

2019

Needs Assessment Summary



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Section 1 | Narrative

Gold Coast Primary Health Network (GCPHN) submitted the 2018 health needs assessment to the Department of Health (DOH) in November 2018. Following the submission, the prioritised health needs and service issues along with the key priority areas identified by the health needs assessment directly fed into the GCPHN Activity Work Plans for 2019.

Early in 2019, Gold Coast Primary Health Network commenced scoping for the 2019 Needs Assessment. Areas that were identified for an in-depth review were:

- Perinatal and Early Childhood needs assessment
- Immunisation and communicable diseases
- After-hours needs assessment

In addition, all the existing needs assessments that were submitted to the Department of Health for 2018 were updated with data where there has been an update including service mapping and consultation. Through the process of updating the needs assessments, new needs were identified although they will not be prioritised in 2019.

Process for perinatal and early childhood needs assessment

Data – A comprehensive review of relevant data has been undertaken by staff. Data considered includes:

- Demographics
- Gold Coast Health data
- Australian Early Development Census
- My Healthy Communities data
- Children in care data
- Australian Institute of Health and Welfare

Service mapping - was undertaken in a systematic way, commencing with the existing knowledge base that Gold Coast PHN has previously collected relating to perinatal and early childhood. Conversations with GCPHN staff who work in the space and assessed against deeper level analysis via desktop research. Service mapping focused on a breakdown of service type, number in the GCPHN region, geographic location and capacity.

Consultation - A collaborative approach was taken to inform this needs assessment. Key advisory mechanisms were consulted to provide direct feedback on initial drafts of the needs assessments including:

- Gold Coast PHN Community Advisory Council
- Gold Coast PHN Clinical Advisory Council

In July 2019, two GCPHN staff members attended the GR8 start professional services exhibition. The aim of the event was to bring together key stakeholders who support vulnerable families, children and young people to create stronger engagement. GCPHN staff had surveys completed by stakeholders on children's health needs and services on the Gold Coast.

As a result of attending this event and surveys being completed, valuable insight was collected through the stakeholder's experience on children's health needs and service issues on the Gold Coast.

Process for Immunisation and communicable diseases

Data – A comprehensive review of relevant data was undertaken by staff. Data considered includes:

- Queensland Health, notifiable conditions data
- Viral hepatitis mapping project, national report
- Department of Health, Immunisation coverage
- Australian Institute of Health and Welfare

Service Mapping - was undertaken in a systematic way, commencing with the existing knowledge base that Gold Coast PHN has previously collected relating to communicable diseases, feedback from Gold Coast Health and Gold Coast Public Health Unit and then assessed against deeper level analysis via desk-top research. Service mapping focused on a breakdown of service type, number in the GCPHN region, geographic location and capacity.

Consultation – A collaborative approach was taken to inform this needs assessment.

Key advisory mechanisms were consulted to provide direct feedback on initial drafts of the need's assessments including:

- Gold Coast PHN Community Advisory Council
- Gold Coast PHN Clinical Advisory Council
- Gold Coast Sexual Health Service

In October 2019, a GCPHN staff member attended the Queensland Sexual Health Ministerial Advisory Committee's annual stakeholder engagement forum on "Facilitating primary care in the prevention, treatment and management of blood-borne viruses and sexually transmissible infections.

As a result of attending this event, further insight was developed on blood-borne virus and sexually transmissible infections in Queensland which further directed the communicable diseases needs assessment. Additionally, a partnership with Gold Coast Sexual Health service was strengthened, which led to a review of relevant draft needs assessments.

Process for after-hours needs assessment

Data – A comprehensive review of relevant data has been undertaken by staff. Data considered includes:

- Demographics
- Gold Coast Health data
- Australian Institute of health data

Service mapping – was undertaken in a systematic way, commencing with the existing knowledge base that Gold Coast PHN has previously collected relating to after-hours services. Deeper level analysis via desktop research. Service mapping focused on a breakdown of service type, number in the GCPHN region, geographic location and capacity.

