

TALK ABOUT

WHAT WE HEARD

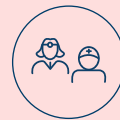
TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

From 10 January until 21 February 2024, you talked about **The Health Needs of Priority Populations** within our region.

We received responses from...



116 community members



45 health professionals

In this campaign you talked about multicultural communities and homelessness...

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in
4

identified as belonging to multicultural communities, such as South/East Asian, European, Pacific Islands, Middle Eastern and African.

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people said they were experiencing housing stress, homelessness, or were concerned about their housing stability.

This is WHAT WE HEARD...

Overall, you rate your **experience with primary health care services** with a score of **7 out of 10**.

Health care professionals rate the **capacity to provide health care that meets your needs** with a score of **5 out of 10**.

What you thought works well



You mentioned...

- You receive information about healthcare from your local general practice, as well as family and friends.
- The services you needed most were mental health supports, general practice, and pharmacy.
- You could access some services after hours, such as the hospital, urgent care clinics, and some general practices.

You value services for how they...

- Listen to you, and you feel they believe you when you talk about your health.
- Are open-minded and considerate, and you don't feel you are being judged.

What you thought could be done better



You would like to see...

- More services closer to home, including online and home-visiting choices.
- More affordable allied health and disability services.
- Same-gender health workers with whom you can sensitively discuss your health and wellbeing.

You also suggested...

- More education and promotion about health and wellbeing.
- Building cultural awareness and safety, such as resources about providing care to meet your needs.
- Mobile clinics or transport options, and longer opening hours for the services you need most.

All consultation findings from our online survey and Kitchen Table Discussions will be distributed to external key stakeholders and inform future Primary Health Network decision making, targeted service delivery of programs and provide important updated information for our region's Health Needs Assessment.