

Patient Experience Week 2019

Tuesday 30th April, 2019

Pelican Point Sea Scouts Club, Crawley, WA

Whispering Tree

What is your vision for Aboriginal patient experience?



Visions and aspirations for Aboriginal Patient Experience

The attendees of the Health Consumer's Council **2019 Patient Experience Week (PXW)** were invited to share their visions and aspirations for Aboriginal patient experience.

Overall four main themes emerged:

- aims to close the gap
- for health services to become more culturally appropriate
- to improve accessibility for Aboriginal people
- and for a greater respect of Aboriginal people.

Other themes included:

- for services to be affordable
- for services to be easily available
- and for the services to be safe
- acknowledging the resilience of Aboriginal people
- for Aboriginal people not to be discriminated against
- that Aboriginal people are involved in the health community
- improved access to holistic healthcare
- improved access to traditional healing,
- improved access to mental health services.

All responses

- Aboriginal people to feel comfortable and safe in Healthcare
- Access to culture and traditional healing
- That the strength and resilience of Aboriginal culture is more widely understood and applied in all communities and cultures
- I want Aboriginal people to be able to receive the same level of care as non-Aboriginal people, so we can at least attempt to close the gap
- Cultural Healing should be embraced in the health system
- Aboriginal people should be treated equally
- Patients should always have a family escort of their choice Aboriginal people should be included in their treatment
- Healthy, Accessible and Conscious
- How hard would it be to make it standard practice to meet outside for most or all meetings with Aboriginal people
- An experience where cultural, social, emotional aspects are constituted in distinguishable treatment, and healing
- An experience that they feel respects them – that does respect them and that learns from this old culture
- Freely available Respecting Cultural Diversity
- My wish is for the Aboriginal patient experience to be equitable and accessible for all
- To have a director general of WA Health to be an Aboriginal Person
- For Aboriginal people, by Aboriginal people. The future needs to be collaborative.
- That we see the strength resilience of Aboriginal people rather than focusing on vulnerable disadvantaged
- More holistic Mental health, Healing Services – not just mainstream ☺
- All people are treated with dignity, respect and receive care and services that respond to their Physical, Mental, Emotional Spiritual and Cultural needs
- Join together with ideas, experiences and knowledge to improve the delivery of aboriginal health services in the way they can be engaged with which is culturally safe and appropriate
- The same standard of medical care – regardless of race, gender, age, mental health or addiction
- Include counselling and Psychotherapy (Medicare??)
- Help consumers understand what is going for them mentally emotionally spiritually into mental health words
- Less judgement more kindness & holistic treatment
- Inclusion – Whole State, respect to individuality
- I want Aboriginal people to be able to have safe affordable health services in the future, that works well

- For everyone to be able to access healthcare closer to home on country and with family
- Better Experiences with more respect support and kindness. There needs to be more understanding of indigenous culture and what needs to be incorporated into health systems for better patient outcomes.

