

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.

A fast-paced healthcare environment like the one we live in now can bring changes to the way our community accesses care. With this in mind, we revisited the 2020 topic: **MUMS, BUBS, and KIDS**.

From 31 January until 13 March 2022, we asked you to 'talk about' your experiences with **MUMS, BUBS, and KIDS** services in our region.

We received responses from...



53 carers and community members



22 health professionals



53 community members were also consulted through kitchen table events.

This is WHAT WE HEARD...

Overall, you gave your experience with **MUMS, BUBS, and KIDS** services a score of **5 out of 10** compared to **6 out of 10 in 2020**.

What you thought worked well



You continued to mention you most liked services that have:

- friendly midwives and child health nurses
- midwifery group counselling services
- culturally appropriate care.

You continued to acknowledge services for their:

- professionalism
- communication
- commitment and ability to refer you to specialised care
- active engagement with family members to support mums and bubs.

What you thought could be done better



You would like to see:

- increased access to free specialised allied health services and GP after hours to avoid ED visits, including home visits
- increased use of telehealth, especially during the COVID-19 pandemic and regular telephone support and for mothers in regional areas
- better experiences with interactions with health professionals
- support for social, emotional and behavioural needs during pregnancy, childbirth and postnatal care.

You also suggested more:

- promotion and information about available services
- access to healthcare workers in both metro and regional areas
- affordable mental health services for mums, dads, bubs and kids
- community-based perinatal, home-based care and family-centred interventions
- Aboriginal and Torres Strait Islander healthcare workers
- support for young mothers and those with socioeconomic challenges.

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