

Health Services Plan



Growing
Good Health
in Western
Sydney



Health
Western Sydney
Local Health District

The Health Services Plan: Growing Good Health in Western Sydney sets out our long-term plans and priorities for healthcare delivery in our hospitals, community health facilities and home services until 2026

Our vision

Better health services for the people
of Western Sydney and beyond

Our values

We share the NSW Health core values
of collaboration, openness, respect
and empowerment

Better West Strategic Priorities 2017-2021

- > Healthy people
- > Patient experience matters
- > Exceptional people
- > Integrated research, education
and clinical care
- > Spending wisely
- > Information underpins
everything we do

Contact us

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Health Services Planning and Development

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About this plan

Western Sydney Local Health District (WSLHD) provides healthcare to almost one million residents from The Hills Shire, Parramatta, Blacktown and Cumberland local government areas, and delivers high-level tertiary services such as transplant, trauma and cardiac services to the state of NSW.

Like most of Sydney, our population is growing and ageing, and we are dealing with more complex and chronic illnesses and diseases.

For health service providers, this means looking ahead to create systems which respond to our community's needs now and into the future.

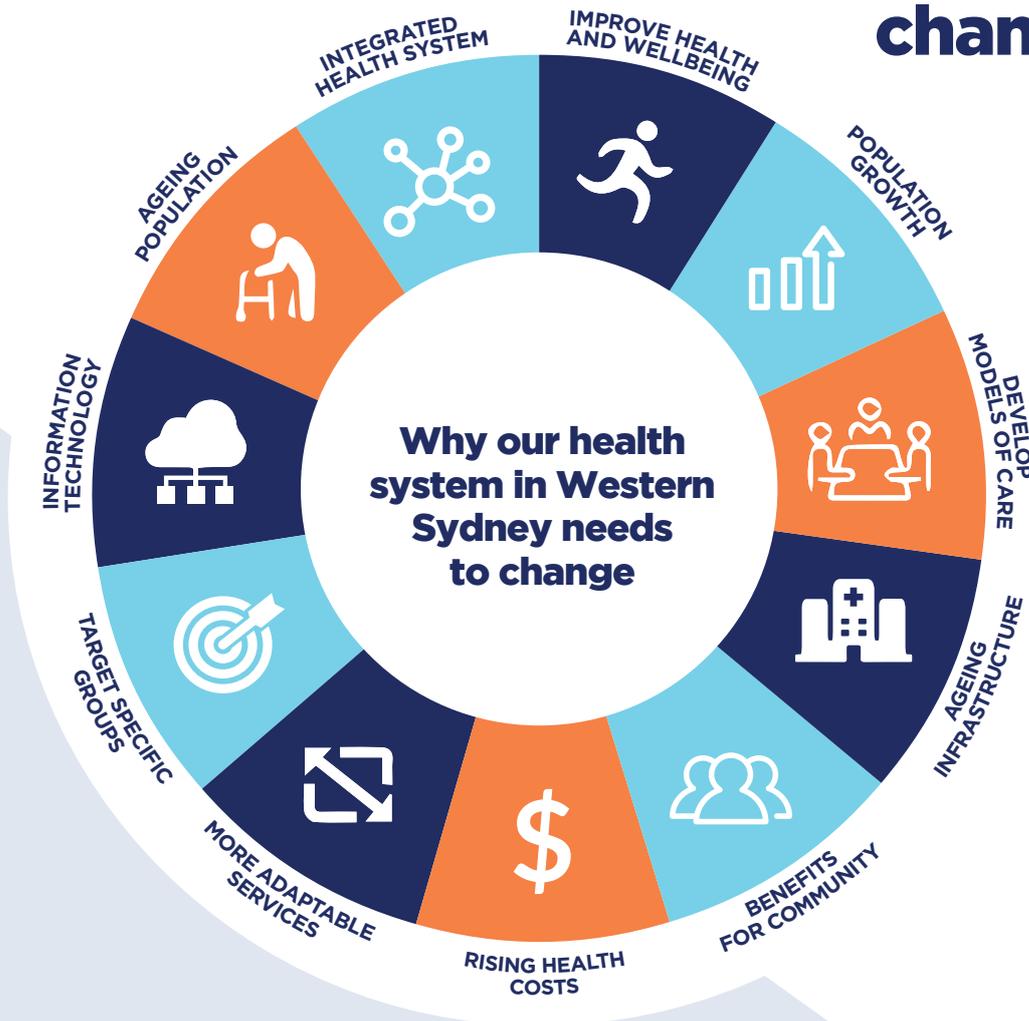
The **Health Services Plan: Growing Good Health in Western Sydney** sets out our long-term plans and priorities for healthcare delivery in our hospitals, community health facilities and home services until 2026.

