

Anonymous Box & Bulletin Board - Set-up + Response Guidelines

What is the Anonymous Box & Bulletin Board prototype ?

This prototype is made of:

- 1x Guideline for set-up
- 1x Guideline for response
- 1x Box design - top (A4)
- 1x Box design - front & back (A4)
- 1x Question slip (A6) - to be duplicated
- 2x Publicity poster (A3) - to be printed and placed on the bulletin board
- 1x Bulletin board - to put up the responses

Guidelines on set-up

Healthcare professionals within the clinic/health units that are in charge of setting up the Anonymous Box & Bulletin Board should follow these steps

Activity	Description
Set up of the box and bulletin board	<p>Box set-up</p> <ol style="list-style-type: none">1. Print out the 3x A4 box design images (top, front & back)2. On an A4 box, paste the box design images as decoration3. Cut out the hole along the dotted lines (top)4. Print out and prepare a stack of question slips and place them beside the box5. Provide pens for users to use6. Place the finished box in front of a bulletin board <p>Bulletin board set-up</p> <ol style="list-style-type: none">1. Use a large bulletin board to capture the questions and answers2. Ensure that the box is placed near the bulletin board3. Print out the 2x A3 publicity posters and fix them onto the bulletin board4. (optional) Print out the banner images and fix them onto the bulletin board

Guidelines on response

Healthcare professionals within the clinic/health units that are in charge of answering the queries should follow these steps

Activity	Description
<p>What to do with the question slips received?</p>	<p>Setting up a schedule</p> <ul style="list-style-type: none"> • Within your clinic/health unit, create a regular schedule or roster on which healthcare professional is in-charge of responding e.g. every Monday and Friday • At the end of the day, pick out all the filled questions slips <p>Responding to the questions</p> <ul style="list-style-type: none"> • Group similar/repeated questions together or into common topics (if any) e.g. side effects / usage / changes to body / discomfort etc. • The healthcare professional in-charge should fill in the answers in the <u>right</u> column • The healthcare professional in-charge should also fill in their names and role in the clinic/health unit at the bottom of the right column for credibility <ul style="list-style-type: none"> ○ Should users view the answers, this could also encourage them to approach the healthcare professional directly within the clinic for additional information about a similar question • Pin the completed question slips onto the bulletin board for community members to look • Promote this anonymous box / bulletin board to the family planning users / discontinuers / spouses within the community <p><i>Ensure you are providing a factual and empathetic response to your clients</i></p>
<p>What if I am unsure what to respond?</p>	<ul style="list-style-type: none"> • Tap on the knowledge of your peers and co-workers if you come across a question you are unsure how to respond • Consult a subject matter expert about the topic/question • Reference DOH / official study and research materials to ensure your answers are factual and accurate
<p>What else can I do with the questions received?</p>	<p>Option 1: Organise an in-person “All about Family Planning group sharing session”</p> <ol style="list-style-type: none"> 1. If you notice that many similar questions around a certain topic are coming up e.g. side effects after using contraception, collate these questions into a common pile 2. Take note of these questions and organise a ‘All about Family Planning’ group sharing session during a weekend to meet with interested members of the community 3. At the sharing session, go through the commonly asked questions and the appropriate answers with the community members 4. Share more facts and educational tips about family planning to the participants of the session 5. Hold a review at the end to ask users which topics they will be interested to attend 6. This could be a 30 min session or even an hour, depending on how much materials to go through 7. This will help users who are less literate, and may benefit more from verbal sharing sessions

An open group sharing session will reduce the barrier, and make it more approachable for shy individuals to participate

Option 2: Re-sharing information within popular community spaces

1. If you notice that many similar questions around a certain topic are coming up e.g. side effects after using contraception, collate these questions into a common pile
2. Healthcare professionals can take images of the questions and answers and replicate the bulletin board in a popular community space e.g. community hall / community centre / health centre
3. Ensure that the location is safe from vandalism to prevent misinformation from spreading

Looking at the commonly asked topics is a way to understand and identify what knowledge gaps exist within your community

Option 3: Targeted Family Planning educational material within schools

1. This prototype could also be replicated and targeted for those that fall within the adolescent ages of 10-19 - that being students or young adults especially in school settings
2. Replicate this bulletin board within a school compound, to ensure the items are safe from vandalism
3. Students should be given instructions on how to properly utilise the board
4. A dedicated healthcare worker tagged to supporting students in schools will be appointed person in charge of responding to queries

Targeting children in a school setting can be a way to break the taboo within the community about the topic. This could support students in building stronger understanding about Family Planning within a safe environment.

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