

Public Submission Cover Sheet

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

Your Personal Details	
<i>This information will be used only for contacting you in relation to this submission</i>	
Title	■
Organisation	
First Name(s)	■
Surname	■
Contact Details	■
Publication of Submissions	
<i>Please note all Public Submissions will be published unless otherwise selected below</i>	
<input type="checkbox"/>	I do not want my submission published
<input checked="" type="checkbox"/>	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).

There needs to be better patient-to-healthcare provider communication. I can speak from both side of the fence as I am a Registered Nurse at one of our tertiary hospitals, and have also been an inpatient at another. Communication with patients and their families whilst they are in hospital is well done, however it's when patients are discharged that we tend to drop the ball. There is no easy way for patients to track their follow up appointments or plans, other than their discharge summary (if documented on there), and the majority of times they have to wait for a phone call or a letter to be posted with details. Waiting for a follow up appointment can be worrying, especially for those not au fait with the system, and this can result in a number of phone calls to department secretaries or the ward from which the patient was discharged. Often these phone calls do not offer a result the first time around as the receiver has to follow up with the medical team before being able to confirm. It would be great if the patients had access to a liaison who was able to coordinate this. A number of specialties already have this and more often than not they are a Nurse. If this could be extended across all specialties that would be beneficial for the patients and the departments as the patient would have one point of contact; with someone who understood the medical jargon, but could also easily translate this to layman's terms, and who is also well acquainted with the specific team. This would offer quick solutions to problems and also provide the patients with a personalised approach.

Alternatively, it would be great for patients to have access to an online portal where they could access discharge summaries, appointment details etc.