

# GCPHN Needs Assessment 2017: Process and Issues

## CAC Results, 3rd February 2017

The CAC provided advice to GCPHN to guide the needs assessment process. Key points to be considered by GCPHN include;



Balance between pursuing many small projects with a light impact and fewer projects with greater impact



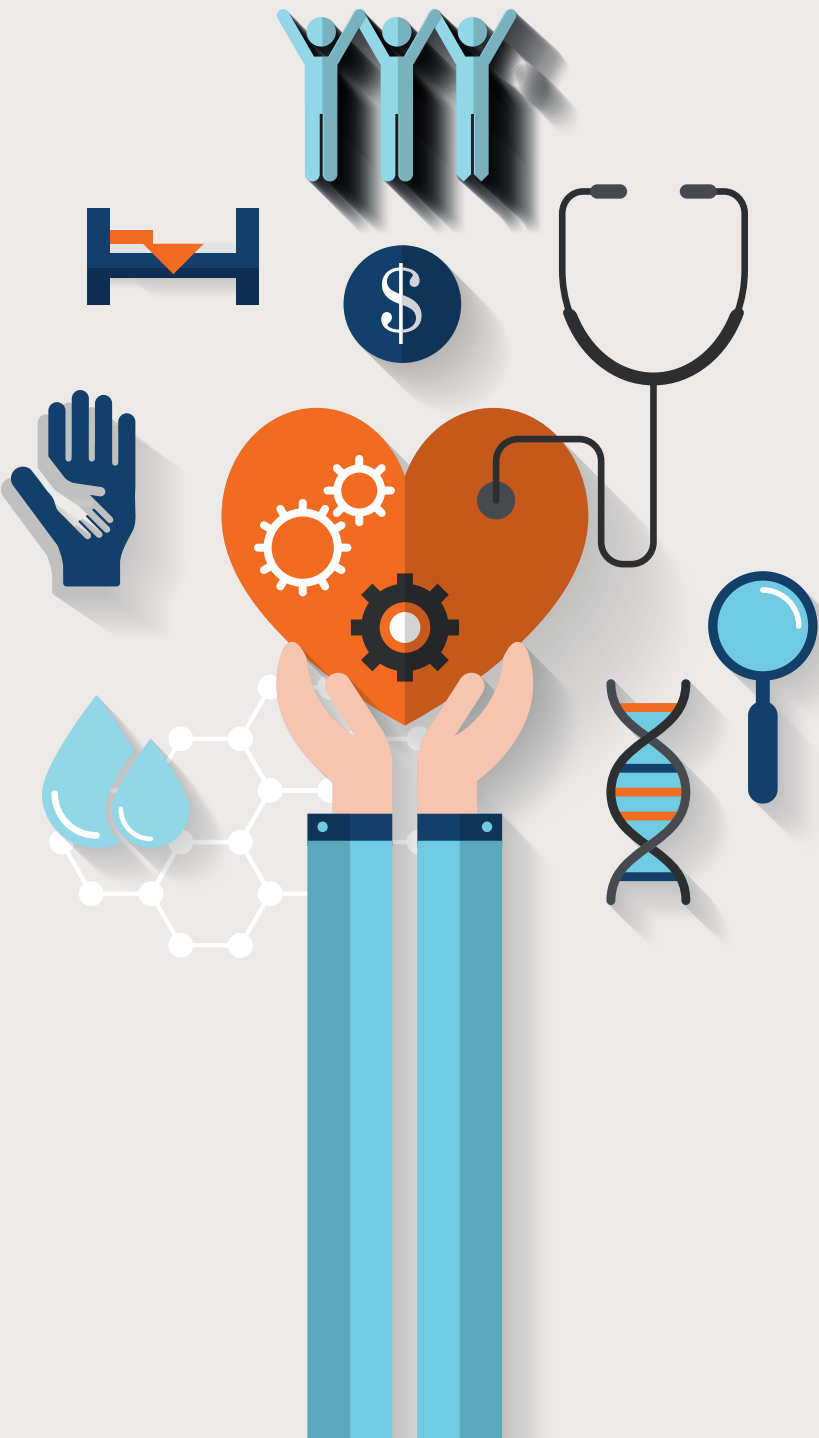
Work outside silos and go beyond 'health' to ensure considering issues that affect the greatest number of people



