



# Qld Respiratory and Sleep Clinical Network Survey

## **Barriers in accessing Respiratory and Sleep Services in Queensland** Health providers who care for people with respiratory & sleep conditions.

The Queensland Respiratory and Sleep Clinical Network are conducting a survey about the barriers faced by you and your patients to access respiratory and sleep services in Queensland. The aim of this survey is to identify these barriers and ways of improving services for you and your patients.

There are two parts to this survey.

Part 1 takes 5-10 minutes and asks general information about access difficulties you face.

Part 2 is optional and asks about problems with specific conditions (COPD/asthma, suspected lung cancer and obstructive sleep apnoea). This takes up to 5 minutes and will provide us with very valuable, more specific information.

\* Required

1. What is your current role? \*

- General Practitioner
- Non-GP Specialist (other than Respiratory/Sleep) - specify in Q2
- Medical - Other - specify in Q2
- Nurse Practitioner
- Nursing - Other - specify in Q2
- Physiotherapist
- Allied Health - Other - specify in Q2

2. Please specify your response to question 1 (if required)

### 3. What is/are the location(s) of your work?

*Please select all that apply*

- Tertiary Hospital
- Other metropolitan hospital - public
- Other metropolitan hospital - private
- Non-metropolitan hospital - public
- Non-metropolitan hospital - private
- Private Practice | Rooms
- Government Community Health Centre
- Other

4. In which Hospital and Health Service(s) regions do you work?

*Please select all that apply*

- Cairns and Hinterland
- Central Queensland
- Central West
- Darling Downs
- Gold Coast
- West Moreton
- Mackay
- Metro North
- Metro South
- North West
- South West
- Sunshine Coast
- Townsville
- Torres and Cape
- Wide Bay
- Other

5. What is the post code of where you perform most of your work?

The value must be a number

6. To which Hospital and Health Service(s) do you refer patients for review by a Respiratory specialist?

*Please select all that apply*

- I do not refer
- Cairns and Hinterland
- Central Queensland
- Central West
- Darling Downs
- Gold Coast
- West Moreton
- Mackay
- Metro North
- Metro South
- North West
- South West
- Sunshine Coast
- Townsville
- Torres and Cape
- Wide Bay

7. To which Hospital and Health Service(s) do you refer patients for review by a Sleep specialist?

*Please select all that apply*

- I do not refer
- Cairns and Hinterland
- Central Queensland
- Central West
- Darling Downs
- Gold Coast
- West Moreton
- Mackay
- Metro North
- Metro South
- North West
- South West
- Sunshine Coast
- Townsville
- Torres and Cape
- Wide Bay







10. Where are the closest services available to your patients with sleep disorders?

Please enter a response on each line

	I do not use	Not Available	Available <50km	Available 50-200km	Available >200km	Virtual health only	Unsure
Simplified home sleep study eg pharmacy based	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Diagnostic sleep provider for in-home diagnostic sleep study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Laboratory (attended) sleep study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Access to CPAP equipment eg retail CPAP supplier	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
CPAP therapist for ongoing support of people on CPAP (eg nurse, technician)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Comments on the availability of services available to your patients

## Barriers to Care

What are the significant barriers to referring patients to a Respiratory and Sleep physician?

### 12. Are there differences in the barriers in referring patients for a respiratory condition compared to a sleep condition?

If yes, we will ask you about the barriers in referring patients for these conditions separately.

No

Yes

### 13. Availability

*Please select all that apply*

Long waiting lists at receiving facility

Referral process is overly complex or bureaucratic.

Uncertainty about where to refer

Receiving facility unwilling to accept referrals

Lack of local diagnostic services which are required for referral

Inadequate connectivity to use virtual care (eg poor internet)

Services not provided by local HHS

#### 14. Accessibility

*Please select all that apply*

- Distance to facility
- Process to organise patient travel.
- Process to organise accommodation.
- Lack of transport available to the facility, including public transport.
- Availability of carers to attend appointment.
- Availability of equipment to travel eg portable oxygen
- Poor connectivity for virtual health (internet access, telephone network).
- Poor telecommunication services affecting communication about appointments eg slow/unreliable postal services, poor phone access.

