



HEALTH CONSUMERS'
COUNCIL
YOUR VOICE ON HEALTH

What matters to...?

Health Consumers Council

2018 AGM and GroupMap Responses

Summary:

The attendees of our 2018 AGM meeting and 16 online participants together generated 199 responses to the question: In relation to the health of Western Australians, *and where HCC can have an impact: What matters most to you, your family, and your community?*

Equitable and timely access (9), **good communication** (8), and **education** (7) are the areas that matter most **to our respondents**.

Equitable and timely access (9) and **informed decisions** (4) matter most **to their families**.

Local amenities and transport (9), **accessibility** (8), **affordable healthcare** (7), and **Mental Health services** (7) matter most **to their community**.



In relation to the health of West Australians, and where HCC can have an impact: What matters to you?

	Votes
<p>➤ Equitable and timely access:</p> <ul style="list-style-type: none">• Equitable access;• Equitable access to services for all;• More support for older people to access healthcare;• Reliably good healthcare can be hard to find if you don't have networks to assist;• Equitable access;• For people to be able to access services they need when they need them;• Easy access to healthcare (physical and financial);• Accessible affordable and timely care;• The length of time we have to wait for operations.	9
<p>➤ Being involved in my care:</p> <ul style="list-style-type: none">• Having my voice heard;• To be able to make my own choices regarding health care;• As a carer/NOK people weren't listening to me yet I knew everything about the person! Medical records are like Chinese whispers!• Good communication;• Open disclosure;• Ask questions to patient or carer. Don't assume you know everything;• Medical professionals need to be transparent;• People who make the decisions (or spend the money) aren't impacted by decisions made! They don't ask questions, just make judgements and assume things without having facts. Medical records are often incorrect.	8
<p>➤ Education:</p> <ul style="list-style-type: none">• Education on pain management strategies for chronic pain conditions and ones which are affordable and free, and delivered in multiple sites with good public transport;	7



- Further education and information around Acquired Brain Injury for all ages;
 - Education so I can make the best health decisions for me and my health;
 - Gut Health awareness;
 - Informed consent (patient/consumer health literacy);
 - Education so I can make the best health decisions for me and my health;
 - Good supportive understandable health care.
- **Empathy:** 5
- Empathetic care;
 - Empathy;
 - Understanding, wholistic, empathy, treating as a whole person;
 - Getting GP to treat me as a person rather than just a number;
 - To be seen as a human being by government departments and politicians.
- **Affordable:** 5
- Affordable healthcare;
 - The rising costs of private health;
 - Cost of health care (medical tests, treatments);
 - For older people on Health Care Card the costs are prohibitive;
 - Affordable health care and affordable pharmaceuticals.
- **Prevention:** 4
- Prevention;
 - Preventative care at my GP;
 - Supporting health versus only fixing illness;
 - Prevention is better than partial recovery.
 - Renumeration of GP's to keep community healthy rather than waiting to fix people.
- **Community support:** 3
- Capture of human capability to ease for others;
 - Don't underestimate the skills, knowledge and experience of older people;
 - Access to peer support.



- **Family health:** 3
 - My family's health and wellbeing;
 - Timely access for family;
 - Safety of my family.

- **Dental services:** 3
 - Dental services;
 - Urgent dental treatment is a 2-year wait. Even longer for general dental care.

- **Co-ordinated services:** 2
 - Co-ordinated service;
 - Co-ordinated service.

- **Other:**
 - My health;
 - Indigenous health care delivered in culturally competent health systems under direction and control of Indigenous people;
 - Mental health and positive life practices;
 - Support to stay healthy (mental and physical) with a holistic approach;
 - For all people to be safe in hospitals;
 - Feeling listened to and respected when I see healthcare professionals;
 - Private hospitals not providing a full range of services on religious grounds;
 - I couldn't use dental clinic—I use BiPAP Ventilation and use a dentist who is willing to work around the mask. I'm "life threatened" following an accident as a volunteer therapist;
 - Powerful decision making;
 - Don't want to get a referral to go to a Gynaecologist;
 - Access to healthcare is holistic;
 - A range of healthcare and initiatives to help sponsor and promote good health, ease, comfort;
 - Help people to set health goals to improve their health.



In relation to the health of West Australians, and where HCC can have an impact: What matters to your family?

	Votes
<p>➤ Equitable and timely access:</p> <ul style="list-style-type: none">• More timely access to health care and health services;• Access to services;<ul style="list-style-type: none">– Wherever they live.• Equality and affordable access to services in a timely manner;• Equality in access to health services no "them and us";• Access to quality healthcare for all people, not just those who can afford to pay for the best;• Quality equitable access to primary health;• Rural access to metropolitan services - access to affordable transport, affordable accommodation while in metropolis;• Timeliness;• Quick and efficient service.	9
<p>➤ Informed decisions:</p> <ul style="list-style-type: none">• Understanding what they are saying, why they are saying it, what it means and what I should ask;• Properly informed to make the best choices in healthcare that is affordable;• Feedback from the healthcare provider to family if patient is unable to understand;• Needs to involve input from carers/family of the customer/patient and involve their wishes.	4
<p>➤ Reliable records:</p> <ul style="list-style-type: none">• Reliable data;• Good record keeping;• Communication between primary and tertiary health (GP and hospitals).	3
<p>➤ Safe communities:</p> <ul style="list-style-type: none">• To have a safe and inclusive community;• Safe environment;• Safe streets at night for women.	3



➤ **Mental Health services:**

2

- Mental illness in the youth. Parents not taking responsibility;
- Access to mental health services in community when needed.