Focus on wellness, not just crisis/illness



Include financial impacts of issues and the ability to demonstrate results

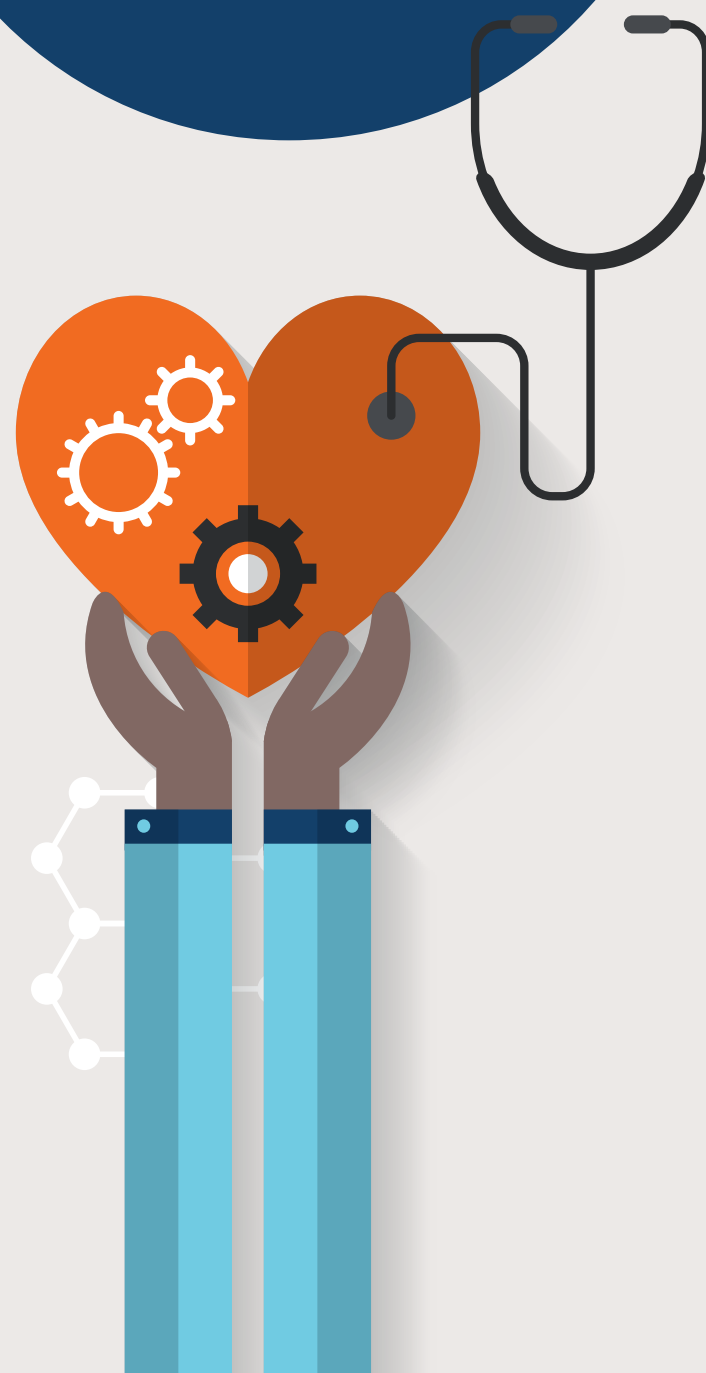


## Potential health needs and service issues on the Gold Coast identified by CAC members.

CAC members discussed the health needs and service issues observed in the Gold Coast community. From the initial 67 issues raised, 13 themes were identified and then ranked by members;

1. Mental health
2. Chronic disease prevention and treatment
3. Aged care and palliative care
4. Cost of health services
5. Homelessness
6. Domestic violence
7. Health literacy, training and workforce
8. Clinician training and workforce
9. Marginalised groups (A&TSI, CALD, LGBTI)
10. Early childhood
11. Youth
12. Access and pathways
13. Reproductive health

As well as identifying issues and ranking themes, CAC members were asked to provide information as to why they felt these were important. Lots of information and detail was created, a snapshot of the issues and motivations behind each theme is provided below.



