



Pathways to Safety, Improving Access for Vulnerable Clients

PEEP FOCUS GROUP FEEDBACK SUMMARY

What do you call the building by the hospital? If anything.

- The building next to the hospital
- Community Health
- Community Care
- Benalla Health
- What services have you used there?

Can you brainstorm what other services you are aware of (used or know of)?

- Maternal child health ^^^
- New Parent group
- Immunisations ^^^
- Counselling
- Dental ^^^
- Mental health
- Financial counsellor
- Father's program? (Real Men make great dads etc)
- Counsellor
- Dietitian
- Podiatrist/HRFC
- Speech
- OT and Physio
- Family day care

Is there a service you think should be there or would like to see there that is missing?

- Bulk billing GP ^^^
- Child psych
- More lactation services, once a fortnight is not enough
- Relationship counsellor
- Youth Services including a Bulk Billing GP with youth and sexual health focus
- Drug and alcohol counsellor

Where would you go if you needed advice/support/help for

- Mental health – Wangaratta, GP (no psych here)
- Physical health – GP, MCH

- Financial crisis or other issues – Internet (to search for providers), womens health in Wang, Nimble, Salvos and Vinnies
- Legal advice or support – Legal aide, on line (to find resources), MCH
- Child related health concerns – MCH, GP
- Other Child related issues – MCH, GP
- Personal safety concerns – Police, Google (for providers)
- Home help - Council
- Transport to a medical appointment – Taxi, patient transport service DHS (VPTAS – one family had used this)
- Support for elderly or ill family members Council, Meals on wheels, GP
- Not sure, PEEP or tomorrow today, NESAY, St Vinnies depending on issue

Where would you look for information about our services?

- Website – if it were easy to navigate
- Google – better if Benalla hospital search bought up relevant services
- Facebook
- Newspaper
- GP clinic (TV screen, brochures, posters)
- Real estate, info centre, library, “Welcome pack”, child care providers

How would we best get information out to you about our services? Events? How the system works?

- All of the above
- Letter drop to homes
- Brochure outlining all the services with a corresponding fridge magnet listing of services for easy access
- Employ a ‘Community Liaison’ type person who is responsible for talking to the community about what is available and providing them with the numbers and relevant info. They would also be responsible for ensuring that flyers and brochures are regularly distributed (and updated) to relevant places such as doctors surgeries, supermarkets, MCH, swimming pool, library etc. Also they could talk directly to GPs about local services as some of the families felt that the GPs often don’t seem to know what’s available! (Especially GPs who are new to own themselves).
- Fridge magnets
- Child care providers
- Real estate agents, new resident packs (issue noted to be, how are these kept up to date?)

Is there anything that stops you accessing services at Benalla Health site?

- Money
- Don’t know what’s available
- Don’t know what I need
- Don’t know how
- Access; or the process of being referred, knowing if you need a referral or not
- Waitlists can be a turn off, if I can’t get service now, I move on.

OUTCOMES/OTHER COMMENTS

- There is confusion about Community Health v Benalla Health v Hospital
- There is a lack of knowledge about visiting services
- Some users reported being confused by 'services'. They're not always sure what they need and especially not aware of what the service is called or who (which organisation) provides it.
- GP is a common contact point, if they knew our services and point client in right direction then this would make access easier.