➤ **Other:**

- Walkable, liveable and connected, communities for preventative health;
- Respect, kindness, empathy, care, timeliness;
- Family is listened to;
- Low cost;
- General dental included as primary healthcare;
- To have a community that can be proud of the local support services and know how to access services. Need an inclusive and collaborative network of organisations and people;
- Rural road safety;
- Sufficient services to cover public need;
- LGBTIQ friendly services;
- My family are more than likely to want myself to recover and blossom in the future and I can thank them for their support and health;
- Better healthcare for autistic children;
- Safety e.g. medical scripts need more education;
- Better aged care;
- Respect my culture;
- Joined-up services;
- Understand impact beyond;
- Family centred care;
- Access to services for survivors of 'rare' conditions;
- Services to all members of the family are affordable and transparent;
- The Family Law needs an overhaul;=
- Understanding the system responsibility and duty of care;
- Holistic care;
- Sensitive/patient focused;
- Child raising support and knowledge sources;
- Stay healthy.



In relation to the health of West Australians, and where HCC can have an impact: What matters to your community?

- | | Votes |
|---|-------|
| ➤ Local amenities and transport: | 9 |
| <ul style="list-style-type: none">• Water fountains in public spaces;• Public toilets, accessible, rest spaces and gender-specific e.g. safe for women;• Access to free internet kiosks in public domain;• Neighbourhood houses;• Excellent public transport services;• Community controlled Indigenous health care services;• Learning exchanges in neighbourhoods;• Affordable, accessible and appropriate housing;• All services in the local community. | |
| ➤ Accessibility: | 8 |
| <ul style="list-style-type: none">• Aged care services on good public transport routes;• Access to services;• Equitable access;• Accessibility/removal of barriers• Universal disability access;• Access and availability to healthcare;• Easier access to drug detoxification programs;• Access to rehabilitation for Acquired Brain injury. | |
| ➤ Affordable healthcare: | 7 |
| <ul style="list-style-type: none">• Affordable podiatry;• Affordable physiotherapy;• Affordable dental care;• Affordable healthcare;• Make health care card available to the working poor - those with jobs but earning very little yet not on welfare payments;• Lower the age of eligibility for senior citizens card in WA and make comparable to reduced age limits in other states;• Free services or not penalizing due to not having money. | |
| ➤ Mental Health Services: | 7 |
| <ul style="list-style-type: none">• Lower cost and better mental healthcare; | |



- Mental healthcare because it affects the whole community;
- Access to quality health care to families. Particularly to support mental health needs;
- Mental health support in a fast, challenging and difficult world;
- Mental health and well-being (individually and collectively);
- More Mental Health services;
- Available and accessible counselling and mental wellbeing services - immediate, emergency and on-going and affordable.

➤ **Easier access to information:**

6

- Easier access to information services;
- Help determining if the advice is right;
- Navigation assistance;
- Printed material - access to health info that does not rely on accessing the internet;
 - How about stop spending billions on printing so many Booklets, brochure, etc. & spending some of what's saved in providing more Personal Services who are properly trained to actually speak with people where they live. Not everyone is able to get to or catch public transport. Even with a TUSC (taxi vouchers) booklet. If you need transport from home to a destination (if requiring several times a day, financially on a Pension)
- Knowledge of rights and services;
- Easier navigation through the health systems.

➤ **Wait times:**

3

- Less wait times;
- Waiting for first appointment to see consultant and then to go on a waitlist;
- Too long wait-lists for government public services.

➤ **Prevention:**

3

- Not enough preventative health measures, it saves money. More expensive and too much of a band-aid fix broken health;
- Prevention;
- Preventing chronic stress to prevent illnesses. Overload of health system from ongoing chronic stress in a society causing many health and physical health issues. Chronic stress from people not coping as cost of living as sky rockets. Fast changes (technology) and many are not coping.



- **Accountability:** 3
 - Transparency to hold government organisations to account and have less 'behind closed doors' decisions being made;
 - Accountability of service providers, governments, etc;
 - Restrain invasive and harmful practices of insurance companies, monitor their activity and hold them to account for exacerbating psychological harm.
- **Relationships:** 3
 - Relationships - building good networks that support people when they are unwell;
 - To connect people to support groups;
 - Easier to find supplementary support organisations that are relevant.
- **Holistic and culturally appropriate:** 3
 - Holistic;
 - Culturally appropriate care;
 - More holistic and accessible services.
- **Safe community:** 3
 - Community safety;
 - Safe community;
 - Protection from muggers.
- **Asylum seeker support:** 2
 - Get all asylum seekers onshore, provide health care and restore pride in being Australian because we refuse to mistreat and persecute victims of war and trauma;
 - Support for refugees and asylum seekers.
- **Other:**
 - Removal of stigma and shame;
 - Cultural concordance;
 - Workplace health including penalties for workplace bullies and thugs at work;
 - Unemployment and under-employment e.g. workforce casualisation that become the working poor;
 - Privacy of digitised medical records;



- Remote regional and rural health services delivered in variety of ways e.g. FIFO, nurse stations, nurse practitioners, GP services, area hospitals;
- Dental care delivered using community health models;
- Women's health;
- Rural health;
- Local suburban towns/groups/centres probably want the best outcomes for everybody;
- Respect, kindness, empathy, care, timeliness;
- Don't re-invent the wheel;
- Patient centred care;
- Too much media hype inventing medical conditions;
- Don't write people off - listen to the patient!
- Continuous funding to services;
- All other services not offered under religion;
- Contraception after birth, permanent sterilisation;
- Public money. why don't St. John's provide all services;
- Local government leading healthy living activity;
- For people to know their rights. For services to respect their rights;
- Addressing social determinants;
- What is available for public and private care;
- Equality of health support;
- Is there public/free health care? At what cost?
- The ability to be involved in community planning to improve our health;
- Adequate funding;
- Knowing that the consumers count;
- Awareness before education.