Gold Coast Primary Health Network
NEEDS ASSESSMENTS 2020
NARRATIVE

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Gold Coast Primary Health Network (GCPHN) submitted the 2019 health needs assessment to the Department of Health (DOH) in December 2019. 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 2020.

Early in 2020, Gold Coast Primary Health Network commenced scoping for the 2020 Needs Assessment. Areas that were identified for an in-depth review were:
• Family and domestic violence

• Determinants of health

In addition, all the existing needs assessments that were submitted to the Department of Health for 2019 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. GCPHN completed a prioritisation model of all the funded activities and emerging health needs and services issues. This has been completed by program managers, contract managers and/or contract owners while being reviewed by Senior Leadership Team (SLT) and Executive Leadership Team (ELG) at GCPHN.

Process for family and domestic violence needs assessment

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

• Gold Coast Health data

• Australian Institute of Health and Welfare National Hospital Morbidity Database

Service mapping - was undertaken in a systematic way, commencing with the existing knowledge base that Gold Coast PHN had previously collected relating to family and domestic violence. Conversations with GCPHN staff who work in the space and reviewed 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 assessment including:

• Gold Coast PHN Community Advisory Council

• Gold Coast PHN Clinical Advisory Council

• Gold Coast Primary Care Partnership Council

• Gold Coast Domestic Violence Integrated Response

• Gold Coast Health Domestic and Family Violence Co-ordinator

Process for determinants of health

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

• Australian Early Development Census

• Gold Coast City Council

• Public Health Information Development Unit

• Australian Institute of Health and Welfare

• Queensland Police Service

• Queensland Courts

• GCPHN CRM tool

• Queensland Health

Service Mapping - was undertaken in a systematic way, commencing with the existing knowledge base that Gold Coast PHN had previously. This was then 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 groups were consulted to provide direct feedback on initial drafts of the needs assessment including:
• Gold Coast PHN Community Advisory Council

• Gold Coast PHN Clinical Advisory Council

• Gold Coast Primary Care Partnership Council

Process for Prioritisation model
• ELG requested GCPHN's prioritisation framework be updated for trial on the 2020 needs assessment.

• To-date the prioritisation approach that GCPHN use is an adaption of the Hanlon method and matrix prioritisation approach.

• The enhanced approach planned for 2020 needs and activity prioritisation is comprised of the following three stages:
  - Stage 1: Review of current activities and investments
  - Stage 2: Prioritisation of need- for needs with no currently funded activity or those identified as "may be" for continued funding above
  - Stage 3: Prioritisation of activities and investment

• The majority of the prioritisation was completed by the Planning and Stakeholder Program Manager and Project Support Officer-Needs Assessment in collaboration with the Contract Managers/content owners

• While GCPHN are using prioritisation matrix, it is unlikely any significant change this year to funded activities.

Process for remaining topic areas:
Apart from these specific areas noted above, 2020 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 mangers and/or project officers responsible for the needs assessments which provided feedback/service mapping updates.

• New information was included in the 2020 Immunisation and communicable diseases needs assessment on COVID-19 which included data on the four respiratory clinics on the Gold Coast

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 Statistical Area Level 3 (SA3). 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

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 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 emerging health needs and service issues

• Draft needs assessments were distributed to key external stakeholders such 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.

• 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.

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.

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