

Interim Report: Feedback Survey

The Sustainable Health Review Interim Report feedback survey consisted of 14 questions. The responses to the open feedback questions are detailed below. Responses to questions 9-12 have been published in a summarised report on the SHR website.

Your Personal Details	
1. Title	Mr <input type="checkbox"/> Miss <input type="checkbox"/> Mrs <input checked="" type="checkbox"/> Ms <input type="checkbox"/> Dr <input type="checkbox"/> Other <input type="checkbox"/>
2. First Name(s)	Debra
3. Surname	Letica
4. Contact Details	
5. Organisation	
6. Location	<input checked="" type="checkbox"/> Metropolitan <input type="checkbox"/> Regional WA <input type="checkbox"/> Outside WA
7. Are you providing a response on behalf of your group/organisation or as an individual? (Required)	<input type="checkbox"/> Group/organisation <input checked="" type="checkbox"/> Individual <input type="checkbox"/> Other, please specify _____
Q8. Do you consent to your feedback being published, in summaries or in the Final Report? (Required)	
<input checked="" type="checkbox"/> I consent to my feedback being published <input type="checkbox"/> I consent to my feedback being published anonymously <input type="checkbox"/> I do not consent to my feedback being published	

The next two questions will allow you to provide more detailed feedback on how to maximise improvements in each of the Directions or suggest other areas or actions for the Sustainable Health Review Panel to consider to develop a more sustainable health system.

13. In regards to the 12 Directions, please provide detailed comments on how to maximise improvements in each of the Directions. Where possible, please indicate which Direction your comments relate to.

Direction One: Keeping People Healthy & get serious about prevention & health promotion. As a Consumer/Carer Advocate in both the health & disability sectors it is imperative that we build collaborative partnerships between these two sectors. The linking of information is vital between all members of a persons "care team", removing the silo mentality that currently exists.

Increasing health literacy of support workers, who themselves are a vulnerable group, english may not be their primary language - we have vulnerable people looking after vulnerable people - this cannot continue.

Direction 2 - Focusing on person-centred services - is the tool to ensure that Direction 1 is put into practice. I sincerely hope that My Health Record will be the vehicle to drive this vital change in the direction of our health services & put consumers/carers at the centre of their health care needs. See the Kings Fund in London for info with regards to this & CHF in Canberra - building collaborative teams is basic, but it would seem is the missing link.

Direction 3 - More care in the community - another basic element of "person centred care" partnerships between the health sector both primary & acute & social care is the starting point of improving our health system & making it sustainable. However, there needs to be a willingness on both the health & social sectors to make this happen - sadly I am not entirely sure that this willingness is in place just yet. We need to change this culture. Having someone in hospital who has complex chronic health needs who is none verbal, not mobile, can't walk etc., sounds a very big alarm bell for me.

We cannot put the cost of a support worker sitting besides a person with a disability in this situation onto NGO social disability care providers - they are not qualified, and they don't have the resources to do so long term. This means that those people living in group homes are disadvantaged when one of the residents is in hospital & a staff member needs to accompany them - this leads to a staff shortage in the group home leading to a risk to both residents & support staff - especially if it is a "challenging behaviour house".

This is most definitely an "inconvenient truth" that needs urgent attention by way of the health services partnering with social/disability accommodation services. Remove the wall between these two social services - work together to increase the health, manage the health needs of vulnerable people who have complex/chronic conditions will lead to a better quality of life for them & a reduced need to access acute hospitals. The major stumbling block here is the reliance on "privacy" which is a concern but often it is used as an "excuse" to not get involved.

Direction 8 - Greater use of Technology, data & innovation to support consumers, clinicians drive change. Fantastic idea! All hospitals need WiFi for Clinicians to embrace this improvement, otherwise good staff will leave those hospitals without the capacity to use new technology to go and work in hospitals that do have the technology. If all hospitals don't

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embrace the new technology how will the My Health Record be kept upto date ? Employing admin staff to input the data is a waste of resources - clinicians should be able to do this as part of everyday business, it shouldn't be an additional job.

14. Is there anything else that the Panel has missed so far that is important in developing a more sustainable health system for Western Australia?

I think the Panel has done a fantastic job so far. It is an exciting time to be involved in the health sector. If we get the system right for our most vulnerable people we will get it right for all of us.

The major challenge is to remove silos between social/health care, upskill support workers, build collaborative person centred care plans. Its vital -please see the Kings Fund London.

The other important challenge is increasing the health literacy of the public. Living a healthy lifestyle, tackling the obesity issue that really is the precursor of chronic disease. Education is very important.