

Consumer Engagement Success Stories



Community Health Profiles

Background

The Community Health Profiles (CHP) were developed to provide our organisation and the West Moreton community with information about the general health of the region. This document describes the latest health trends of the community, our community needs (current and future) and the planning in progress to ensure we can continue to provide the best possible care for the community we serve.

At a high level the information and data includes:

- population health and demographic data
- population growth and health service demand
- health services and utilisation data, including self-sufficiency, outflows and SRGs.
- community needs (as felt by the community).
- clinical and infrastructure priority areas

Overview

As a part of the data collection a survey was developed with the intent to collect information from WMH's Community Reference Groups regarding health and social concerns in their community. The WMH has Community Reference Groups across each of the Local Government Areas in the West Moreton region including Somerset, Fassifern, Lockyer Valley, Springfield/Ripley and Ipswich. The survey design was created to capture health concerns of the community, access to healthcare, supply and demand, other health and social trends impacting the community.

Outcomes, benefits and learnings

The Community Reference Groups were not previously utilised as a qualitative data source for the CHP, however in 2019 the CRG's and the value they could contribute to this report was brought to the forefront. It provided a channel for community voice to be heard across the organisation and community and provided valuable information on community need across our whole region. The CHP was a successful communication tool for WMH and generated the following outcomes for WMH and the community.

- Brought the consumer/community voice into West Moreton's planning agenda.
- Informed the broader business of key information, data, needs and priorities for the different planning regions of West Moreton.
- Allowed for timely response to internal and external requests for data and information.
- Informed the public of key areas of need within West Moreton
- Supported and informed decision making for West Moreton Health

Outcomes and improvements that are triggered as a result of this regional pool of information will be fed back to these community members so that their words and insights can be seen as translating into action.