

Friendship plus health benefits!

Liza Shaw, Health Promotion Officer

CDCH runs annual consumer feedback surveys for all our physical activity groups, including walking and Tai Chi groups, community gym, and strength groups. This feedback helps us track how participants rate CDCH programs over time, and guides us in decided what needs to be improved.

The 2018 surveys delivered excellent results for the Maldon Walking Group. One hundred per cent of the respondents agreed that the program supported them to be both physically and socially active and 100% were satisfied with this program.

Most participants said that their favourite thing about attending the Maldon Walking Group is the social aspect of the walk; "getting out into the fresh air and meeting friends" as one participant said. Improved heart health and mental health are the main reasons participants attend this group.

Both men and women participate in this walking group, and most are aged between 66 and 75 years. The group is keen to welcome new participants of any age to join them for their walks.

The group meets at 7:30am on Tuesday for a brisk walk and 9:30am on Friday mornings for a more leisurely walk. Both start at the Maldon Neighbourhood Centre. There is no cost for the walk, but a \$1 donation is collected for the cuppa after the walk on Friday. Bookings are not required, just turn up ready to walk.

Other Castlemaine District Community Health walking groups are in Harcourt and Castlemaine.

For further information about all our walking groups, phone our reception on 5479 1000.

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Health Promotion Newsletter



**Castlemaine District
Community Health**
Facilitating Better Health

CONSUMER ENGAGEMENT edition

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Consumer Engagement

Liza Shaw, Health Promotion Officer

Castlemaine District Community Health (CDCH) is always looking for feedback from our clients so we can continue to improve our services and programs.

We collect this feedback in a number of different ways including through:

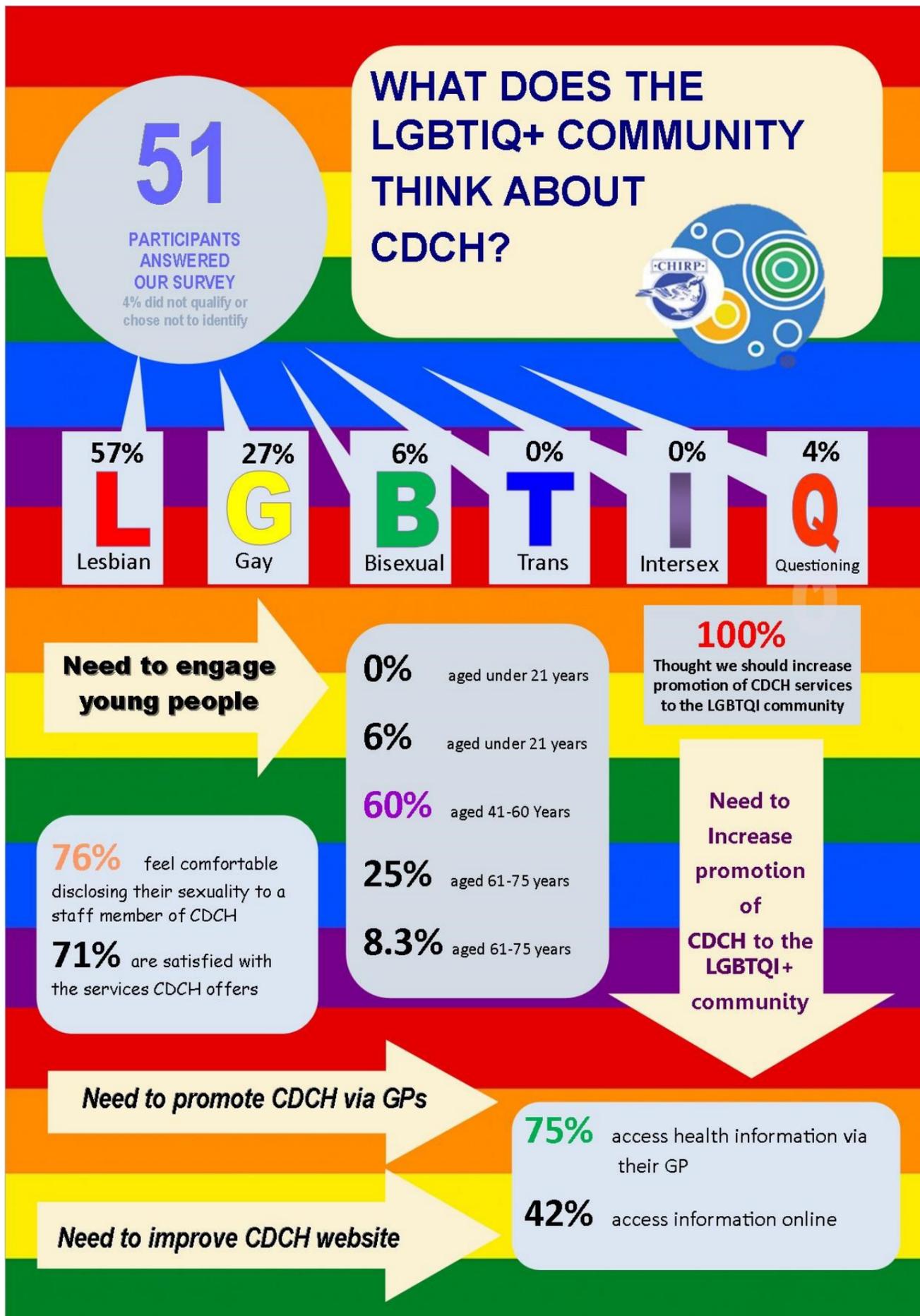
- The CDCH Consumer Feedback Form, also accessible via the CDCH website;
- Castlemaine Housing Service Facebook feedback;
- Victorian Healthcare Experience Survey;
- CDCH annual program surveys;
- The listening post at CDCH's Annual General Meeting
- Ad hoc community forums and focus groups
- Annual engagement with ATSI people, LGBTIQ+ people, people with a disability and CALD people.

