



14, 16 and 17 August

Invitation to participate

Eastern Melbourne PHN Integrated Gateway Project

Eastern Melbourne PHN are conducting a project looking at the referral process between community-based General Practitioners (GPs) and Eastern Health Services. The project aims to understand your experience as a patient, of the referral process between GPs and hospitals.

About the Project

KPMG have been engaged to consult with consumers, GPs and Eastern Health staff to understand your experience of the referral process to Eastern Health specialist clinics, ambulatory care services or the emergency department.

The project will focus on referrals to Angliss Hospital, Box Hill Hospital and Maroondah Hospital.

Project Approach

To understand your experience, we have arranged four consumer focus groups. These focus groups will aim to:

- Understand your experience of the referral process
- Identify opportunities to improve the patient experience in the future.

The feedback gathered during focus groups will inform the project. All discussions that occur during the focus group will remain confidential. Information will be reported thematically to ensure that individuals cannot be identified.

Do I have to take part?

Your participation is entirely voluntary. We have arranged forums at four locations listed to the right and you are encouraged to register for one of these events by clicking on the relevant 'Register now' button.

Enquiries

Lisa Paulin 9046 0300 or events@emphn.org.au

Box Hill Consumer Forum

Date: **Monday 14 August**
Venue: Eastern Melbourne PHN – Banksia Room
18-20 Prospect Street, Box Hill
Time: 1.30pm to 3.00pm
Register:

[Register now](#)

Angliss Consumer Forum

Date: **Wednesday 16 August**
Venue: Angliss Hospital – Board Room
Albert Street, Upper Ferntree Gully
Time: 11.30am to 1.00pm
Register:

[Register now](#)

Lilydale Consumer Forum

Date: **Thursday 17 August**
Venue: Yarra Ranges Health – Rooms 1 & 2
25 Market Street, Lilydale
Time: 11.30am to 1.00pm
Register:

[Register now](#)

Croydon Consumer Forum

Date: **Thursday 17 August**
Venue: Eastern Melbourne PHN – Board Room
21-23 Maroondah Highway, Croydon
Time: 1.30pm to 3.00pm
Register:

[Register now](#)