THEME	WHY IMPORTANT	ISSUES
<b>1. Mental health</b>	<ul style="list-style-type: none"> <li>- Early intervention saves money</li> <li>- Personal experiences</li> <li>- Attention on ice and homelessness</li> </ul>	<ul style="list-style-type: none"> <li>- Treatment lacks empathy and is not personalised</li> <li>- Difficult to access psychologists and counsellors</li> <li>- Men, children and young people require additional support</li> </ul>
<b>2. Chronic disease prevention and treatment</b>	<ul style="list-style-type: none"> <li>- People live longer, more chronic disease, increasing costs</li> <li>- Experience of family, friends and self</li> <li>- Saves money over time</li> </ul>	<ul style="list-style-type: none"> <li>- Reduce hospital admissions</li> <li>- Obesity</li> <li>- Lack of awareness of prevention</li> </ul>
<b>3. Aged care and palliative care</b>	<ul style="list-style-type: none"> <li>- Population is aging</li> <li>- Concern about what will be available for me 'at the end'</li> <li>- Need for true consumer directed care</li> </ul>	<ul style="list-style-type: none"> <li>- Knowledge of and access to services (including dementia specific)</li> <li>- Young people in aged care settings</li> <li>- Preventing hospitalisation and keeping people in their homes</li> </ul>
<b>4. Cost of health services</b>	<ul style="list-style-type: none"> <li>- Personal experiences of not accessing care due to cost</li> <li>- Observation of families with young children</li> </ul>	<ul style="list-style-type: none"> <li>- Access to medication and medical aides/ equipment</li> <li>- Dental care, cost is a barrier for both prevention and treatment</li> <li>- Options for those not eligible for concessions</li> </ul>
<b>5. Homelessness</b>	<ul style="list-style-type: none"> <li>- Pressure on social resources</li> <li>- My lived experience, I know lots of people with issues in this area</li> <li>- Seems 'swept under the rug' and never addressed, needs a holistic approach</li> </ul>	<ul style="list-style-type: none"> <li>- Nursing Clinics located with Rosies' Immunisation / Wound Care</li> <li>- Homelessness often related to multiple factors including health conditions (mental health, AOD, etc)</li> <li>- People are grouped together and treated as the same when they need an individual response</li> </ul>
<b>6. Domestic violence</b>	<ul style="list-style-type: none"> <li>- Focus is often on policy and legal aspects, health aspects are poorly recognised and resourced</li> <li>- Link with mental health and potential for escalation to death</li> <li>- Health and living conditions have an impact on domestic violence</li> </ul>	<ul style="list-style-type: none"> <li>- Counselling for perpetrators</li> <li>- Access and linking traditional services with health services</li> <li>- Health impacts on all involved including children</li> </ul>

<b>7. Health literacy, training and education</b>	<ul style="list-style-type: none"> <li>- Technology is improving access to our health information, need to understand and utilise it</li> <li>- Health literacy empowers people and helps them engage with their health = better prevention and future cost savings</li> <li>- Clinicians and consumers should be able to access real time information and discuss it together</li> </ul>	<ul style="list-style-type: none"> <li>- Person centred model requires education of individuals</li> <li>- Support people to take responsibility for their health</li> <li>- Help people understand the options available to them and make informed choices</li> </ul>
<b>8. Clinician training and workforce</b>	<ul style="list-style-type: none"> <li>- Services and knowledge relevant to my condition are scare</li> <li>- Evidence supports improved outcomes through team based care</li> <li>- Person centred needs professionals to understand language is important, laymens terms, check understanding</li> </ul>	<ul style="list-style-type: none"> <li>- Person centred care, a new approach for many</li> <li>- Collaboration across professions needs to be encouraged</li> <li>- Inclusion of community and consumer – needs support</li> </ul>
<b>9. Marginalised groups (A&amp;TSI, CALD, LGBTI)</b>	<ul style="list-style-type: none"> <li>- Continually seem to fall through the cracks</li> </ul>	<ul style="list-style-type: none"> <li>- Health inequality</li> <li>- Respectful, appropriate care</li> <li>- Inclusion and impact of stigma</li> </ul>
<b>10. Early childhood</b>	<ul style="list-style-type: none"> <li>- Cost of services</li> <li>- Changes to systems ie immunisation register enforced</li> <li>- Therapies and support for teens, treatments that change with age as health needs change with age too</li> </ul>	<ul style="list-style-type: none"> <li>- Autism in school children, particularly high school students. Most therapies are aimed at kids</li> <li>- Immunisation, Pregnancy Care, Early Intervention</li> <li>- Early childhood education, not to underestimate their knowledge and understanding</li> </ul>
<b>11. Youth</b>	<ul style="list-style-type: none"> <li>- Prevention is important to avoid future disease</li> <li>- Potential to engage early and participate in own health life-long</li> </ul>	<ul style="list-style-type: none"> <li>- Same resources as adults, need education</li> <li>- Communication, knowledge and health literacy needed about services</li> </ul>
<b>12. Access and pathways</b>	<ul style="list-style-type: none"> <li>- Prevention approach, part of cure</li> <li>- Improved health care management</li> </ul>	<ul style="list-style-type: none"> <li>- Holistic approach to care and services including spiritual</li> <li>- Support services are diverse, help needed to understand and access</li> </ul>
<b>13. Reproductive health</b>	<ul style="list-style-type: none"> <li>- My own and others lived experiences</li> <li>- Lack of choice/refusal to honour said choice</li> </ul>	<ul style="list-style-type: none"> <li>- Reproductive rights and choices</li> <li>- Abortion</li> </ul>