It takes into account:

- > Our growing and changing staff and patient demographics
- > The impact of emerging health technology and digital health initiatives
- > The evolution of new models of care and changes to contemporary healthcare practice
- > The dynamic environment created by innovation
- > Higher community expectations
- > Competition for valuable healthcare staff
- > The empowerment of patients and carers to influence and direct their own healthcare.

The long-term Health Services Plan sits alongside and aligns with our shorter-term Better West Strategic Priorities.

Why do we need to change?



Why our health system in Western Sydney needs to change

INTEGRATED HEALTH SYSTEM

Our community expects to access an integrated health system with services working together to improve health and wellbeing, and to work with us to plan and deliver services.

IMPROVE HEALTH AND WELLBEING

To improve the health and wellbeing of the population we need to work with partners to address the social determinants of health and improve health literacy.

POPULATION GROWTH

Our population is growing rapidly and our health system is being strained by increasing levels of demand for Emergency Department and hospital care.

DEVELOP MODELS OF CARE

We need to develop models of care which are better networked and people centred, reflecting the preferences of our patients and their carers, and the latest research.

AGEING INFRASTRUCTURE

Health facilities need to promote delivery of new models of care and we need to address ageing infrastructure in some of our facilities.

BENEFITS FOR COMMUNITY

There are many benefits for our community in providing safe, high quality services in community settings, closer to home whenever possible.

RISING HEALTH COSTS

Health costs are rising in an environment of limited resources.

MORE ADAPTABLE SERVICES

We need to develop more adaptable services, and grow and attract an agile workforce to meet changing needs and environments.

TARGET SPECIFIC GROUPS

The needs of some specific groups and populations require a targeted approach.

INFORMATION TECHNOLOGY

Information technology is changing the way we communicate and providing more opportunities to better share care and information across settings and providers.

AGEING POPULATION

As our population ages, chronic disease is becoming more common and we need to accelerate the shift in focus from more traditional, acute care approaches.

Our plan

The plan has been developed in consultation with staff, health partners including the Western Sydney Primary Health Network and Sydney Children's Hospitals Network and consumer representatives. It is designed to grow and respond as contemporary healthcare evolves.

Our focus as a health district is to help people in Western Sydney live well, stay well and manage well, by:

- > Striving for an integrated health system, including the best use of health information technology
- > Promoting the health and wellbeing of people and communities
- > Optimising how health services are developed, delivered and networked
- > Creating innovative and adaptable healthcare environments
- > Harnessing new health technologies and research to advance patient care.

Our priority

Western Sydney Local Health District is a diverse community with a complex range of health needs, but we have prioritised some key groups due to their significant health needs.

Our Health Services Plan will target



CHILDREN,
YOUNG PEOPLE
& FAMILIES



PEOPLE LIVING
WITH A MENTAL
ILLNESS



ABORIGINAL
PEOPLE



PEOPLE FROM
DIVERSE
CULTURAL
GROUPS



PEOPLE WITH
CHRONIC &
COMPLEX
CONDITIONS



OLDER PEOPLE

Priority people

68,980

Children up to 4 years old in WSLHD

123,500

Children 5 to 14 years old in WSLHD

120,080

Young people 15 to 24 years old in WSLHD

1 in 4

Australians aged over 16 will experience mental ill health each year

68,210

People aged 70+ in WSLHD

13,390

People in WSLHD identify as an Aboriginal person

50.3%

Speak a language other than English at home in WSLHD

25%

Of Australians have two or more chronic conditions

Our healthcare neighbourhood

The way we deliver healthcare has changed, and it's important to understand how we network healthcare to ensure the right resources (such as workforce and specialist equipment) are concentrated in the right location in order to accommodate the patient and community need.

