



Sustainable Health Review

PUBLIC CONSULTATION

Midwest Region Public Forum

Geraldton / Thursday, 12 October 2017

SUMMARY

Public Forums are being held in metropolitan and regional areas to provide input on developing a more sustainable and patient centred health system in Western Australia.

This Summary outlines major themes from the workshop only and is intended to be indicative of the more extensive information from the forum that will be provided to the Sustainable Health Review Panel to consider. This material is not to be regarded as endorsed by the State Government.

To keep in touch with the progress of the Review and for lodgement of Public Submissions, please go to www.health.wa.gov.au/sustainablehealthreview.

The Sustainable Health Review Panel would like to thank all participants for their contributions to improving our health system.



WHAT ARE THE BURNING ISSUES

From a large number of identified concerns, the following burning issues stood out:

- The difficulty in recruiting and retaining staff and specialists, lack of support for staff and professional isolation
- Increasing the types of services available locally, including mental health, aged care, early childhood and parenting, and women's health
- Improving access to health services, including the need for Telehealth and suitable transport
- Deficiencies in mental health including the lack of qualified staff, limited capacity for AOD, lack of coordination in service provision, no step down options after intensive residential programs, and limited ability to restrain psychotic patients
- Need for improvement in patient information record systems, plus better adoption of My Health Records to drive the portability of health care information
- The PATS system needs further review and adjustment to meet both patient and health system needs
- Culture change is needed both within the community around the true cost of health care and within the service providers around duplication and different ways to deliver services
- The need for better communication with the community, including increasing community health literacy and education, clearer information regarding funding, and notification of changes within available health services

THE CRITICAL CONVERSATIONS THAT WE MUST HAVE

- Greater collaboration between all service providers to address equity of service provision in a strategic and ethical way
- Investing in primary care, community input and health self-management to take the pressure off the hospital system
- Recruitment and retention of appropriately qualified staff
- An integrated and comprehensive approach to mental health and AOD issues
- Appropriate support and follow up for regional patients discharged from metro hospitals
- Increasing awareness and cultural sensitivity around delivery of service for Aboriginal people

SUGGESTIONS TO BETTER INTEGRATE PRIMARY HEALTH, ACUTE AND NON-GOVERNMENT SERVICES LOCALLY

- Increased specialist service provision in local areas will be more patient focused and cost effective overall
- Amalgamate service delivery for more effective care
- Use clinical commissioning groups to determine the best services for local needs
- Tie funding for individual agencies to collaborative approaches



SUGGESTIONS TO INCREASE LOCAL AGED CARE AND MENTAL HEALTH SERVICES

- Train up local workers to provide home care for all members of the community
- Provide upskilling and pathways for community people to build a career in health care
- Develop peer support resources and carer support and respite options
- Ensure local control of some funding in order to encourage home and community based care

SUGGESTIONS TO IMPROVE LINKAGES BETWEEN METROPOLITAN AND REGIONAL SERVICES, TO SUPPORT PATIENTS

- Require clinician visits to be multi functional – seeing patients, doing outreach, supporting staff professional development and student teaching in the one visit
- Build stronger relationships between a regional hospital and a tertiary care facility to improve care and collaboration
- Strengthen and improve telecommunication options as an enabler for better care
- Explore the potential for medi-hotels in regional centres

SUGGESTIONS FOR STRENGTHENING COMMUNITY CONTROL AND PLANNING

- Introduce an appropriate mechanism to involve community representation in advocacy and direction of health care planning in local communities
- Increase health literacy as a platform for community input to major decisions
- Empower the community to become the promoters of visiting services within their communities

