

# Access and health seeking behaviour



Why, when and how do people access GP care



What facilitates the use of health services?

What Influences people to behave differently in relation to their health?

# Donabedian model

UTILISATION



ACCESS (INDIVIDUAL/SOCIETAL AND HEALTH SERVICE BARRIERS OR FACILITATORS)



NEED

## Health care seeking behaviours: utilisation of the system

Studies tend to focus on the act of seeking 'health care' as defined officially in a particular context.

The decision to engage with a particular medical channel:

- socio-economic variables: sex, age, social status

- the type of illness

- (perceived and actual) access to services

- (perceived and actual) quality of the service

## Health seeking behaviours: the process of illness response

Some studies (psychology/anthropology):

- general health seeking behaviours

  - the factors which enable or prevent people from making 'healthy choices'

    - lifestyle behaviours

    - use of medical care and treatment

Factors promoting 'good' health seeking behaviours are not rooted solely in the individual, they also have a more dynamic, collective, interactive element



## **Known and unknown need**

### **Unmet-met need**

Unmet health care needs are determined as the difference between the services judged necessary and the services actually received, and stem from barriers related to accessibility, availability and acceptability.

# Johari Window

	Known to self	Not known to self
Known to others	Arena	Blind Spot
Not Known to Others	Façade	Unknown



# Hellman's Disease and Illness model

Ill-health, the explanatory models that patients use to explain what has happened, and which determine their behaviour, may bear little relation to those of the medical profession (disease)

# Helman (1981)

## *'Folk Model' - Questions to be Answered*

- What has happened?
- Why has it happened?
- Why me?
- Why now?
- What would happen if nothing were done about it?
- What should I do about it and who should I consult for further help?

# Why now and why GP care?

- Accessibility
- Perceived and actual quality of care
- Functionality
- Acceptability
- Health beliefs
- Health seeking behaviour

# Maslow's pyramid of need



Hello, I am.....can I ask you a few questions about your appointment today/yesterday with the practice?

What made you decide to ring the practice today/yesterday?

Was there anything in particular that you were hoping to get out of the appointment? Did you have any particular concerns? Did you have any particular ideas of what is going on or expectations?

# How can people access GP care?

<https://www.surveymonkey.co.uk/r/2WXY5B7>