In the past, the local hospital and GP were at the centre of the health system.

Now, the person is at the centre of care.

Health services in NSW operate in a network, with the most commonly used services located as close to home as possible, and more specialised services (like transplants) located within the health network, but clustered at major hospitals like Westmead.

A network is more effective, more efficient, and creates more opportunities for staff to become experts in specialties such as trauma, cardiology and cardiovascular surgeries, and other less common areas of practice including transplants.

High demand services such as high volume, low-risk surgery can also be established as centres of excellence in the network to help reduce waiting times, and enable appropriate teaching and training capabilities to the future generation of health workers.

Our health neighbourhood has also changed thanks to stronger connections with local GPs and more early discharge with more physical (and virtual) services available in the home. The change has also been driven by patients and carers clearly preferring to take up home services in preference to longer stays in hospital.

Twenty years from now, our healthcare services will be different again, and our health services plan will help us work towards that future.

We are moving towards a Patient Centred Medical Home (PCMH) model for Western Sydney.

The Patient Centred Medical Home is a "home base" for healthcare, typically a general practice or Aboriginal Health Service. Team members include the patient and GP.

Depending on the practice and the patient's needs, the team may also include practice administration staff, practice nurses, and allied healthcare providers such as physiotherapists or psychologists.

Sometimes a patient requires care from other services, such as community nursing, specialists, a hospital, non-government support organisations or social care services.

These services form part of the **healthcare neighbourhood**.

The patient and the medical home remain at the centre of this healthcare neighbourhood.

In accordance with the principle of coordinated care, the neighbourhood supports the medical home and remains connected with it.

For more information visit aci.health.nsw.gov.au

Our change enablers

To make these significant changes, we rely on a number of enablers to drive the changes to our health services.

These enablers, along with the drivers, priorities and strategies have been reviewed at all levels, and considered in conjunction with other key WSLHD plans to identify eight key challenges (pages 13-20) which form the core of the **Health Services Plan**.



EFFECTIVE
COMMUNITY
PARTNERSHIPS



SAFETY AND
QUALITY



RESEARCH AND
INNOVATION



EDUCATION AND
TRAINING



STRATEGIC
WORKFORCE
PLANNING



ENHANCED
INFORMATION
TECHNOLOGY AND
COMMUNICATIONS



INVESTMENT IN
INFRASTRUCTURE

Our healthcare neighbourhood



Adapted from ACI Patient Centered Medical Home

Challenges for change

Rapid population growth and increasing healthcare costs are presenting a challenge for health providers at every level.

We can nurture and expand our partnerships, networks and service integration in our healthcare neighbourhood, and we can focus on “bench to bedside” research to promote innovative translational research which can be directly applied to improved patient care.

Hospitals will always have an important role in managing illness and injury, however their role is changing. Increasingly, services will be provided in the home and community.

WSLHD needs to continue to provide services within an agreed budget, but we can make better use of our resources by transitioning from a hospital-centred organisation to a health-centred one.

If we make some critical adjustments now, we can continue to serve our community effectively, well into the future.



Our focus is to help people to get well and stay well, and to reduce avoidable hospital admissions.

Addressing increasing levels of mental illness, obesity, diabetes and other chronic conditions in our community helps keep people out of hospital.

When people do need to come to hospital, better support at home will help patients and carers manage more effectively when they return home.

Importantly, we can nurture an enterprise culture – an organisation committed to research and education, building a culture and capacity for excellence, which helps us attract and retain valuable healthcare staff.

We have identified eight priorities to help us grow better health in Western Sydney.



Challenges for change

WORKING TOGETHER

Working with service partners to provide better integrated care and build an integrated health system with robust digital health connectivity.

HEALTHY AND WELL

Promote health, wellbeing and health literacy for people living in WSLHD.

MENTAL HEALTH

Develop an integrated mental healthcare system with a greater focus on wholistic care of mental health conditions, and better partnering with patients to manage their own mental health.

CARE AT HOME

Broaden care options at home and in other community settings and enhance community health facilities.

NETWORK AND CONNECT

Enhance specialist services and optimise clinical networking between WSLHD services and facilities, and strengthen connections between services to improve integrated care.

