Persona project: Guest briefing

What will happen on the day
On the day we meet, we will ask you to give us permission to share your story. At this time we will also explain how your story will be used, how it will be shown and who will see it.

If you agree to this, we will start the story telling process.

If we are meeting face-to-face:
- First, we will ask you to sign a form that grants us permission to record and share your story.
- Then, we will hook you up to a small microphone, so we can record your story.
- Then, we will ask you a series of questions about your health and your experiences.

If we are meeting over video call:
- We will let you know when the recording will begin
- Then, we will ask you to grant us permission to record and use your story
- If you agree, then we will begin ask you series of questions about your health and your experiences.

How to answer questions
Your story is being recorded (and will go through an editing process), so it is useful to us if you answer any questions in full sentences. This makes the editing process much easier.

Tip: A way to remember to do this is by repeating the question in the answer.

Example:

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
<th>Preferred answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>When was the last time you visited a doctor?</td>
<td>Yesterday</td>
<td>✗</td>
</tr>
<tr>
<td>When was the last time you visited a doctor?</td>
<td>The last time I visited a doctor was yesterday.</td>
<td>✓</td>
</tr>
</tbody>
</table>

If there are questions you don’t want to answer, that’s totally fine! We want to make sure you tell your story in the way that you want.

Types of questions
During the story telling process, we follow these themes and ask questions relating to these topics:

Context around people
How do you people describe yourself in your own words. What is your life like on good days and bad days?
Help seeking behaviors
How do you look for and access help today? When do you ask for help? Who do you go to?

Navigating the system
How do you expect the healthcare system to work? What barriers do you face and how do you move through the system?

Attitudes toward health
What does healthy mean to you? How do you imagine your health in the future? Is there anything you want to change or need help with doing?

Self-care strategies, resilience and hacks
How do you take care of yourself today? What challenges have you faced or overcome? What was important during difficult times?

Provocations and ideas
How do you want to see healthcare change? What could be improved for you and the people you know?

After you’ve told your story
- We will give you a $200 Coles/Myer voucher as a thankyou for your time.
- We will edit the recording of your story to shorten it and pick out the most important parts.
- We will create illustrations to represent your story.
- We will find local data (numbers and studies) that represents people like you.
- All of this will be combined in a presentation or video.
- South Eastern Melbourne Primary Health Network will share the video or presentation with people in South Eastern Melbourne (this includes doctors, health services, community members and more).

Disclaimer
We do not guarantee that your story will be published.

More information
To learn more about our Persona project, visit www.semphn.org.au/resources/personas