugee health: a co-creation approach



Initial contact and an introduction

A need for practice change to deliver more appropriate healthcare to people from refugee backgrounds may be identified a number of ways. This may be as the result of feedback from clients or the community; a shortage of general practices in your area to refer people to or a practice themselves may identify this need based on a challenge they are experiencing.

The *Project Information Sheet* helps to introduce you to the practice and identify how you are able to assist them to meet their needs and enhance the delivery services to people from refugee backgrounds.

First meeting: Identifying our shared values

The *Interview Guide* was developed to facilitate a process of co-creating practice change with general practice. The evidence base indicates that a co-creation approach with general practice encourages a mutual understanding of the challenges, context, values and motivations of a practice in order to mutually identify priorities, actions and measures of change.

Second Meeting: Developing an action plan and measuring progress

This *Action Plan* can be used as a guide to identify issues and potential solutions; develop actions; outline responsibilities, including frequency and mode of contact; and measure progress and practice change.

The *Framework for Continuing Improvement* and *Practice Suggestions* were developed to support refugee health practice facilitators. They were developed by the Project Team and the Project Advisory group using existing knowledge, resources and expertise.

Evaluating and embedding change

The co-creation approach to practice change allows for the development and trialling of practice led changes to ensure they are sustainable. Utilising practice data and measuring change at various intervals allows for challenges to be identified and modifications to be made. Once change has been embedded into practice systems and processes, the practice may choose to begin the process again with a new priority area for action.

The *Evaluation Sheet* can be used with practices to better understand the impact of the process and how this can be improved.