**Our Community**

**Our Role**
GV Health is the main rural health service for the Hume region. Our services include a 24-hour Emergency Department, Surgery, Acute Services, Women’s and Children’s Services, Rehabilitation and Palliative Care, Mental Health, Outpatients, services at Tatura and Rushworth, and community-based health programs.

**Demographics**
- GV Health services a population of 102,000 people and by 2021, our primary catchment is expected to increase to 196,000.
- A total of 75% of our primary catchment lives in Greater Shepparton. A significant number of patients also come from our secondary catchment - Wangaratta, Mitta Mitta and Campaspe Shire.
- Greater Shepparton has an ageing population. Currently 40% of acute services are provided to those aged 65 years and over. In future it is expected that more than half of all acute services will be provided to those aged 75 years and over.
- Greater Shepparton has a significantly higher percentage of people under 16 years (20.5%) and a slightly higher rate of people aged 15-24 years (12.4%) compared to the rates for rural Victoria (11.6% and 12.6% aged 15-24).
- Greater Shepparton has a significantly higher percentage (11%) of people born in non-English speaking countries living in Greater Shepparton compared to other parts of the catchment. This is twice the rate of rural Victoria (5%).
- Greater Shepparton has a significantly higher indigenous population at 3.8%, more than twice the rate for rural Victoria (1.7%).

**Health Status**
Our community has a higher percentage of people with:
- Heart Disease (8.1%) compared to the rate for the State of Victoria (4.1%).
- Diabetes (26.4%) compared to the rate for the State of Victoria (18.3%).
- Low birth weight babies (7.9%) compared to the rate for the State of Victoria (6.9%).
- Obesity (26.4%) compared to the rate for the State of Victoria (18.3%).
- Heart Disease (8.1%) compared to the rate for the State of Victoria (1.4%).
- Smokers under 45 years (13.4%) compared to the rates for rural Victoria (19.1% and 14 years (20.9%) and a slightly higher rate of people aged 15-24 years (12.4%) compared to the rates for rural Victoria (11.6% and 12.6% aged 15-24).
- Greater Shepparton has a significantly higher percentage of people aged 15-24 years (12.4%) compared to the rates for rural Victoria (11.6% and 12.6% aged 15-24).
- Greater Shepparton has a significantly higher percentage of people under 16 years (20.5%) and a higher percentage of children under 16 years (20.5%) and a slightly higher rate of people aged 15-24 years (12.4%) compared to the rates for rural Victoria (11.6% and 12.6% aged 15-24).
- Greater Shepparton has a significantly higher indigenous population at 3.8%, more than twice the rate for rural Victoria (1.7%).

**Self-Sufficiency**
Over the next 10 years, GV Health is committed to increasing our ability to provide more extensive services to our community, to enable people to be treated locally. To achieve this, GV Health requires increased clinical capability and improved infrastructure capacity.

**How You Can Support Us**

**Self-Sufficiency**

**Over the next 10 years, GV Health is committed to increasing our ability to provide more extensive services to our community, to enable people to be treated locally. To achieve this, GV Health requires increased clinical capability and improved infrastructure capacity.**

**Clinical Specialty**

- **General Medicine**: 31% 70%
- **Renal Medicine**: 39% 65%
- **Medical Oncology**: 39% 65%
- **Interventional Cardiology**: 1% 70%
- **Cardiac Surgery**: 52% 76%
- **Orthopaedics**: 34% 65%
- **Gynaecology**: 31% 59%
- **Otolaryngology**: 40% 75%
- **All** 75% 86%

**Demand for Services**

- Demand for GV Health services continues to climb due to a rapidly growing and ageing community. More services and increased capacity will be needed to meet the growing needs of our community.

**Self-Sufficiency**

Over the next 10 years, GV Health is committed to increasing our ability to provide more extensive services to our community, to enable people to be treated locally. To achieve this, GV Health requires increased clinical capability and improved infrastructure capacity.

**Clinical Specialty**

- **General Medicine**: 31% 70%
- **Renal Medicine**: 39% 65%
- **Medical Oncology**: 39% 65%
- **Interventional Cardiology**: 1% 70%
- **Cardiac Surgery**: 52% 76%
- **Orthopaedics**: 34% 65%
- **Gynaecology**: 31% 59%
- **Otolaryngology**: 40% 75%
- **All** 75% 86%

**How the rate of people with Heart Disease in Greater Shepparton is 8.1% This is significantly higher than the rate for Victoria (5.0%).**

**Please contact me. I am interested in:**
- **BECOMING A CONSUMER REPRESENTATIVE**
- **VOLUNTEERING**
- **MAKING A DONATION**

**Funding goes towards much needed medical equipment, services, capital projects, research and education. Donations of $2 or more to the GVH Foundation are tax deductible under Section 30 – 160 Income Tax Act 1997, ABN: 22 362 018 041.**

**Please send this form to:** POSTAGE FREE, Community Engagement Department, GV Health, Grattan Street, Shepparton, Victoria 3630.

**For more details or to provide your feedback via phone or online, please call the Community Engagement Department on (03) 5832 2322 or visit our website: www.gvhealth.org.au**
The GV Health Service Plan 2014-2018

The GV Health Service Plan identifies the following key service priorities that will enable GV Health to meet community needs.