Consultation – Key advisory mechanisms were consulted in 2017 which provided feedback after-hours services on the Gold Coast:

- Gold Coast PHN Community Advisory Council
- Gold Coast PHN Clinical Advisory Council

Process for remaining topic areas:

Apart from these specific areas noted above, 2019 summaries were to be refreshed by:

- Identification and inclusion of updated data and any new emerging data
- Review of service system by GCPHN staff and key stakeholders
- Inclusion of feedback from stakeholders during the year and online consultation
- Meetings with GCPHN relevant program managers and/or Project officers responsible for the needs assessments which provided feedback/service mapping updates.

Data - GCPHN reviewed existing needs assessment summaries and looked at original data sources to identify if any updates had been made. Staff also scanned to identify previously untapped new and emerging data sources at a state, national and regional level and where available SA3 level. Having access to these levels of data allows for simple and powerful comparisons on key statistics affecting the Gold Coast population. This level of analysis allows GCPHN to identify not only national and state health trends, but also to view the different SA3s within the Gold Coast as distinct regions, each with their own unique issues and challenges. Scoping the revision activity took account of time frames, knowledge of new data releases and resource availability.

Quantitative sources to be reviewed were determined based on the ability to add value and complement existing knowledge of health on the Gold Coast.

Supplementary information included in the revision was sourced from a range of sources including:

- Gold Coast Hospital and Health Service
- Australian Childhood Immunisation Register
- National Primary Health Network Secure Data Site which included Medicare Benefits Schedule Data, Pharmaceutical Benefits Scheme Data
- Australian Institute of Health and Welfare
- Australian Bureau of Statistics
- PHIDU Social Health Atlas of Australia: Primary Health Networks
- Australian Early Development Census

Service Mapping Revision - As each existing summary already had detailed industry profiling, a lighter re-scan approach was taken to service mapping. Searches were conducted using GCPHN's CRM and public database HealthyGC to determine changes in providers and number of providers. Similar activity was also used to update workforce information. A broad scan of the market was conducted to complement other commissioning activity and ascertain key service gaps and issues. GCPHN staff were also engaged to validate the service mapping was accurate.

Consultation

- Collaboration with stakeholders including Gold Coast Health on reviewing updated draft needs assessments.
- Consultation with GCPHN internal staff, discussing any emerging issues
- Attendance at exhibitions and forums on communicable diseases and perinatal and early childhood by GCPHN staff, aimed at consultation with relevant stakeholders to gain further insight.
- Draft needs assessments were distributed to key external stakeholders such as Gold Coast Health Strategic Planning team for review.

Triangulation of the above, specifically considering impact of any changes in data, service system and issues emerging through consultation, led to review and finalisation of needs.

Additional Data Needs and Gaps

GCPHN acknowledge the significant and welcome improvement in the release of Commonwealth data to assist PHNs. Feedback below is for consideration in relation to the PHN data portal.

Improve data structure and comprehensiveness

- Inclusion of National and state averages for all data on the Commonwealth portal
- Provision of information regarding funding agreements and deliverables would be beneficial to support knowledge of what type of data may be attainable through collaboration with funding receipts.
- Increased granularity of workforce data to assist with determining service access and broader mapping.
- Inclusion of data from ambulance and police services as they relate to health.
- Support to encourage key NGOs (cancer council, heart foundation) and PHNs to collaborate data collection and reporting using SA4, SA3 or SA2 to enable comparison of regions.
- Social Health Atlas to include SA3 regions with the data sets to enable comparison of regions and be in conjunction with PHN data using SA3.
- Where available on Australian Institute of Health and Welfare, to include PHN and SA3 region figures breakdowns in conjunction with state and national figures. This would enable comparison of regions.
- My Healthy communities' website was decommissioned, data now on the Australian Institute of Health and Welfare website. This new page on the website not as clear and concise as the previous My Healthy Communities page.

Additional comments or feedback

GCPHN will continue to systematically undertake deep dives in key topic areas. As time progresses, it is intended a comprehensive knowledge bank will be created.