Tell Gippsland PHN

...about healthcare in your community

1,383 survey respondents, 21 interviews and four healthcare stories submitted

Demographics

Gender
- 69% Female
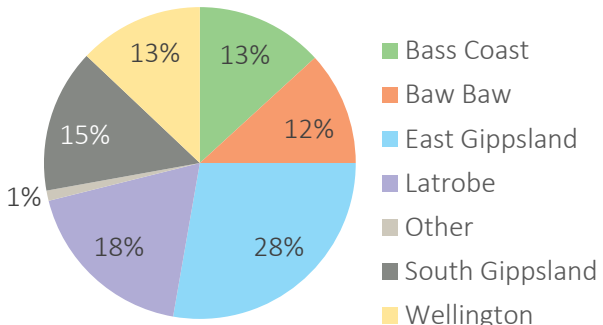- 29% Male
- 1.9% Other or Preferred not to say

Age
- 4% 18-25 years
- 20% 26-45 years
- 35% 46-64 years
- 25% 65-74 years
- 14% 75+ years

Education
- 40% had a Bachelor's degree or higher

Groups of people
- 229 carers
- 221 parents / guardians
- 202 with a disability
- 51 from a culturally or linguistically diverse background
- 49 LGBTQI+
- 19 Indigenous

Local Government Area

Pie chart:
- Bass Coast 13%
- Baw Baw 12%
- East Gippsland 28%
- Latrobe 18%
- Other 1%
- South Gippsland 15%
- Wellington 13%

Do you have a usual healthcare provider?

- **76.6%** of respondents had a usual doctor (GP)
- **11.6%** did not have a usual doctor or health care provider
- **10.5%** had a usual healthcare provider who was not a doctor (usual medical centre, nurse or other professional)

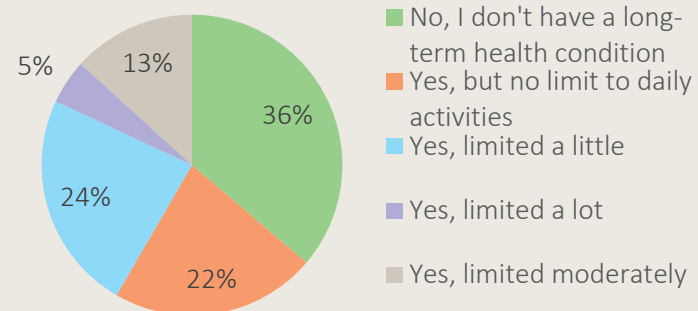## A usual health care provider was less common for:

- People identifying as LGBTQI+ (**24.5%** did not have a usual health care provider)
- People from a culturally and linguistically diverse background (**19.6%**)

Do you have a long-term health condition?

Pie chart:
- No, I don't have a long-term health condition — 36%
- Yes, but no limit to daily activities — 22%
- Yes, limited a little — 24%
- Yes, limited a lot — 5%
- Yes, limited moderately — 13%

Timely access to services

was the top theme identified as important to improve people's health.

Continuity of care was important to respondents

"Having GP's that actually stay...that we can build a working relationship with."

Limited availability of services or appointments locally was a barrier to timely access

"Waiting weeks to see doctor is a challenge. Having to travel to Melbourne for specialists."

Cost of the service and travel to access the service limited timely access

"I know a lot of people who put off going to GP because of expense."

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Care coordination

Was a focus of the survey and a major theme drawn from interview responses. Respondents shared that clear, open communication between patients and members of their treating team facilitated care coordination.

Survey respondents agreed or strongly agreed with the following statements about their healthcare:

- **77%** thought their healthcare provider was the centre of their care
- **97%** agreed they were responsible for taking care of their health
- **95%** knew what each of their prescribed medications do
- **97%** felt confident they can tell when they need to go to the doctor
- **89%** felt confident they can tell a doctor their concerns even if not asked

My healthcare professional always or usually does the following:

Seems to understand who I am before I arrive	73%
Involves me in decisions about my healthcare	84%
Explains test results in a way I can understand	87%
Explains what my medications do	79%
Seems informed about my specialist care	74%
Seems informed about hospital care (for example medication changes)	67%

Respondents aged 18-25 years were
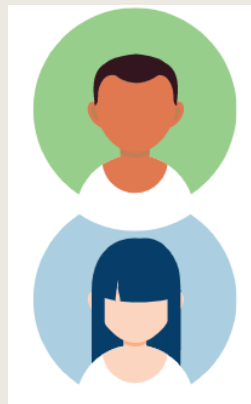
Less confident knowing when to go to the doctor, knowing what their medications do or telling their doctor about concerns if they did not ask than those aged 64 years and above.