#### 15. Acceptability

*Please select all that apply*

- Patient does not think specialist review is necessary.
- Patient views travel as too difficult / inconvenient
- Patient too frail for travel
- Unable to take time off work to attend appointment.
- Difficulty attending appointment due to other commitments eg carer responsibilities.
- Patient anxiety about travel or dealing with specialist.
- Cultural issues including access to interpreters, gender of healthcare staff
- Cultural issues including access to interpreters, gender of healthcare staff

## 16. Affordability

*Please select all that apply*

- Cost of travel
- Cost of parking
- Cost of accommodation
- Cost of medical care (eg medical fees)
- Costs of treatment eg prescription or therapy costs
- Cost of being away from home and work

## 17. What are the main barriers to referring your patients to a Respiratory/Sleep Physician?

Please select up to three (3). This can include the factors above (Q10-13) or any other issues

## 18. Availability (Respiratory conditions)

*Please select all that apply*

- Long waiting lists at receiving facility
- Referral process is overly complex or bureaucratic.
- Uncertainty about where to refer
- Receiving facility unwilling to accept referrals
- Lack of local diagnostic services which are required for referral
- Inadequate connectivity to use virtual care (eg poor internet)
- Services not provided by local HHS

## 19. Accessibility (Respiratory conditions)

*Please select all that apply*

- Distance to facility
- Process to organise patient travel.
- Process to organise accommodation.
- Lack of transport available to the facility, including public transport.
- Availability of carers to attend appointment.
- Availability of equipment to travel eg portable oxygen
- Poor connectivity for virtual health (internet access, telephone network).
- Poor telecommunication services affecting communication about appointments eg slow/unreliable postal services, poor phone access.

## 20. Acceptability (Respiratory conditions)

*Please select all that apply*

- Patient does not think specialist review is necessary.
- Patient views travel as too difficult / inconvenient
- Patient too frail for travel
- Unable to take time off work to attend appointment.
- Difficulty attending appointment due to other commitments eg carer responsibilities.
- Patient anxiety about travel or dealing with specialist.
- Cultural issues including access to interpreters, gender of healthcare staff
- Cultural issues including access to interpreters, gender of healthcare staff

## 21. Affordability (Respiratory conditions)

*Please select all that apply*

- Cost of travel
- Cost of parking
- Cost of accommodation
- Cost of medical care (eg medical fees)
- Costs of treatment eg prescription or therapy costs
- Cost of being away from home and work

22. What are the main barriers to referring your patients to a Respiratory Physician?

Please select up to three (3). This can include the factors above or any other issues

23. Availability (Sleep conditions)

*Please select all that apply*

- Long waiting lists at receiving facility
- Referral process is overly complex or bureaucratic.
- Uncertainty about where to refer
- Receiving facility unwilling to accept referrals
- Lack of local diagnostic services which are required for referral
- Inadequate connectivity to use virtual care (eg poor internet)
- Services not provided by local HHS

## 24. Accessibility (Sleep conditions)

*Please select all that apply*

- Distance to facility
- Process to organise patient travel.
- Process to organise accommodation.
- Lack of transport available to the facility, including public transport.
- Availability of carers to attend appointment.
- Availability of equipment to travel eg portable oxygen
- Poor connectivity for virtual health (internet access, telephone network).
- Poor telecommunication services affecting communication about appointments eg slow/unreliable postal services, poor phone access.

## 25. Acceptability (Sleep conditions)

*Please select all that apply*

- Patient does not think specialist review is necessary.
- Patient views travel as too difficult / inconvenient
- Patient too frail for travel
- Unable to take time off work to attend appointment.
- Difficulty attending appointment due to other commitments eg carer responsibilities.
- Patient anxiety about travel or dealing with specialist.
- Cultural issues including access to interpreters, gender of healthcare staff
- Cultural issues including access to interpreters, gender of healthcare staff



## 26. Affordability (Sleep conditions)

*Please select all that apply*

- Cost of travel
- Cost of parking
- Cost of accommodation
- Cost of medical care (eg medical fees)
- Costs of treatment eg prescription or therapy costs
- Cost of being away from home and work

## 27. What are the main barriers to referring your patients to a Sleep Physician?

Please select up to three (3). This can include the factors above or any other issues

## Current Types of Services able to be offered by Queensland Health

How much value would be / are the following services for your patients with more complex or serious respiratory/sleep conditions?