**Cardiac (Heart) Services**
GV Health will introduce cardiac (heart) services to meet the needs of our growing, ageing population. Services will be extended to address acute care issues, as well as strengthen surgical services through the recruitment of specialist surgeons and training of theatre nurses to support services. Enhanced surgical services will also include surgical capacity in emergency, orthopaedics and trauma. Enhanced cardiac services will be important to support the increasing demand on services. This priority will support key strategic directions including the ongoing development of a new regional cardiac (heart) service.

**Specialised Surgery Services**
GV Health will provide a broader range of renal (kidney) services, and strengthen surgical services through the recruitment of specialist surgeons and training of theatre nurses to support services. Enhanced surgical services will also include surgical capacity in emergency, orthopaedics and trauma. Enhanced renal services will be important to support the increasing demand on services. This priority will support key strategic directions including the ongoing development of a new regional renal (kidney) service.

**Greater Dialysis Capacity**
GV Health will develop an integrated dialysis service and a new dialysis centre in Rushworth to meet the needs of our growing, ageing population. The service will include a new dialysis centre in Rushworth, a new dialysis unit at Goulburn, an increase in dialysis treatment spaces and enhanced patient experience through strengthening services and building the treatment space capacity.

**Local Cancer Services**
GV Health will develop an integrated cancer model for the region that increases patient convenience, choice, and travel, and provides treatment locally. Access to medical, surgical and a range of cancer associated treatments to ensure we address the needs of the most vulnerable, end-of-life stages.

**Increased Palliative Care**
GV Health will develop palliative care services to meet the needs of our growing, ageing community and continue to support other hospitals in our region. This priority will focus on strengthening specialist palliative care services (specialised palliative care services) to continue to grow.

**Enhanced Maternity Services**
GV Health will enhance regional maternity services and continue to support other hospitals in our region. In capacity, delivery of high dependency services and access to specialist maternal Health services (specialised maternal health services) will continue to grow.

**Increased Emergency Department Capacity**
GV Health will increase the range of health care services provided to meet patients locally and enable the provision of specialist services closer to home. To achieve this, GV Health requires increased bed capacity through the recruitment of theatre nurses and enhancing patient experience through strengthening services and building the treatment space capacity.

**Improving Rushworth’s Services**
GV Health will develop a new dialysis service in Rushworth and will be integrated and will focus on a recovery-oriented model of care for clients.

**Access to more specialised services close to home**

**Strengthening services to meet future needs**

**Service Priorities**

**Growing With Our Community**

We pride ourselves on delivering patient-centred care and we aim to enhance the patient experience through improved services, developing partnerships, implementing innovative service models and ensuring workforce flexibility.

**Community Demand**

The GV Health Service Plan outlines the future direction of health services at Goulburn Valley Health and builds upon the Strategic Plan 2013-2016. It contains a number of exciting initiatives and identifies the key priorities over the next 5-10 years, together with a plan of how services will be developed to meet increasing needs in the community. We pride ourselves on delivering patient-centred care and we aim to enhance the patient experience through improved services, developing partnerships, implementing innovative service models and ensuring workforce flexibility.

**We are committed to providing services that meet the needs of our community, including the following key services:**

- **Cardiac (Heart) Services**
- **Specialised Surgery Services**
- **Greater Dialysis Capacity**
- **Local Cancer Services**
- **Increased Palliative Care**
- **Enhanced Maternity Services**
- **Increased Emergency Department Capacity**
- **Improving Rushworth’s Services**

**Strengthening Services**

- **Access to more specialised services close to home**

**Before the Goulburn Valley Health Service Plan**

- **Improving the health status of our community and improving patient experiences is central to our service delivery.**
- **EMPOWERING YOUR HEALTH - Patient-Centred Care**
- **Working with Partners**
- **Building a Better Community**
- **Improving the quality of our health care and improving patient experiences is central to our service delivery.**
- **Access to more specialised services close to home**

**Achieving our Goals**

- **Strengthening Services**
- **Developing Staff - Workforce**
- **Working with Partners**
- **Improving the health status of our community and improving patient experiences is central to our service delivery.**

**A highly skilled, customer-focused and flexible workforce is critical to expand our services and enhance patient experiences.** To address this we will:

- **Develop a comprehensive medical recruitment plan that includes specialist medical staff, nurses and other health professionals.**
- **Increase our investment in innovative service models.**
- **Develop our clinical knowledge and skills through research and training.**
- **Support a culture of settlement through training, learning and research.**

**Enlarging and developing our workforce is key to achieving our strategic directions.**

**Growing With Our Community**

- **We will provide innovative, high level care and treatment at GV Health.**
- **Access to more specialised services close to home**

**Goulburn Valley Health**

- **The capacity of GV Health needs to expand to meet the current demand and future service needs of our community.**
- **To address this we will:**
  - **Develop capital infrastructure that is fit-for-purpose.**
  - **Enhance our access to the medical, surgical and radiology services.**
  - **Enhance our capacity to develop regional service networks.**
  - **Enhance our relationships with major metropolitan hospitals to ensure optimal access to specialist services including ENT, radiology, cardiac and haematology services.**
  - **Collaborate with GPs and other primary care providers to develop better connected care, particularly for patients with chronic conditions.**

**Improving the health status of our community and improving patient experiences is central to our service delivery.**

To address this we will:

- **Focus on patient-centred care - involving our patients in decisions about their care and treatment to ensure they receive the right service, at the right time in the right setting.**
- **Strengthen and enhance patient safety and care quality.**
- **Empower and engage consumers and the broader community—the people we serve.**