

# WentWest 2022 Needs Survey: Results Summary

## Summary of Insights and Findings

In late 2022, WentWest surveyed more than 500 General Practitioners (GPs), Allied Health Professionals (AHPs), Commissioned Service Providers and Residential Aged Care Facilities (RACFs) in Western Sydney. The objective of this was to gain insights and identify opportunities related to health services in our region.

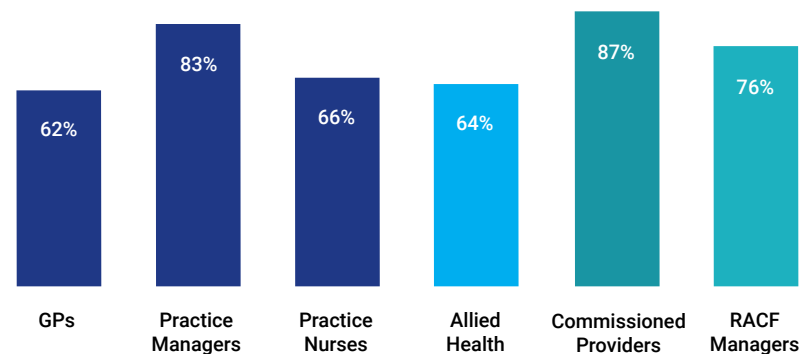
This report is a summary of its findings. You will find sections based on each industry, with highlights and key learnings obtained from the results.

We believe it is important to ask for annual feedback from health professionals in our region to gain insights into your needs, concerns and identify opportunities related to health services in Western Sydney. Understanding changing local health needs and gaps in service awareness helps our team better understand how to support you.

In our 2022 Needs Survey, we asked about topics such as the awareness of available services (such as mental health services and facilitators), the effectiveness of remote consultations and My Health Record. Positively, 55% of GPs rated the usefulness of the WentWest website as high or very high.

Thank you to each health care professional who completed the WentWest 2022 Needs survey. Your time, insights and contribution are appreciated by our team.

**Question: How would you rate your level of satisfaction with our overall performance as an organisation over the last 12 months?**



# GP Spotlight



## Mental Health Challenges Continue

Following the COVID-19 pandemic, mental health has remained a key challenge for GPs delivering health care in Western Sydney. Awareness of mental health services and available programs is still growing, with 67% of survey respondents communicating awareness of the GP psychiatry support line. Positively, both headspace and the Primary Mental Health Care (PMHC) program rated well in awareness, uptake and user ratings.

## Initial Assessment and Referral (IAR)

In order to bridge some of the gap when it comes to mental health, the IAR tool has been developed to assess the level of care which a presenting patient needs. [Find out more](#) about the Initial Assessment and Referral tool.

## Practice Support for General Practice

Results were very positive for practices supported by WentWest, with high proportions of respondents rating a number of areas of support as high or very high.



■ Transformational practices ■ All practices

## Useful COVID-19 Support and Communications

Chart: 60% of respondents rated COVID-19 communications and support as high and very high.

*“WentWest has continually provided support through the pandemic. I could not ask for more support.”*

## Urgent Care Services available in Western Sydney

The introduction of Urgent Care Services in Western Sydney provides additional support for GPs in ensuring urgent medical care can be provided to patients. Urgent Care Service centres provide treatment for non-life-threatening illnesses and injuries.

### Visit an Urgent Care Service for:

-  Minor burns, cuts and wounds
-  Non-venomous insect and animal bites
-  Minor infections, injuries or irritations
-  Removal of foreign objects from body
-  Muscle aches and pains
-  Vomiting and diarrhoea
-  Sprains and fractures
-  Other non-life-threatening but urgent needs

Find out more about available [Urgent Care Services in Western Sydney](#).

# Allied Health Professionals and Commissioned Service Providers

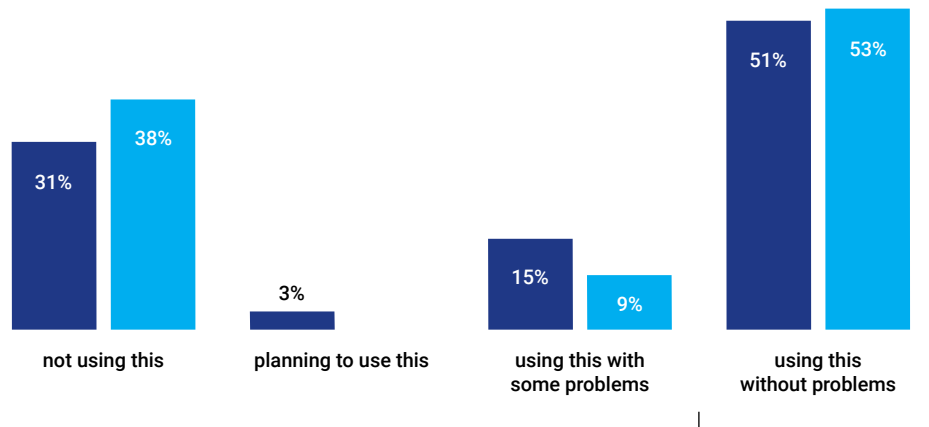


## Remote Consultations Increase for Ageing Patients

Allied Health Professionals reported that remote consultations with ageing patients have increased, with 51% of AHPs using telephone consultations without challenges. Positively, when asked about WentWest’s performance in commissioning services, 87% of surveyed providers gave high or very high ratings.

