

# TALK ABOUT

## WHAT WE HEARD

TALK ABOUT is a way for Darling Downs and West Moreton PHN to ask you about your experience with health care in your community.

From 31 October until 12 December 2023 you the healthcare support our community needs during and after **natural disasters** in our region.

### We received responses from...



### This is WHAT WE HEARD...

Overall, you rate your confidence in looking after your health and others during a time of disaster with a score of **6 out of 10**.

#### What you thought worked well



##### You mentioned...

- there are many trusted sources of information you rely on, including Local Council, Government, Primary Health Networks, local healthcare providers, as well as news and social media.
- public awareness campaigns and government initiatives reach your community during a disaster.
- there is assistance to access healthcare services, particularly general practice and pharmacy, such as via telehealth or after hours consultations.
- some people with a disability or a chronic health condition had plans in place, such as to maintain access to medication and equipment.

##### You value services for how they...

- worked together, with other healthcare and community organisations.
- provided a range of care, such as support for general health, mental health, and for a disability.

#### What you thought could be done better



##### You would like to see...

- more awareness and education about how you can best prepare for a disaster.
- resources that are culturally-safe and suit your needs.
- more services becoming available during an event and for a period of time after.

##### You also suggested...

- building health literacy and digital literacy, to help you make the most of digital health and other services when access to your regular place of care is restricted.
- the importance of check-ins across the community, in case your health needs change during a disaster.

All consultation findings from our online survey and Kitchen Table Discussions will be distributed to external key stakeholders and inform future Primary Health Network decision making, targeted service delivery of programs and provide important updated information for our region's Health Needs Assessment.