



# Sustainable Health Review

## PUBLIC CONSULTATION

# Mandurah Public Forum

25 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](http://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:

- Lack of strategic direction in health for a region in transition where the rate of growth has outstripped health service delivery
- Expectations that local health needs will be delivered locally and without travel to Perth
- Local hospital capacity issues including lack of access to beds, limitations on the Emergency Department, limited access to specialities such as paediatrics, and limited cancer treatment facilities and options
- The need for better support for mental health services including GPs who will support mental health patients, a lack of mental health triage in emergency situations and mental health support in outlying areas
- Issues around the lack of nursing home beds, staffing in aged care facilities and the need for better aged care training in the region
- Lack of coordination in the transfer of care, with information not shared electronically, poor connection to after-care and follow-up and a lack of knowledge about services that are available locally
- Lack of focus on prevention beyond schools, and on the high chronic disease profile and the linkages with obesity, eating disorders and socio-economic disadvantage
- The need for increased post rehabilitation support for people affected by drug use

# THE CRITICAL CONVERSATIONS THAT WE MUST HAVE

- Better transfer and coordination of care and support
- Better use of technology to enhance integrated service delivery
- A Health Plan for the region that clearly defines the services delivery needed for a region in transition
- Addressing the underlying issues for mental health and developing longer term support options
- Clarity of policy and programs around prevention and individual responsibility for health



## SUGGESTIONS FOR LONGER TERM PLANNING AND PARTNERSHIPS, GIVEN THE CHANGING DEMOGRAPHICS OF THE PEEL REGION

- Give Peel status as a standalone health zone within the region
- Develop the infrastructure and services required to support a rapidly growing population, which means significant enhancement of the Peel Health Campus as a regional hospital
- Develop a consolidated Health Plan to build value from the existing health services and facilities within the region
- Take advantage of the big opportunities for increased Local Government roles in health planning, promotion and delivery, via Community Resource Centres
- Trial innovative options for village based, aged care such as intergenerational facilities that co-locate aged care and child care

## SUGGESTIONS TO IMPROVE COORDINATION AND SEAMLESS TRANSFER OF CARE

- IT solutions that feed into the My Health Record and ensure automatic transfer of information to relevant Departments, GPs and authorised services
- Telehealth services used to dramatically improve transition services
- Interchangeable activity between public and private facilities where care is not available locally in one system
- Expand the Wheatbelt Health Navigator model
- Planned and coordinated follow-up through technology, phone and assigned visit

# SUGGESTIONS ON THE USE OF TECHNOLOGY TO SUPPORT PATIENT PATHWAYS

- Use of the Medicare number to provide access to electronic health record apps in any situation
- Increase Telehealth and Telemedicine to include doctor's surgeries
- Statewide planning for increased Telehealth and Telemedicine
- Use of Health Pathways by GPs to get consistency of care



# SUGGESTIONS FOR ADDRESSING THE UNDERLYING ISSUES IN THIS REGION WHICH IMPACT MENTAL HEALTH

- Improve the youth triage options at Peel Hospital
- Create mental health observation areas to ensure better safety for all in ED situations
- Create clinic services for obesity and eating disorders in the region, to address underlying links to better mental health
- Begin education and awareness in early learning centres and primary schools
- Improve access to services, especially for smaller communities