### Use of Remote Consultations with Ageing Patients

59% of AHPs visited patients in aged care facilities – most continued this during the COVID-19 peak period. 50% visited patients in their own homes – this even increased slightly during the COVID-19 peak period.



remote delivery modes are significantly higher (67% phone, 70% a/visual) amongst psychologists, social workers and mental health workers

■ Providing telephone consultations ■ Providing audiovisual consultations

## Improving our Communication to You

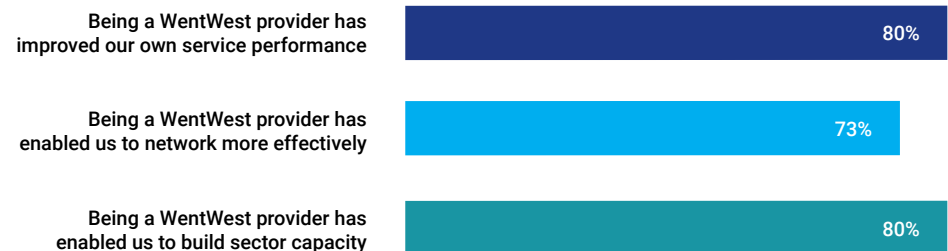
It is our goal to ensure you are empowered with information that links you with other services, provide you with quality resources and help you improve your practice systems.

One of the ways we are doing this in through the launch of our new email template which includes information specific to AHPs. Keep an eye on your inbox for this refreshed means of communication.

## Commissioned Provider Support

### Impact of Being a WentWest Provider

There is strong agreement that being a WentWest provider results in improved service performance, networking and sector capacity.



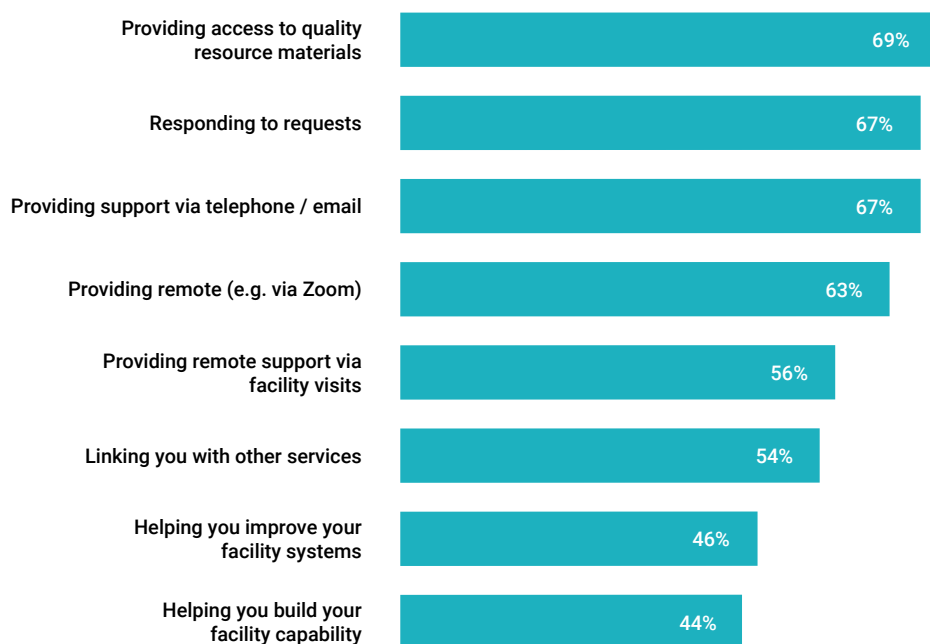
## Ensuring Co-creation is at the Forefront

In response to the changing demographic of Western Sydney and provider feedback, we have worked to ensure that co-creation is at the forefront of service development and delivery. This process has been applied during the recent opening of [Head to Health](#) adult mental health centre in Parramatta.

# Residential Aged Care Facility Support

## Supporting Residential Aged Care Facilities in Western Sydney

The overall satisfaction with WentWest's support is encouraging, with 81% of respondents reporting a high/very high satisfaction rating.



## HealthPathways Uptake

As awareness of HealthPathways increases, it is encouraging that 66% of users gave the service a high or very high recommendation. [Find out more](#) about how HealthPathways can empower you to help your patients.

## Launch of Palliative Care Handbooks

As part of our End of Life and Palliative Care Program, we have developed two Western Sydney Palliative Care handbooks which aim to improve patients' access to palliative care and enhance their quality of life and that of their loved ones.

The [Palliative Care Community Handbook](#) is available to health professionals and aged care workers when identifying patients that would benefit from a palliative approach to care and ensuring they receive this care in their place of choice. The [Residential Aged Care Facility \(RACF\) Palliative Care Handbook for Families](#) is available for community, families and carers wanting to access information about services and resources when supporting loved ones.



## What You Say Guides Our Team

This brief report provides a small snapshot of some of the insights and learnings from our 2022 Needs Survey report.

WentWest will use the detailed data contained within these survey findings to guide and inform our service design and to develop and drive quality improvement initiatives in our community. On behalf of the WentWest team, we extend our thanks to the GPs and AHPs who responded to this annual survey.