

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?

Dubbo

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



Chronic
Disease

Overall the community is appreciative of the Dubbo Hospital redevelopment, the fantastic new buildings and high-tech equipment, and the enhancement and introduction of specialty services including cancer services which has allowed more people to stay close to home to receive care.

People believe that the Dubbo Health Service provides a good range of services and offers a high standard of care. Its role as a geographic hub for Western NSW is recognised.

Key themes from the community service included:

- the need to increase access to Mental Health, Drug and Alcohol services
- challenges in GP availability at times
- difficulty accessing some public specialist and community health services,
- the need for more staff across various disciplines to support patient care and service delivery
- the need to support Aboriginal people to access services
- better communication about the services that are available and help to access them
- opportunities to improve collaboration and cooperation between service providers
- the impact of distance when travel is required to access services.