### 28. Local Central Referral Hub

*A single point of referral across each region for Respiratory and Sleep referrals for distribution to the most appropriate service.*

1	2	3	4	5
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Not at all valuable

Very valuable

### 29. Statewide Central Referral Hub

*A single point of referral across Queensland for Respiratory and Sleep referrals for distribution to the most appropriate service*

1	2	3	4	5
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Not at all valuable

Very valuable

### 30. Improved access to spirometry

*Open access to spirometry at the local hospital or public health facility*

1	2	3	4	5
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Not at all valuable

Very valuable

### 31. eConsult.

*Submit a clinical question or request for advice electronically to a Respiratory and Sleep specialist and receive a response within 24 hours*

1	2	3	4	5
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Not at all valuable

Very valuable

32. Doctor to Doctor Telephone Hotline

*Business hours phone service to a specialist and/or nurse for phone advice or, where required, coordination of appropriate resource (eg specialist calling back same day)*

1	2	3	4	5
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Not at all valuable

Very valuable

33. Respiratory/Sleep Physician Virtual healthcare services

*Regular Telehealth or telephone services to patients in their home rather than attending the healthcare facility*

1	2	3	4	5
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Not at all valuable

Very valuable

34. Virtual healthcare (eg Telehealth) by Respiratory Nurse

*Respiratory nurse assessment and management by Telehealth or phone*

1	2	3	4	5
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Not at all valuable

Very valuable

35. Virtual Pulmonary Rehabilitation

*Direct access to Multidisciplinary Pulmonary Rehabilitation program by Telehealth for patients with symptomatic chronic lung diseases that is performed in the patient's home*

1	2	3	4	5
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Not at all valuable

Very valuable

36. Virtual Allied Health

*Direct access to allied health supports provided by Telehealth or phone in the patient's home. For example, physiotherapy services for sputum clearance techniques*

1	2	3	4	5
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Not at all valuable

Very valuable

37. Virtual Sleep Clinics

*Sleep Scientist or Nurse reviews by Telehealth or telephone for ongoing management of patients with sleep apnoea*

1	2	3	4	5
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Not at all valuable

Very valuable

38. Virtual Generic CPAP Troubleshooting Hot line

*Patients directly contact hot line with questions about their CPAP therapy device (eg maintenance or cleaning)*

1	2	3	4	5
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Not at all valuable

Very valuable

39. Remote sleep investigations

*Simplified home sleep studies or treatment assessment using equipment posted to the patient and returned to a central service*

1	2	3	4	5
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Not at all valuable

Very valuable

40. Satellite Sleep Clinics

*Local public health service trained to set up home sleep study under supervision by a central sleep service*

1	2	3	4	5
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Not at all valuable

Very valuable

41. Outreach sleep clinics

*Specialised team periodically travels to your region to conduct an in-person clinic*

1	2	3	4	5
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Not at all valuable

Very valuable

42. Specific respiratory and sleep guidelines

*Detailed guidelines on assessment and management of common respiratory and sleep disorders*

1	2	3	4	5
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Not at all valuable

Very valuable

43. What are the most important changes that would improve the management of your patients with Respiratory and Sleep disorders in your area?

Number 1 priority

- Local Central Referral Hub
- Statewide Central Referral Hub
- Improved access to spirometry
- eConsult.
- Doctor to Doctor Telephone Hotline
- Respiratory/Sleep Physician Virtual healthcare services
- Virtual healthcare (eg Telehealth) by Respiratory Nurse
- Virtual Pulmonary Rehabilitation
- Virtual Allied Health
- Virtual Sleep Clinics
- Virtual Generic CPAP Troubleshooting Hot line
- Remote sleep investigations
- Satellite Sleep Clinics
- Outreach sleep clinics
- Specific respiratory and sleep guidelines

44. What are the most important changes that would improve the management of your patients with Respiratory and Sleep disorders in your area?

Number 2 priority

- Local Central Referral Hub
- Statewide Central Referral Hub
- Improved access to spirometry
- eConsult.
- Doctor to Doctor Telephone Hotline
- Respiratory/Sleep Physician Virtual healthcare services
- Virtual healthcare (eg Telehealth) by Respiratory Nurse
- Virtual Pulmonary Rehabilitation
- Virtual Allied Health
- Virtual Sleep Clinics
- Virtual Generic CPAP Troubleshooting Hot line
- Remote sleep investigations
- Satellite Sleep Clinics
- Outreach sleep clinics
- Specific respiratory and sleep guidelines

45. What are the most important changes that would improve the management of your patients with Respiratory and Sleep disorders in your area?