GROW FACILITIES

Progress hospital redevelopments and expansion to support growth and enable new services and models of care.

ENABLE

Invest in areas which enable transformation in healthcare delivery, including:

- Community engagement
- Safety and quality
- Workforce
- Information and communication technology
- Research and innovation
- Education and training
- Corporate and business initiatives.

GROWTH OPPORTUNITIES

Grow opportunities for staff through health, research and education to enable us to attract and retain the best healthcare staff, and provide opportunities for the local economy through employment and services; this includes the Westmead Innovation District, the Blacktown Health and Education Precinct, and Auburn Hospital's partnership with the University of Notre Dame Australia as well as other services and partnerships.

The plan for 2026

Unprecedented advances in technology are driving innovation, and redefining what healthcare means to patients. In effect, it is turning our services inside out as we move from a hospital-focused model of care to a flexible, responsive model that meets our patients' needs, whether that is care in the home, telehealth, apps for health, or more services in community settings.



In the future, the Patient Centred Medical Home model will be the norm. There will be more care at home and in the community, and more individualised care delivered by GPs with the support of our health networks, because that's what consumers expect.

Here's a summary of our plan to 2026, based on our eight key priorities to help us grow good health in Western Sydney. You can read the full version of the plan on our website.

wslhd.health.nsw.gov.au

1. Work together

We want to reform service delivery by connecting more purposefully with primary care and other health providers to create a more effective health service for patients.

This challenges us to use our existing digital networks more effectively, and to take advantage of new and emerging technology to help to improve communication between health partners.

Our plan

- > Work towards a digital hospital environment by supporting existing initiatives such as eMeds and eMR
- > Promote virtual health technology, making it easier for patients and their primary healthcare providers to access services closer to home
- > Educate patients and carers about the electronic health record to improve access to information
- > Target partnerships which support our priority groups including Aboriginal people, children, young people and families, people with chronic and complex diseases, people with mental health issues, and older people
- > Continue our integrated multisector Western Sydney Diabetes initiative, which works across sectors to prevent and manage diabetes more effectively
- > Collaborate with interagency partners including Family and Community Services (FACS), Education, Police, Juvenile Justice, Department of Premier and Cabinet, and Western Sydney University (to roll out the Western Sydney Service Delivery Reform across a wide range of initiatives)
- > Progress other multisector initiatives, with an emphasis on early intervention.

MOVE FROM A HOSPITAL-FOCUSED CARE MODEL



TO A FLEXIBLE, RESPONSIVE HEALTHCARE-FOCUSED ORGANISATION TO KEEP PEOPLE HEALTHY AND WELL



Our partners

LOCAL GPs DIRECTLY AND THROUGH WESTERN SYDNEY PRIMARY HEALTH NETWORK

SYDNEY CHILDREN'S HOSPITALS NETWORK INCLUDING THE CHILDREN'S HOSPITAL AT WESTMEAD

GREATER WESTERN ABORIGINAL HEALTH SERVICE

INTERAGENCY DELIVERY REFORM PARTNERS

2. Healthy and well

Promote health literacy and the health and wellbeing of people living in WSLHD

We urgently need to prevent serious illness by promoting healthy lifestyles and empowering people to take control of their health.

Western Sydney is facing an epidemic of obesity and related conditions such as diabetes. We need to take action.

We need to connect meaningfully with patients and carers so they can make informed decisions about their own healthcare. We also need to reform the way we communicate health information so that advice is understood, not just heard.

About health literacy

Health literacy is about how people understand health information, use it to make informed decisions, and act upon these decisions to manage their health and wellbeing.

Health literacy is important because it shapes peoples' health, and the safety and quality of healthcare. Low levels of individual health literacy contribute to poorer health outcomes, increased risk of an adverse event, and higher healthcare costs.

