

2017/2018 Summer Studentship Project Application Form

Send to: Research Office, University of Otago Christchurch, PO Box 4345, Christchurch, by 5pm on 4 July 2017

Supervisor Information (First named supervisor will be the contact):

First **Supervisor's** Name and Title: Assoc Professor Gillian Abel

Department - UOC &/or CDHB (if applicable): Department of Population Health, University of Otago, Christchurch

Contact Supervisors Phone 021337 249

Gillian.abel@otago.co.nz

Contact Supervisors Mailing Address: University of Otago, Christchurch, Dept of Population Health

Co-Supervisors Name and Title(s):

Research Category (Choose one category only – to be used for judging the **students' presentations**):

Clinical

Laboratory

Community - YES

Project Title (20 words MAXIMUM):

Meeting cultural competency learning needs of general practice reception staff

Project Description:

Introduction:

Primary health care services are vital to maintaining and promoting the health of our populations. There is strong evidence for primary health care being able to improve health outcomes and reduce health inequalities.¹ Therefore, access to primary health care services is particularly important to population groups that experience inequities in health outcomes. Many factors impact on access to health services.² An important one is having an inclusive, welcoming reception experience. Research has identified that reception staff can have a great impact on this experience, sometimes in a negative way.^{3, 4} In addition Pegasus' education programme established 2 years ago for administrators and receptionists in general practice (APEX), has identified a learning need for reception staff. An education session held on ethnicity data collection in 2015 found that some receptionists found the notion of self-identification of ethnicity a challenging concept.

Aim:

The purpose of this study is to provide insights that will help develop an education model around cultural competency for reception staff in order to provide a good experience for people of diverse backgrounds. The aims of this study are to:

1. Describe the experiences of patients in relation to reception, in particular in relation to cultural diversity
2. Identify the learning needs of reception staff

Possible impact (in lay terms):

The information from this study will help develop an education model around cultural competency for reception staff. The aim of the education will be to help provide a welcoming, inclusive reception of patients to their general practices.

Methods:

The methods for this research project will be two-fold:

1. Patient Experience Survey data compilation and analysis- a nationwide survey sent to people enrolled with participating general practices commenced in January 2016. 55% of general practices affiliated with Pegasus participated in this survey. The survey has questions relevant to reception which have not previously been analysed.
2. Focus groups (3 focus groups of 7-8 participants) with administrators and reception staff to identify their perception of their learning needs regarding cultural competency.

¹ Arblaster, L., et al., Review of the Research on the Effectiveness of Health Service Interventions to Reduce Variations in Health CRD, 1995, NHS Centre for Reviews and Dissemination: York; Catford, J.

² Levesque JF1, Harris MF, Russell G. Patient-centred access to health care: conceptualising access at the interface of health systems and populations. Int J Equity Health. 2013 Mar 11;12:18.

³ Neuwelt PM, Kearns RA, Browne AJ. The place of receptionists in access to primary care: Challenges in the space between community and consultation. Soc Sci Med. 2015 May;133:287-95.

⁴ Ludeke M, Puni R, Cook L, Pasene M, Abel G, Sopoaga F. J Access to general practice for Pacific peoples: a place for cultural competency. Prim Health Care. 2012 Jun 1;4(2):123-30.

The student will be expected to complete the following tasks:

- Undertake a literature search
- Analyse the already collected and collated quantitative survey data
- Conduct and transcribe 3 focus group sessions
- Analyse the qualitative data for themes
- Write up literature review and results of analyses in the form of a working report

Student Prerequisites (eg. Medical Student) if applicable:

There are no absolute prerequisites, but we would be delighted in hosting a student who was from a Pacific community.

Administration Details

1. Is ethical approval required? No

If Yes: please circle or tick one of the following:

- a) Applied for (provide application #)
- b) Approved (attach a copy of the letter of approval from the ethics committee or application #)
- c) To be done

2. Are you able to provide the funding for this project (ie. \$5,000 for the student, incidental expenses should be met from departmental or research funds) Yes

If Yes: Please provide name of the funder _____ Pegasus Health Charitable Ltd

If No: Please provide ideas of possible funding sources, including past funding agents and topics often associated with this research area, for the Research Office to contact.

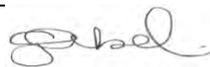
3. Medical Records or Decision Support accessed No

4. Health Connect South or other DHB records No

5. Signatures:

- I have read the 2016/2017 Summer Studentship programme handbook.
- I am prepared to supervise the project and will be available to the student during the studentship (including Christmas/New Year break if the student is working during this time).
- I agree to assume responsibility for the submission **of the student's reports to the Research Office** by the due date 30 January 2017.
- I agree that the project lay report may be available to local media for publicity purposes.

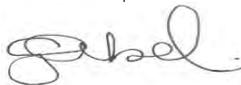
Signature of Project Supervisor(s):



Date: 28/06/17

- I understand that I am responsible for hosting the Summer Student chosen for this project and will meet any costs incurred. I agree that incidental expenses will be met from departmental or research funds.

Signature of Head of Department:



(Print Name) **Associate Professor Gillian Abel**

Date: 28/06/17

Signature of Clinical Director: (if applicable)

(Print Name)

Date:

