

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 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.