

WEE WAA HEALTH SERVICES SURVEY REPORT

Who answered the survey?

Total of **327** survey responses

respondents were:
78.0% female
20.5% male
1.5% prefer not to say

Who were respondents speaking for?

44% completed the survey on behalf of a partner, a child, or someone they provide care for

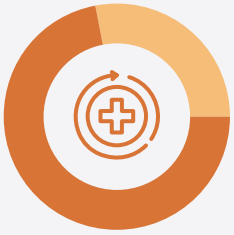
Age Group	N (%)
15-24 years	23 (7.0)
25-34 years	48 (14.7)
35-44 years	51 (15.6)
45-54 years	51 (15.6)
55-64 years	65 (19.9)
65-74 years	64 (19.6)
75-84 years	21 (6.4)
85+ years	4 (1.2)

18% identify as Aboriginal and/or Torres Strait Islander



Respondent Location of Residence	N (%)
Wee Waa	275 (84.1)
Narrabri	20 (6.1)
Burren Junction	11 (3.4)
Pilliga	9 (2.8)
Other towns	12 (3.7)

Ease of accessing health services when needed



72.3%
reported difficulty in accessing health services when needed.

More Aboriginal and/or Torres Strait Islander people had difficulty accessing health services **(86%)** as compared to non-Indigenous people **(68%)**.

The TOP 5 reasons why participants had difficulty accessing health services

1. The distance to services and the travel required to get there (the time required and the costs incurred)
2. Limited service availability
3. Health workforce shortages
4. Limited appointment availability
5. Limited after hours services, especially for urgent care

Telehealth



49%
used telehealth in the past 12 months



54%
of these reported that it met their needs

46%
said it could improve



Did you need to see a doctor outside business hours?

180 participants (**55%**) needed to see a doctor outside of regular business hours in the past 12 months

Many of these people (**n=102, 57%**) could not access a doctor.

Only **15** (**8%**) were able to access a doctor and reported that it met their needs.

Specialist doctors

2/3



of participants reported that they needed to access a specialist doctor in the past 12 months

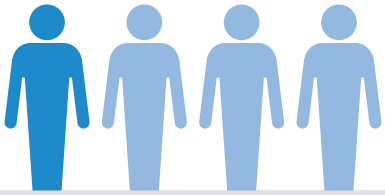
Top 5 specialist doctors accessed	N (%)
Obstetrician/ Gynaecologist	43 (16.2)
Orthopaedic Surgeon	33 (12.4)
Cardiologist	32 (12.1)
Ear, Nose & Throat Specialist	17 (6.4)
Dermatologist	16 (6.0)

Mental health

29%

of participants reported that they or a close family member had needed to access mental health services in the past 12 months

Half of these (43) ultimately did not access a service.



Community feedback

- Reopen Wee Waa Hospital
- Increase locally accessible services and consider holding regular health clinics
- Provide more information about available health services and their opening hours
- The cost of health appointments and the distance to travel is a barrier to some people
- Telehealth doctors need to understand the rural context in Wee Waa



These survey results will be used by local healthcare providers to improve health services for the community.

Supported by

NSW Government Hunter New England Local Health District

phn Hunter New England and Central Coast An Australian Government Initiative

Primary Health Network

Narrabri Shire Discover the Potential

HealthWISE Creating healthier communities

NAMOICARE CONNECT Connecting and Supporting our Community

Wee Waa Aboriginal Lands Council

Rural Doctors Network