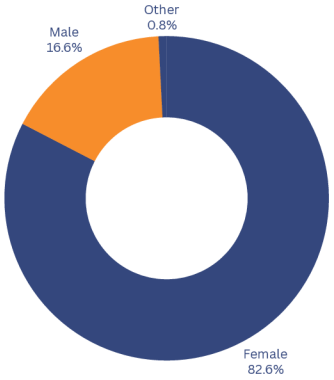
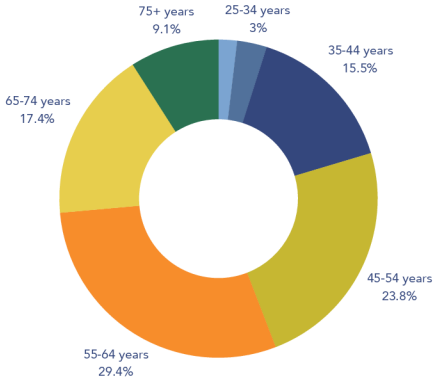
LIVERPOOL PLAINS COMMUNITY HEALTH SURVEY

265 SURVEY RESPONSES RECEIVED

DEMOGRAPHICS

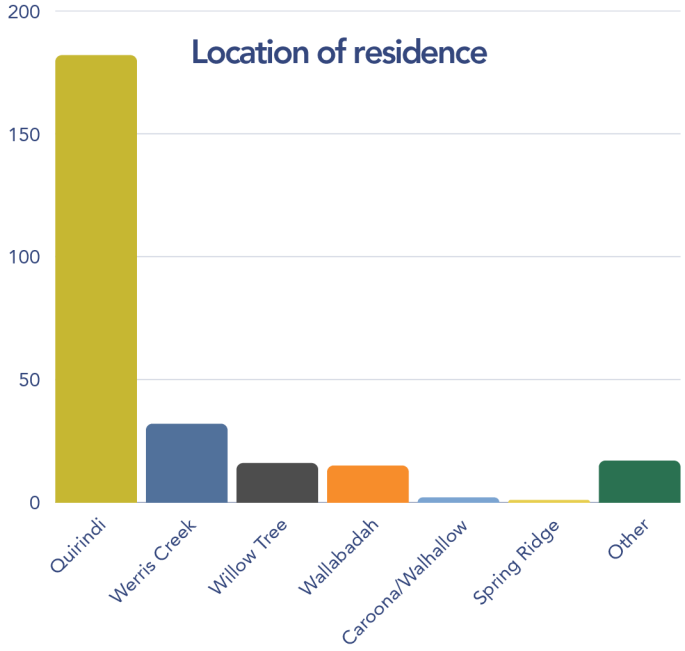


Gender



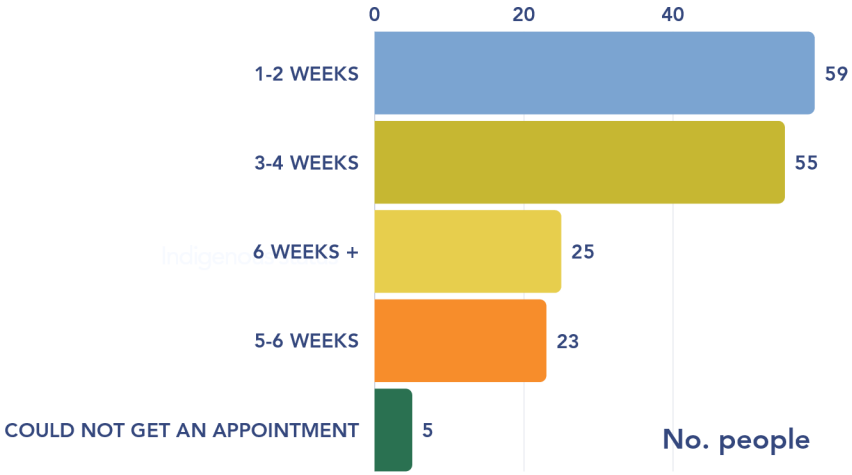
Age

Location of residence



KEY FINDINGS

Wait time to see a GP



Travel time



regularly travel for more than 45 minutes to access necessary health services

Emergency care

69% of participants reported that they had accessed emergency department services in the previous 12 months. and 46% reported that the service did not meet their needs.

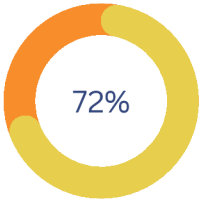
Telehealth

9% had accessed services via telehealth in the previous 12 months with 64% reporting that it met their needs.

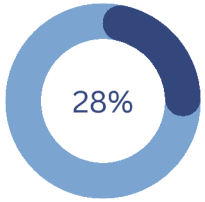
LIVERPOOL PLAINS COMMUNITY HEALTH SURVEY

Is it easy or difficult to access health services?

DIFFICULT



EASY



General practice



Participants accessed a GP in the previous 12 months



Said the appointment could have been improved

After hours

- **134 participants** (50%) tried to access a GP outside of business hours in the previous 12 months.
- **73 participants** (55%) were not able to access a doctor.
- **Only 36 (26.9%)** were able to access a doctor and reported that it met their needs.

What made it difficult?

- Long wait times
- Workforce shortages
- Limited available appointments
- Limited services available locally
- Need to travel to other towns to access services

Top reasons for needing improvement:

- **Increased accessibility** & **availability** of local GP services
- **Improved quality of care**/ improved patient-centred care; perception of being invalidated & dismissed
- **Increased continuity of care**; workforce turnover means seeing a different doctor & repeating your story
- **Decreased wait times** for an appointment; unable to access same day appointments for unexpected or urgent illness



10 participants (3.8%) were unable to attend health services on some occasions due to not having any available transport.

Mental Heallth

24.2% of participants reported that they or a close family member had needed to access mental health services in the previous 12 months. 16 of these participants did not access a service.

Specialists

69% needed to access specialist services in the previous 12 months.

For most (**88%**), travel to Tamworth, Newcastle or Sydney was required to access these services.