



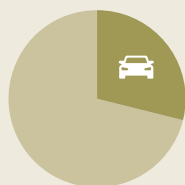
2022 SNOWY VALLEYS PRIMARY HEALTH SERVICE SURVEY

The Snowy Valleys Community Primary Health Service Survey asked local people about their experiences with primary health care services.

GENERAL PRACTICE

71%

saw their GP within the Snowy Valleys region


29%

travelled outside of the Snowy Valleys to see their GP

30%

needed to see a GP after-hours but couldn't access one

89%

reported having a routine GP appointment in past year

67%

had their needs met by their GP

ALLIED HEALTH

38%

had used community allied health services

36%

had used private allied health services

66%

said it met their needs

85%

said it met their needs

Services that can be difficult to access

Physiotherapy
Occupational therapy
Mental health/psychology
Speech therapy
Optometry

TELEHEALTH

46%

had used telehealth

Of those using telehealth,

75%

indicated that it met their needs

■ Met my needs ■ Could be improved



MENTAL HEALTH

9%

accessed mental health services

12%

needed a mental health service but couldn't access one

COMMUNITY PRIORITIES

Most important health needs reported

- Doctors/GPs
- Specialists
- Accessibility and availability of services
- Quality of care
- Mental health
- Allied health
- After-hours/weekend access to a doctor

Most serious health concerns reported

- Mental health
- Ageing population
- COVID-19
- Drug and alcohol addiction
- Cancer
- Obesity



PHARMACY, DENTAL, PATHOLOGY AND DIAGNOSTIC SERVICES

The most frequently used primary health services were pharmacy and pathology services within a respondent's town.

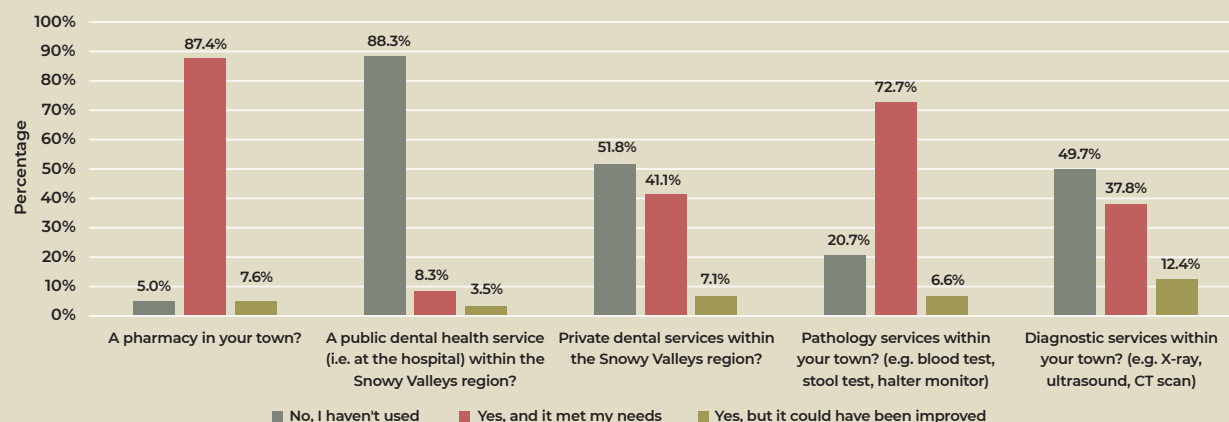
87%

of people accessed a local **pharmacy** and said their needs were met; while a further 8% said the service could be improved.

73%

of people accessed a local **pathology** and said their needs were met; while a further 7% said the service could be improved.

Pharmacy, Dental, Pathology and Diagnostic Services



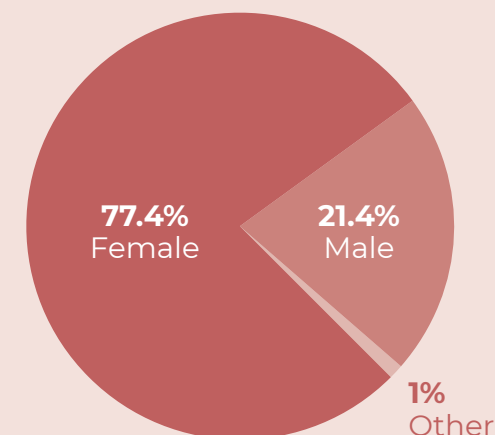
Written comments and concerns by respondents were grouped into five clear themes:

- 1 Availability of primary care services**
- 2 Patient expectations of health care services**
- 3 Travel to access services**
- 4 Continuity of care**
- 5 Interpersonal experiences in appointments**

SURVEY PARTICIPANTS

579 RESPONDENTS

(5% of the eligible Snowy Valleys population)



5.5% identify as Aboriginal

7.4% identify as culturally diverse

| Age | n | % |
|-------|-----|-------|
| 15-34 | 61 | 10.5% |
| 35-54 | 184 | 31.8% |
| 55-74 | 283 | 48.9% |
| 75-94 | 50 | 8.6% |
| 95+ | 1 | 0.2% |

The Collaborative Care Program received funding through the Australian Government. The Snowy Valleys Community Primary Health Service Survey closed January 21, 2022.