My expectations of healthcare

Respects my autonomy

"My doctor respects my decisions regarding my care.

Compassionate care

"I am listened to, supported and cared for in a welcoming, professional and non-judgemental space."

Clear, open communication

"My doctor and reception staff communicate information in a timely manner and in a way that I understand."

Competent and knowledgeable

"My doctor's knowledge and skills are up to date and they have good links with support services and specialists."

Honest and trustworthy

"I feel comfortable confiding in my doctor, I have built a good rapport with them and trust their advice."

Willing to collaborate

"My doctor works with other supports I access including specialists and allied health services to plan my care."

Tell Gippsland PHN

Using technology for health

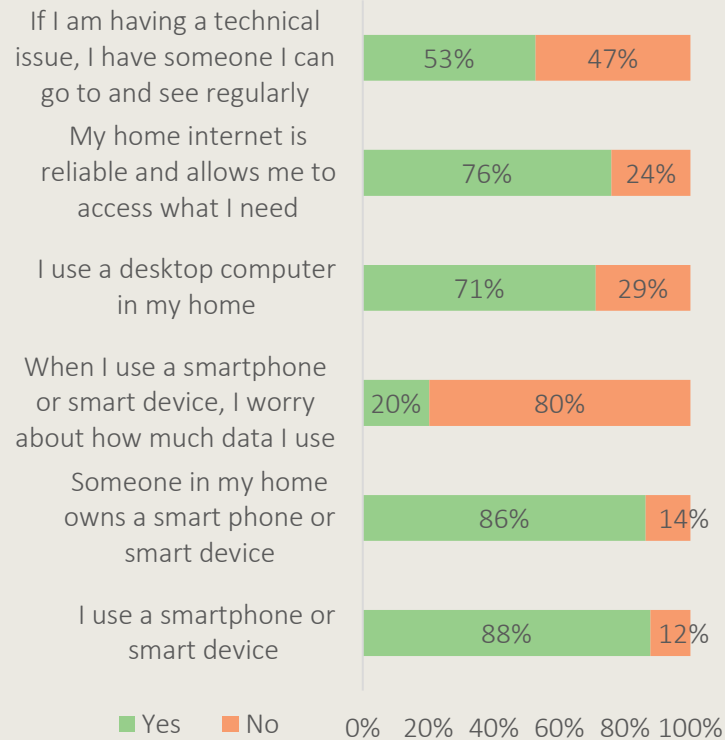### Benefits of using technology for health

- Convenience of telehealth Saves time and cost of travel
- Electronic prescriptions
- Sharing digital health records

I have high / moderate confidence with the following technologies

Join a video call	71%
Follow a link to a website	83%
Send messages using your phone	87%
Update an existing app on my phone	72%
Download and get started with a new app on my phone	72%

"Living regionally, using technology to access health support is vital to keep me safe as well as saving money and time on travel."

	Yes	No
If I am having a technical issue, I have someone I can go to and see regularly	53%	47%
My home internet is reliable and allows me to access what I need	76%	24%
I use a desktop computer in my home	71%	29%
When I use a smartphone or smart device, I worry about how much data I use	20%	80%
Someone in my home owns a smart phone or smart device	86%	14%
I use a smartphone or smart device	88%	12%

Yes ▮ No ▮ 0% 20% 40% 60% 80% 100%

Barriers to using technology for health

- Prefer face to face appointments
- Network / connectivity issues
- Lack of digital literacy

I already use or would like to use the following technologies as often as possible for my health

Mobile apps	35%
Text messages	49%
Social media	18%
Links to websites	36%
Phone calls with doctor or other professional	55%
Video call with doctor or other professional	33%

Concerns from respondents with using digital health included *"safety, privacy, and cybersecurity."*

Facilitators for using technology for health

- Uniformity across digital health platforms
- Awareness of telehealth options
- Access to reliable devices