

THE NETWORK: TOWARDS UNITY
FOR HEALTH & FACULTAD DE MEDICINA,
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THE NETWORK
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Facultad de Medicina



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"PRIMARY HEALTH CARE: A PATH
TOWARDS SOCIAL JUSTICE"

SYSTEMS AND COMMUNITY BASED
RESPONSES TO COVID-19

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TUFH 2020 Abstracts

Title	Building PHC stakeholder collaboration and partnership on the road to achieving UHC: the potential of a consensus building method, the nominal group technique (NGT)
Type	Oral Presentation <i>Working with Underserved Populations towards Community Empowerment</i>
Presenting Author	Graham Bresick
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Country	South Africa
Abstract N°	TUFH387
Content	<p>BACKGROUND: Building stakeholder collaboration should be a key activity in strengthening PHC delivery. User-friendly, consensus building methods are needed to mitigate conflict and build relationships among PHC stakeholders needed to achieve UHC. 40yrs after Alma Ata and 10yrs after WHO's 'PHC: now more than ever', the call for UHC further underscores the need for stakeholder collaboration based on trust and shared ownership of information needed to ensure access to quality health care for all. Africa is a resource-scarce continent challenged by a quadruple disease burden and poor health indices. PHC performance measurement is an opportunity for key stakeholders to collaborate and to generate innovative, inexpensive, context-appropriate interventions. Realizing such goals is more likely if performance measurement research includes users, providers and managers in collecting data and acting on findings. User involvement in PHC research is also likely to empower communities and promote socially responsive and accountable PHC delivery in the true spirit of the Alma Ata and more recent Astana Declarations. METHOD: The NGT will be presented as a useful method for consensus building among stakeholders with different experiences, roles and perspectives when improving PHC performance. RESULT: Shared experiences and discussion among attendees regarding their experiences with the use of consensus methods and PHC stakeholder collaboration. CONCLUSION: Health service research without including user voices will be increasingly difficult to justify. Increased understanding and use of consensus methods where collaboration and partnership based on trust is needed could help ensure cost-effective, quality PHC essential for UHC.</p>