Source: Australian Commission for Safety and Quality of Healthcare (ACSQHC)

Our plan

- > Empower and engage consumers in health promotion and self-management activities e.g. Get Healthy information and coaching service. Visit gethealthynsw.com.au
- > Expand health promotion activities for individuals, specific population groups and broader community e.g. falls prevention and evidence-based intervention to stop or reduce smoking
- > Focus efforts on improving the health, wellbeing and health literacy of Aboriginal people including promoting the best start to life and supporting Aboriginal people to make healthy lifestyle choices
- > In partnership with the community and other organisations, develop and implement a multicultural health strategy for WSLHD to enhance the care of culturally and linguistically diverse (CALD) populations including specific consideration of the needs of newer refugee populations
- > Develop a strategy to promote healthy ageing and early intervention for older people
- > Develop a WSLHD obesity prevention and management plan
- > Collaborate with partners to foster good urban design which contributes to liveability and population health and wellbeing.

Our partners

GREATER WESTERN ABORIGINAL HEALTH SERVICE

WSLHD AND UNIVERSITY OF SYDNEY HEALTH LITERACY HUB

THE CHILDREN'S HOSPITAL AT WESTMEAD

WSLHD CONSUMER COUNCIL

WESTERN SYDNEY PRIMARY HEALTH NETWORK

OTHER PROGRAM AND SERVICE PROVIDERS INCLUDING NSW HEALTH

LOCAL COUNCILS

SCHOOLS

3. Mental health matters

Develop an integrated mental health system, with a greater focus on the wholistic care of people with a mental illness

Western Sydney Local Health District's Mental Health Services support people with a range of mental illnesses and disorders, at all stages of life.

All treatment is oriented towards recovery. Safe and high quality trauma-informed mental healthcare takes the whole person into account, and can significantly improve people's health and quality of life by restoring their independence, and reducing unnecessary hospitalisation.

It is also vital for the wellbeing and safety of clients' carers, families, friends and the community.

Our partners

CLIENTS AND THEIR CARERS, FAMILIES AND COMMUNITY

WESTERN SYDNEY PRIMARY HEALTH NETWORK & GPs

SYDNEY CHILDREN'S HOSPITALS NETWORK

NON-GOVERNMENT ORGANISATIONS

FAMILY AND COMMUNITY SERVICES & NSW DEPARTMENT OF EDUCATION

JUSTICE HEALTH AND FORENSIC MENTAL HEALTH NETWORK

AMBULANCE SERVICE NSW

NSW POLICE

MORE INFORMATION:

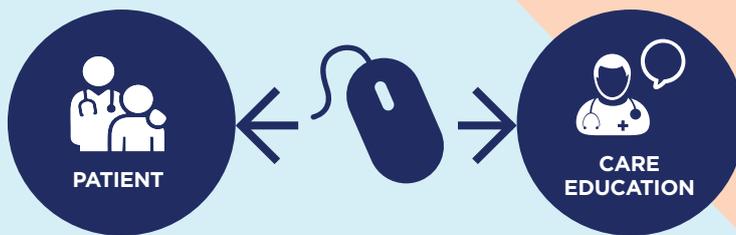
The Health Services Plan: Growing Good Health in Western Sydney supports WSLHD Mental Health Services to continue to develop services in line with NSW Living Well and Commonwealth reforms.

Visit nswmentalhealthcommission.com.au

Our plan

- > Increase the focus on prevention and early intervention by intervening early in the course of the illness e.g. for young people, and at times of transition when clients are stepping up or down levels of care
- > Continue to expand the perinatal mental health service (statewide role)
- > Expand co-design with carers and consumers
- > Improve the general health and wellbeing of people with mental illness
- > Enhance the capacity and capability of the mental health workforce including peer, Aboriginal, and multidisciplinary trained staff
- > Improve recovery-oriented, trauma informed and family-focused care
 - Co-design of services and facilities with consumers, carers and clinicians
 - Embed peer workers and further develop the Peer Network
 - Work with the Western Sydney Aboriginal Health Collaborative
 - Trauma informed care and reduced seclusion and restraint
- > Make care more connected e.g. strengthen regional planning with Western Sydney Primary Health Network and reorientate mental health services to achieve a balanced investment in service priorities, within a regional context
- > Provide safe, high quality and client-focused care by reducing coercive practices, personalising rehabilitation programs and improving physical healthcare
- > Act to prevent suicide by improving follow-up from ED after self-harm presentation, and using evidence-based clinical interventions
- > Enhance services in community settings
- > Optimise future capital investment to deliver safe, therapeutic and dignified care in modern, purpose-built facilities co-located on general hospital sites
- > Maximise opportunities for information technology solutions to improve integrated care and partnerships with service providers.

