

TALK ABOUT

LET'S 'TALK ABOUT'...

'TALK ABOUT' is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

We want to 'talk about' what you think is working well and what you think could be done better. Throughout 2020, we have 4 topics for you to give feedback on. From 17 August until 27 September, let's 'talk about':

CARE FOR OLDER AUSTRALIANS

Here's some interesting facts about older Australians in our region:



Over **90,000** people are aged 65 years or older. This number is expected to double by 2036.



Around **60%** currently reside in the Toowoomba area. However, in 10 years time, the higher percentage of people are expected to be living in the Ipswich area.



More than **50%** are working with their GP on their care needs like diabetes, heart disease or a lung condition.



2 in **5** said they get enough exercise, and 1 in 4 had a healthy weight.



3 in **4** rated their own health as good to excellent.



For people needing support would like to continue living in their current house. **80%**

[CLICK HERE TO COMPLETE OUR 5 MINUTE SURVEY: DDWMPNH.COM.AU/TALK-ABOUT](https://ddwmpnh.com.au/talk-about)

FUTURE TOPICS FOR US TO 'TALK ABOUT':

ALCOHOL AND OTHER DRUGS

October – December

TALK ABOUT

'WHAT WE HEARD'...

'TALK ABOUT' is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

From 17 August until 27 September, we asked you to 'talk about' what you think about health services providing CARE FOR OLDER AUSTRALIANS in our region. This is WHAT WE HEARD...

We received responses from...



77 carers and community members



34 health professionals

Overall, you gave your experience with health services for **OLDER AUSTRALIANS** in our region a score of **5.9 out of 10**.

WHAT YOU THOUGHT WORKED WELL



You mentioned you most liked services that...

- listened to you,
- helped you make decisions about your health, are easy to use, and
- helped you access the care you need, like one-stop-shops and those with transport services.



What you liked about these services was their...

- quality care,
- kindness and respect,
- assistance with reminders and follow-up appointments,
- timely response to enquiries,
- location in your local community, and
- after-hours access.

WHAT YOU THOUGHT COULD BE DONE BETTER



You would like to see...

- a greater focus on prevention including exercise, balance and nutrition,
- more help to manage your health needs, such as education,
- more services closer to home, such as visiting professionals or telehealth options, and
- more support to continue living at home as you age.



You also would like to see...

- timely and clearer communication from your health care providers,
- reduced wait times and costs, such as more bulk billing and public health services,
- more support for your carer, and
- more allied health services, such as mental health and occupational therapy.

THANK YOU TO EVERYONE WHO CONTRIBUTED TO OUR SURVEY! WE LOOK FORWARD TO HEARING FROM YOU ON OUR NEXT TOPICS:

ALCOHOL AND OTHER DRUGS

October – December