

Community Information

Background

The Western NSW Local Health District (WNSWLHD) is developing the Dubbo, Narromine and Wellington Integrated Clinical Service Plan (CSP).

Consultation with communities began in May and continued through to July 2021. The WNSWLHD invited patients, carers and local people to complete an online survey or attend a drop-in session or pop-up stall at various locations.

The Community consultation process is an important part of a CSP, it helps shape the plan so we can provide services that meet a variety of individual, community and cultural needs.

Due to COVID-19 there has been some unavoidable delays with the development of the CSP following community consultation. The plan is now due out later in 2022.

What will be in the Clinical Services Plan?

The CSP will describe:

- The health needs of Dubbo, Narromine and Wellington both now and in the future, reflecting that the three locations are unique towns with their own identities and health requirements.
- The range of healthcare services needed by all those communities, taking into account changes to the population and how healthcare is provided.
- How healthcare services will be provided across the three towns, and how all three sites can work together and with other health care partners.
- Building and equipment requirements.

What comes next?

- The feedback we have heard from the community, health staff and our service partners will help us develop the CSP.
- The CSP will be focused on the current and emerging health needs on the population and how to best address these into the future.
- We heard about some services that we aren't directly responsible for, like general practice (GP). We will pass on this feedback to the relevant organisations, and work in partnership with them to deliver strong and sustainable health care.

What did we hear from you?

Wellington

The five biggest health problems identified by the community:



Drugs and Alcohol



Mental Health



Lifestyle factors;
Lack of exercise, poor diet and smoking



High burden of disease faced by Aboriginal peoples



Obesity

Overall, the Wellington Hospital and Health Service is valued by many. People are grateful for the Emergency Department and inpatient care options. Allied Health, Ambulatory Care, Community Health and outpatient services are appreciated by the community.

Key themes from the community survey included:

- difficulty accessing and long waits for GP appointments
- opportunities to enhance partnerships with other service providers
- a need to increase access to Mental Health, Drug and Alcohol services
- doing more in out-of-hospital (community) settings
- better communication about what services are available
- more health promotion and early detection and treatment of disease
- supporting Aboriginal people to access services
- distance to travel to services
- lack of some public specialists such as ENT (ear, nose and throat) medical specialist services
- long waits to access some services.