All of this information is analysed and are used to inform how we improve our services and programs. The results are provided back to consumers through this newsletter, media releases and posters. This edition presents some of the feedback we've gathered over the last year, and what we plan to do about it. Inside, you can read CDCH's results from the annual Victorian Healthcare for Community Health Survey, our LGBTIQ+ survey, and also what we found out in this year's physical activity program surveys.

CDCH was lucky enough to host a final year Deakin University Public Health Student whose project was to find out what the LGBTIQ community in Mount Alexander think about our services. Results are on the next page.

Of course CDCH is also interested in your feedback on this newsletter. Feel free to email feedback or leave it with reception.

Enjoy!



CDCH Staff involvement and community participation in IDAHOBIT

There were a number of ways in which CDCH participated in this year's International Day Against Homophobia, Biphobia, Intersexism and Transphobia. CDCH held an information stall at Castlemaine Pride, 11 staff attended the raising of the rainbow flag at the Castlemaine Market Building, and CDCH supported shopkeepers in Castlemaine to display IDAHOBIT posters.

Results are in!

Victorian Healthcare Experience Survey

You might remember that the end of last year, we asked all clients to complete a survey on our services. The Victorian Healthcare Experience Survey is conducted throughout Victoria and it provides clients with an opportunity to provide feedback on their healthcare experiences.

This year, nearly 60 of our clients completed this survey. We're delighted to report that they rated CDCH very highly. Ninety-eight percent of these clients responded that overall, they positively rate the care they received at CDCH. Similarly, 98% said the service feels welcoming.

Other highlights include:

- 93% found our health workers compassionate
- 95% think the time spent waiting for the appointment is 'about right'
- 100% said that the health worker introduced themselves and their role (an improvement on last year's 92%)
- 93% found it easy to make an appointment
- 95% felt comfortable raising any issues and asking questions important to them
- 97% know who to contact if they have any questions about the care received
- 89% said it was easy to find out this service existed

For all of these, CDCH's results were better than the Victorian average.

Of course, there were also some areas where CDCH could do better, including:

- The amount of information given about the client's issue or care
- The provision of a health and wellbeing plan
- Not being referred to another service to improve health and wellbeing
- Consumers knowing how to make a complaint if needed

We will work hard to make sure we improve on these areas.