4. Care at home



Broaden care options at home and in other community settings, and enhance community health facilities

Community expectations of healthcare have changed significantly in the last decade, with many patients and families preferring to receive their healthcare at home or in their community. This priority encourages us to think differently about how and where we deliver care.

Our plan

- > Enable more care to be delivered at home and in other community settings including general practice and integrated community health centres e.g. reassessing whether some services currently provided in a hospital could be provided in a community health centre, in general practice, or via virtual health
- > Progress current opportunities to deliver more care in home settings e.g. through Hospital in the Home (for children as well as adults), Integrated and Community Health's Complex and Chronic Care initiatives, and aged care services
- > Progress facility planning processes for priority community health facility redevelopment needs at Merrylands, Blacktown and other potential locations
- > Enhance the workforce and its capabilities to deliver expanded home-based and community-based care.

What is Virtual Health?

Virtual health uses digital and communications technologies to provide care and education to patients.

Virtual health uses telecommunication techniques to provide telemedicine, medical education, or health education over a distance. This could include email, apps, teleconferencing or other technology.

Telehealth uses telecommunication technology to exchange health information and provide healthcare services across geographic, time, social and cultural barriers. For example, doctors consulting about specialist imaging, multidisciplinary teams teleconferencing about complex cases, or dialysis patients emailing their health information to their clinician for ongoing monitoring.

Virtual health connects clinicians, patients, care teams and health professionals to provide health services, and support patient self-management.

Our partners

GENERAL PRACTITIONERS	AGED CARE SERVICES AND RESIDENTIAL AGED CARE FACILITIES
SILVER CHAIN GROUP (PALLIATIVE CARE PROVIDERS)	THE CHILDREN'S HOSPITAL AT WESTMEAD
WESTERN SYDNEY PRIMARY HEALTH NETWORK	NON-GOVERNMENT ORGANISATIONS
OTHER CARE PROVIDERS	

5. Network and connect

Enhance specialist services and optimise clinical networking between WSLHD services and facilities in line with role delineation requirements

We currently have five hospitals, seven community health centres, and hundreds of staff working in other locations in the Western Sydney community and with other service providers. Specialist services play an important role in the network of care we provide to the community of Western Sydney.

Better connections between services will also help us strengthen our network, and identify the workforce and resources we need for the safe delivery of clinical services.

Our partners

AMBULANCE SERVICE NSW

AGENCY FOR CLINICAL INNOVATION

CANCER INSTITUTE NSW

CLINICAL EXCELLENCE COMMISSION

NON-GOVERNMENT ORGANISATIONS

NSW HEALTH PATHOLOGY

ST JOSEPH'S HOSPITAL, AUBURN (AS PART OF ST VINCENT'S HEALTH NETWORK)

THE CHILDREN'S HOSPITAL AT WESTMEAD (AS PART OF SYDNEY CHILDREN'S HOSPITALS NETWORK)

Our plan

- > Formalise networking arrangements for access to specialist consultation between clinical services across WSLHD facilities, and with primary care and other partners
- > Explore opportunities to provide telehealth services between hospitals, or between hospitals and GPs or other primary care providers – this would provide easier access to specialty services in the community e.g. continue to develop the digital health plan and roadmap
- > Implement proven health technologies that will allow more care to be delivered at home
- > Make it easier for young people with complex, long term conditions to transition from paediatric to adult services
- > Progress improvements in advance care planning
- > Develop collaborative care for patients with a mental illness who require physical healthcare
- > Implement NSW Health Better Value Healthcare initiatives requiring change across multiple disciplines and specialties, including management of osteoarthritis, osteoporotic refracture prevention, an integrated local musculoskeletal service, and falls in hospitals
- > Continue to roll out, learn from and apply Whole of Health initiatives to improve access to care and patient flow across the District
- > Advocate for development of a Westmead Precinct medihotel to support Westmead Hospital models of care
- > Progress key priorities for specialist services (see below):

Specialist services

DIAGNOSTIC SERVICES

EMERGENCY MEDICINE AND CRITICAL CARE

INTERVENTIONAL RADIOLOGY

MEDICINE SPECIALTIES

WOMEN'S HEALTH AND NEWBORN

ORAL HEALTH

PAEDIATRICS

SURGERY AND ANAESTHETICS

NEUROSCIENCES

6. Grow facilities

Progress hospital redevelopments to support growth and enable new services and models of care

Contemporary healthcare environments are most effective when they support the latest clinician-led models of care so staff can deliver effective and efficient services. Facilities also contribute to a positive organisational culture by providing satisfying, contemporary places to work.

