

# 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. From 18 October until 28 November, want to TALK ABOUT...

Hey, can we talk about...

I want to let you know...

Did you know...

### CARE CLOSER TO HOME

Did you know these interesting facts about people accessing care in our region?



people attended their local GP in the past 12 months



people experienced a time when they needed to see a GP, but did not.

We heard in previous TALK ABOUT campaigns that you would like...



More services closer to home, such as visiting professionals



More services available after hours



Access to telehealth to reduce travel and save time

[CLICK HERE TO COMPLETE OUR SHORT SURVEY](https://ddwmpnh.com.au/talk-about)

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THE NEXT TOPIC TO TALK ABOUT WILL BE ANNOUNCED IN EARLY 2022

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## 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 18 October until 28 November, we asked you to 'talk about' what you think about **accessing our region's health services closer to home.**

We received responses from...



139

carers and community members



32

health professionals



119

community members were also consulted through Kitchen Table events.

This is **WHAT WE HEARD...**

Overall, you gave your confidence level in accessing health services in our region a score of **4.1 out of 10.**

What you thought about access to healthcare



You mentioned...

- long travel distances because the service is not available in your area
- families struggling to get to services because of financial problems
- long wait times to get an appointment, and sometimes no same-day appointments when needed
- not enough time during your appointment to discuss all of the things you wanted to.

You also raised...

- the impact of COVID-19 restrictions on seeing your doctor
- the value of telehealth services to get advice and care when you needed it.

What you thought could be done better



You would like to see...

- primary healthcare services located in your local community
- home visits or telehealth options offered by your healthcare provider
- better access to interpreter services
- more services including pharmacies available after-hours, such as before and after school.

You also suggested...

- more promotion and information about available services
- alternative places to receive care, so you don't have to wait for an appointment or go to hospital
- more affordable allied health and disability support services, such as more bulk billing.

Thank you to everyone who contributed to our survey!  
We look forward to hearing from you on our next topics.