

Last Updated **March 2022**

Population and Community Health is committed to providing safe, high quality care to people in South Eastern Sydney Local Health District. We continually work to improve the care we provide to consumers, including clients, families and carers.

We use data to understand how our services are performing. We also ask our patients about their experience in our services. We use this information to strengthen what is working well and improve on what is not working well.

OUR PERFORMANCE MEASURES

Keeping people healthy in the community



We aim to keep people healthy in the community. For example, we:

- Offer a health check to 95% of families with a new baby in the first 4 weeks.
- Support the healthy development of children birth to 5 years by promoting physical activity, healthy eating and reduced small screen time – 86% of early childhood services in our district have completed training to implement [Munch and Move](#) program.
- Support primary schools to promote healthy eating and physical activity to students – 82% of primary schools in our district have completed training to implement the [Live Life Well @ School](#) program.
- Work with Aboriginal families and communities to keep their children healthy. We currently support 450 Aboriginal children 0-5 years through our Building Strong Foundations program.

Preventing ill health



We work to prevent people from becoming ill and needing medical care. For example, we:

- Run a school vaccination program for high school students – in 2021 84% of Year 7 students received their first dose of human papillomavirus vaccine and 85% received diphtheria-tetanus-pertussis vaccine; 76% of Year 10 students received meningococcal vaccine. Catch-up vaccination of students who missed clinics in 2021 will be offered in 2022.
- Provide dedicated support to improve immunisation rates among Aboriginal people. In 2021 98% of Aboriginal children in our district were fully immunised at four years of age.
- Monitoring compliance with tobacco and e-cigarette laws. In 2021 the Public Health Unit initiated 8 prosecutions for breaches of the Public Health (Tobacco) Act; seized 97,540 illegal cigarettes and loose leaf tobacco and seized 13,981 illegal e-cigarettes.
- Provided more than one million needles and syringes to prevent HIV and hepatitis C.

Providing specialist clinical services



We provide specialist clinical services to the community. For example, in 2020-21 we:

- Tested more than 22,000 people for HIV.
- Tested more than 4,000 people for hepatitis B and C.
- Performed more than 100,000 tests for sexually transmissible infections.
- Provided treatment to more than 1,500 people living with HIV.
- Cured more than 120 people living with hepatitis C.
- Provided more than 115,000 clinical occasions of service to clients seeking treatment for use of alcohol, heroin, amphetamines, cannabis and other substances.
- Provided 31,467 dental appointments to the district's children and adults experiencing significant disadvantage.

PARTNERING WITH CONSUMERS

We partner with consumers to plan and deliver activities, resources or services. Here are some examples of how we work with consumers:



Drug and Alcohol Services undertook a formal process with consumers and clinicians to 'co-redesign' the Opioid Treatment Program in response to COVID-19 disruptions. Several focus groups and more than 120 surveys were carried out with consumers to understand their preferences on how they engage in treatment. Drug and Alcohol Services consumer workers participated in a co-design workshop, which informed a new model of care for Opioid Treatment Program services.

This new model of care has received considerable attention across NSW and is being used as the starting point for a new state-wide public sector Opioid Treatment Program model of care.

The **Disability Strategy Unit** co-created the SESLHD Disability Inclusion Action Plan with consumers, carers, community organisations, and SESLHD staff. Formal one-on-one consultations were held with more than 40 individuals representing people with disability, their carers and the organisations and clinicians that support them.

The SESLHD Disability Inclusion Action Plan was developed to reflect the district's commitment to providing safe, person centred and integrated care to all members of our community, including providing inclusive and accessible services to local residents living with a disability.

VALUING CONSUMER FEEDBACK

We value the input of consumers, including clients, families and carers. We seek and receive feedback from a wide range of consumers and use this feedback to improve our services.

We regularly conduct consumer satisfaction surveys. Here are some recent examples of results we have received from surveys:



88% of clients of [The Albion Centre](#) reported feeling safe accessing the centre during COVID-19 and

98% were satisfied with the services they received.

94% of clients strongly agreed or agreed that they actively contribute to the decision making and planning of their care.

96% of clients of the [Oral Health Service](#) reported that their treatment was always clearly explained and

100% reported that the staff are always professional and helpful.

83% of schools indicated that they were very satisfied with how the [Public Health Unit](#)'s school vaccination program was run overall.

98% of [Kirketon Road Centre \(KRC\)](#) clients reported that KRC treated them with respect and

98% would recommend KRC to a friend.

90% of [Short Street Centre](#) clients strongly agreed or agreed that they found their experience to be satisfactory, culturally respectful and non-judgemental.

100% of [Adahps](#) clients reported they were very or extremely involved in decisions about their care.



Here are some examples of feedback we have received from consumers:

“Seriously one of the best services I have accessed during COVID. The staff have a great empathy without being condescending.”

Albion Centre client

“Thank you with sincerest gratitude and for the wonderful times, telephone calls and catch up we have had over the year. Your supports, information sharing, chats and meet ups have benefited me, my mental health and stability, and given me a greater sense of my self-worth, better health overall and increased my self-esteem.”

Client of HIV Outreach Team

“Thank you so much for all your help with this. It meant a lot. People felt that someone cared. Even those who were already vaccinated were so happy to be able to bring family here, where they were comfortable, to be tested or vaccinated. Could you please pass on our thanks to KRC. They were fabulous and made everyone feel very comfortable.”

Community member, Chifley

“I want to again express my appreciation for all your work supporting my son in transitioning to Supported Independent Living. You provided exceptional service in coordinating between the National Disability Insurance Agency and his mental health team. Without you, we would not have been able to achieve the outcomes particularly the escalations and advice you were able to provide to his support team and myself. I think your service is key to ensuring consistent communications and moving through the bureaucracy that can slow things to a crawl. My son is now living in independent living with a provider that is providing the supports he needs to achieve his life goals”.

Family member of Disability Response Team client

“The nurses were fabulous, especially with the students who were stressed about their vaccinations”

“The nurses and coordinators were professional, understanding and lovely to deal with. Many thanks!”

School vaccination program