Dynamic and evolving, Westmead Hospital will remain at the heart of the District, providing a comprehensive level of services from birth to end-of-life care.

Blacktown Hospital is growing to become a second major tertiary hospital for Western Sydney, and expansion projects at Mount Druitt Hospital and Auburn Hospital are already completed.

Clinical support services, such as pathology and imaging will also expand to support our growing facilities, either directly, or in collaboration with our District partners.

Our partners

WESTMEAD INNOVATION DISTRICT

Eleven health, education and research partners, and business partners

BLACKTOWN HEALTH AND EDUCATION PRECINCT INCLUDING WESTERN SYDNEY UNIVERSITY

NSW HEALTH INFRASTRUCTURE

Our plan

- > Complete and commission Westmead Redevelopment Stage 1 including a new Central Acute Services Building for operating theatres, wards, and interventional suites, and extensive refurbishment of existing facilities, supported by new Parramatta Light Rail and Westmead Railway Station enhancement
Visit westmeadproject.health.nsw.gov.au
- > Deliver a new and modern Westmead Mental Health Complex, subject to funding
- > Progress plans for Westmead Redevelopment Stage 2
- > Complete and commission the Blacktown Hospital Stage 2 expansion with a new acute services building for emergency, intensive care, operating theatres, birthing, maternity, women's health and paediatrics, and further refurbishment for gastroenterology, endoscopy and outpatients
Visit bmdhproject.health.nsw.gov.au
- > Progress planning for development of a healthcare facility in the Rouse Hill locality
- > Redevelop Blacktown Hospital's Mental Health facilities, subject to funding
- > Optimise recently completed facilities at Mount Druitt Hospital including new MRI unit, Centre for Addiction Medicine, Community Dialysis Centre and expanded surgical facilities including a new pre-admissions clinic, recovery and digital theatre
- > In the future relocate satellite dialysis service at Auburn Hospital into the community
- > Ensure our built environments support future service growth and expansion.

7. Growth opportunities

Actively partner in developing health and education precincts, and Westmead Innovation District Developments

Westmead is emerging as a world-leading precinct for health, education, research and innovation, and has the potential to drive significant economic prosperity in Western Sydney. Blacktown is also growing to be a second tertiary hospital for Western Sydney with a maturing education and research presence.

We now have a once-in-a-generation opportunity to transform our organisation, and to compete nationally and internationally for the best clinical, education and research staff.

Our plan

- > Champion the development of the Westmead Innovation District as a major contributor to the economy of Western Sydney and an attractor for the world's best talent
- > Facilitate the Westmead Research Hub and a greater university presence
- > Advance the Blacktown Health and Education Precinct, growing a greater university education and research presence.

Our partners

NSW HEALTH
INFRASTRUCTURE

WESTERN SYDNEY
UNIVERSITY

GREATER SYDNEY
COMMISSION

TRANSPORT FOR
NSW

LOCAL COUNCILS

PRECINCT
PARTNERS

UNIVERSITY OF
SYDNEY

OTHER HEALTH,
EDUCATION,
RESEARCH
AND BUSINESS
PARTNERS

8. Enable

Invest in enablers for transforming healthcare delivery in WSLHD

Every major change needs support to succeed. This is our toolkit for making and sustaining change in our culture, workforce, services and facilities.

Our plan

- > Consult, co-design and partner with consumers and community to plan, deliver and evaluate our health services
- > Build the workforce of the future by designing satisfying working environments, and creating a supportive and inquisitive culture which attracts the world's best health professionals
- > Invest in information technology which supports better patient outcomes
- > Champion education and training initiatives
- > Support research and innovation
- > Continue to improve patient safety and service quality
- > Implement corporate support and business initiatives.

