

## Public Submission Cover Sheet

Please complete this sheet and submit with any attachments to the Sustainable Health Review Secretariat

### Your Personal Details

*This information will be used only for contacting you in relation to this submission*

Title	[REDACTED]
Organisation	
First Name(s)	[REDACTED]
Surname	[REDACTED]
Contact Details	[REDACTED]

### Publication of Submissions

*Please note all Public Submissions will be published unless otherwise selected below*

- I do not want my submission published
- I would like my submission to be published but remain anonymous

### Submission Guidance

You are encouraged to address the following question:

**In the context of the Sustainable Health Review Terms of Reference listed below, what is needed to develop a more sustainable, patient centred health system in WA?**

- Leveraging existing investment in Primary, Secondary and Tertiary healthcare, as well as new initiatives to improve patient centred service delivery, pathways and transition;
- The mix of services provided across the system, including gaps in service provision, sub-acute, step-down, community and other out-of-hospital services across WA to deliver care in the most appropriate setting and to maximise health outcomes and value to the public;
- Ways to encourage and drive digital innovation, the use of new technology, research and data to support patient centred care and improved performance;
- Opportunities to drive partnerships across sectors and all levels of government to reduce duplication and to deliver integrated and coordinated care;
- Ways to drive improvements in safety and quality for patients, value and financial sustainability, including cost drivers, allocative and technical efficiencies;
- The key enablers of new efficiencies and change, including, research, productivity, teaching and training, culture, leadership development, procurement and improved performance monitoring;
- Any further opportunities concerning patient centred service delivery and the sustainability of the WA health system.

### Submissions Response Field

*Please type your response into the field below. Alternatively you may provide your submissions as a separate attachment (Suggested Maximum 5 pages).*

To the Sustainable Health Review Secretariat,

Thank you for receiving my submission re the WA State Government's Sustainable Health Review.

Being a resident of Kambalda [REDACTED]  
[REDACTED] I feel I have a responsibility to raise concerns with regard to the health services in the Goldfields region.

It would appear that there is an overarching issue of instability and consistency with the provision of services.

Although tele health appears to be addressing some issues in remote Goldfields areas, the problem still remains that the inadequacy of on the ground support is lacking. I find it disappointing that Local Government organizations within the region are having to take the responsibility of engaging GP's with in their shires at a significant cost just to sustain longevity of a service that should be supported by the state. Funds up to and in excess of \$200, 000.00 being drawn from ratepayers funds, of which compromises an already strained budget, to facilitate what should be an essential service.

The Kalgoorlie Regional Health Campus has received significant upgrades however the increasing demand on the radiological department is resulting in lengthy delays for essential scans, of which patients are having to travel at length to meet an earlier appointment, consequently, due to the service being made available locally results in no funded support from PATS. This would also be the case with specialty care and the lengthy wait for specialist appointments. After triage, the earliest possible appointment for a paediatric patient is sitting at 5 months at the moment, and again if a parent wishes to speed up their child's diagnosis there is no financial support from PATS as the service is available ... usually with a visiting specialist that attends every three months. This too is the case with adults. Being that private health cover is a must, community members are penalised by traveling to utilize the benefit of private cover which again is a disappointment. There are low income families that are resorting to go fund me pages to assist with expenses associated with the removal of tonsils for example.

Aged care, mental health and external services are compromised by the constraints of the funding that is made available to provide these services, and again the remote areas in the Goldfields continue to suffer. There is a fracture in the manner in which these are promoted and an ongoing issue around the lack of communication with regard to who does what and when. I know personally of teenage at risk mental health patients who have been turned away and the parents are left to do the best they can to help their child. Scripted medications for depression and anxiety are prescribed far too freely instead of having an avenue available for extraordinary life events and the management thereof, which is seeing further issues arising from extreme rapid weight gain, family breakdowns, loss of working hours etc. There are families that are having to relocate to Perth just so they can get consistent support and assistance required for their children. In reference to this, the schools in the region are doing the best they are able

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to refer and utilize pathways that are set up for these children, although this also becomes stifled..

It has been an ongoing issue for many years with regard to the pendency of medical professionals in the Goldfields region. For specialists such as [REDACTED] and obstetrics / gynaecologist, who gave [REDACTED], there is now a significant gap whilst trying to attract a new professional of his calibre to the region.

I have many concerns, that I would wish to raise, but will attend the forum in Kalgoorlie on the 16<sup>th</sup> of October.

I would say in closing however, that many medical professionals and service providers in our region are stretched. They how ever do their absolute best every day, although I do not believe it is deserving that they receive the brunt of the dissatisfaction of the region.

With Kindest Regards and Thanks

[REDACTED]