Visit wslhd.health.nsw.gov.au for more information about those plans.

Our partners

OUR PATIENTS,
CONSUMERS
CARERS AND
COMMUNITY

OUR STAFF

WSLHD CONSUMER
COUNCIL

WSPHN CONSUMER
ADVISORY COUNCIL

eHEALTH NSW

UNIVERSITIES

HEALTH
EDUCATION
AND TRAINING
INSTITUTE (HETI)

TAFE AND OTHER
EDUCATIONAL
INSTITUTIONS

CARERS NSW

CLINICAL
EXCELLENCE
COMMISSION (CEC)

AGENCY FOR
CLINICAL
INNOVATION (ACI)

HEALTH
CONSUMERS NSW

HEALTHSHARE
NSW

WESTERN SYDNEY
PRIMARY HEALTH
NETWORK (PHN)

NSW POLICE

NSW AMBULANCE

Next steps for staff

The Health Services Plan is designed to help you start a discussion with your colleagues about these topics:



PERSON

HOW TO PUT THE PERSON AT THE CENTRE OF CARE, PROMOTE THEIR HEALTH AND WELLBEING, AND EMPOWER THEM TO BE A DECISION-MAKER WITH YOUR SUPPORT



GPs

HOW YOU CAN ENGAGE MORE CLOSELY WITH GPs TO WORK TOWARDS THE PATIENT-CENTRED MEDICAL HOME MODEL



SERVICE

HOW YOUR SERVICE NEEDS TO CHANGE TO MEET EMERGING HEALTHCARE NEEDS



RESOURCES

HOW YOU PRIORITISE AND ALLOCATE YOUR RESOURCES INCLUDING BUDGETS, PROGRAMS AND STAFF

The Health Services Plan is available on the WSLHD intranet and internet. Here you will find the detailed plans for each facility and the following services:

- > Population health, community-based and integrated care services
- > Mental Health
- > Oral Health
- > Women's and Newborn Health
- > Paediatrics
- > Medicine Specialties
- > Surgery and Anaesthetics
- > Emergency and Critical Care
- > Clinical support services.

Please take the time to read the introduction and the relevant sections to help inform your planning for service delivery.

Further reading

The Health Services Plan sits alongside and aligns with the WSLHD Better West Strategic Priorities 2017-2021. Our strategic priorities are:

- > Healthy people
- > Exceptional people
- > Integrated research, education and clinical care
- > Patient experience matters
- > Information unpins everything we do
- > Spending wisely.

Visit wslhd.health.nsw.gov.au/Better-West for more information.

Next steps for patients, carers and community

Our Health Services Plan has been reviewed by the WSLHD Consumer Council and their feedback has been incorporated.

If you would like to comment, or provide feedback, please contact WSLHD Health Services Planning and Development.

Next steps for service providers, GPs and healthcare professionals

Working with health and community partners is an important part of growing good health in Western Sydney.

If you would like to comment, or provide feedback, please contact WSLHD Health Services Planning and Development.

Contact us

**Western Sydney Local Health District
Health Services Planning and Development**

WSLHD-HSPD@health.nsw.gov.au
wslhd.health.nsw.gov.au
(02) 8890 5555



Western Sydney snapshot

946,000

Residents in our LHD

120

Suburbs

780

Square kilometres

4

Local government areas

1.3M

Residents by 2031

Fastest-growing region in NSW

Western Sydney LHD snapshot

5

Hospitals

7

Community Health Centres

185,488

Admissions

2.43M

Hospital non-admitted patient services

181,335

ED presentations

42,983

Surgeries

10,172

Total staff

1,328

Medical staff

10,365

Births

4,321

Nursing staff



Western Sydney Hospital

1. Mount Druitt
2. Blacktown
3. Westmead
4. Cumberland
5. Auburn

Western Sydney Community Health Centres

6. Mount Druitt
7. Doonside
8. Blacktown
9. The Hills
10. Parramatta
11. Merrylands
12. Auburn

* Hatched area of Parramatta LGA is outside Western Sydney Local Health District



Health
Western Sydney
Local Health District