Number 3 priority

- Local Central Referral Hub
- Statewide Central Referral Hub
- Improved access to spirometry
- eConsult.
- Doctor to Doctor Telephone Hotline
- Respiratory/Sleep Physician Virtual healthcare services
- Virtual healthcare (eg Telehealth) by Respiratory Nurse
- Virtual Pulmonary Rehabilitation
- Virtual Allied Health
- Virtual Sleep Clinics
- Virtual Generic CPAP Troubleshooting Hot line
- Remote sleep investigations
- Satellite Sleep Clinics
- Outreach sleep clinics
- Specific respiratory and sleep guidelines

46. Other comments, feedback or ideas.



47. If you would like to receive a summary of the survey results, please enter your email below. *(Optional)*

## Optional Questions

The following optional questions ask about the barriers to management of three different Respiratory and Sleep conditions:

1. Severe COPD or asthma
2. Suspected lung cancer
3. Obstructive sleep apnoea

These questions will take approximately 5 minutes to complete and would be helpful to identify specific issues with different types of conditions. We would greatly appreciate if you had the time to also answer these questions.

### 48. Severe COPD or Asthma

*(Breathlessness affecting daily activities, multiple exacerbations per year, multiple hospital admissions in the past)*

How satisfied are you with current services to manage this condition?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- I do not manage this condition

49. What are the main barriers to managing this condition in your area?

*Please select all that apply*

- Uncertainty about where to refer
- Difficulty having referral accepted
- Access to Respiratory/Sleep Physician - in person
- Access to diagnostic CT scans
- Lack of virtual healthcare opportunities
- Difficulty organising travel and accommodation
- Patient reluctance to travel
- Poor communication from receiving facility
- Poor communication from receiving facility
- Access to Pulmonary Rehabilitation
- Complexity of referral process
- Long waiting times
- Access to Respiratory/Sleep Physician - Virtual
- Access to lung function tests
- Distance to travel to services
- Poor coordination of appointments/tests
- Patient perception of the seriousness of their condition
- Access to physiotherapy
- Access to physiotherapy
- Other

50. What are top three (3) changes that could best overcome the current barriers to treatment?

*Please select 3 that apply*

Please select at most 3 options.

- Clear referral pathway (who and where to refer)
- Central referral hub for all respiratory referrals
- Detailed guideline on assessment and management
- Pulmonary Rehabilitation - Virtual
- Access to other allied health - Virtual
- Respiratory nurse access - in person
- Respiratory e-Consult service for advice on patient
- Respiratory hot-line service
- Access to diagnostic radiology
- Physiotherapy - Virtual
- Respiratory/Sleep Physician access - in person or virtual
- Respiratory/Sleep Physician access - in person or virtual
- Other

51. Other comments regarding management of this condition

52. Lung Cancer

*Patients with clinical features or radiology concerning for lung cancer but has not yet been diagnosed.*

How satisfied are you with current services to manage this condition?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied
- I do not manage this condition

53. What are the barriers to managing this condition in your area?  
(Support Care Cancer 2018 **26**:3507-15)

*Please select all that apply*

- Uncertainty of where to refer
- Difficulty having referral accepted
- Access to diagnostic radiology eg CT scan
- Lack of virtual health opportunities
- Difficulty organising travel and accommodation
- Lack of local psychosocial supports for patient and family
- Patient reluctance to travel
- Poor communication from receiving facility
- Availability of second opinions
- Complexity of referral process
- Long waiting times
- Access to Lung Function Testing
- Distance to travel to service
- Expense of travel to appointments
- Poor coordination of appointments/tests
- Patient perception of seriousness of condition
- Difficulty accessing clinical research trials
- Other

54. What are the top three (3) changes that could best overcome the current barriers to treatment?

*Please select 3 that apply*

Please select at most 3 options.

- Clear referral pathway (who and where to refer)
- Centralised referral hub for all lung cancer referrals
- Respiratory eConsult service
- Respiratory telephone Hot line service
- Streamlined Respiratory/Sleep referral for Rapid Access service (in-person or virtual)
- Detailed guideline for assessment of patient
- Other

55. Other comments regarding managing this condition in your region?

56. Obstructive Sleep Apnoea

*Middle aged obese man with loud snoring and daytime sleepiness. No significant co-morbidities.*

How satisfied are you with the current services to manage this type of patient?

- Very Unsatisfied
- Unsatisfied
- Neutral
- Satisfied
- Very Satisfied\*
- I do not manage this condition\*



57. What services are available in your area?

*Please select all that apply*

- Respiratory/Sleep Physician - in person
- Simple home sleep study (eg pharmacy based)
- Sleep laboratory (attended sleep study)
- CPAP therapy support - Retail - in person
- CPAP support - professional eg nurse - in person
- Respiratory/Sleep Physician - Virtual
- Respiratory/Sleep Physician - Virtual
- Facilities to rent/purchase CPAP equipment
- CPAP therapy support - Retail - Virtual
- CPAP support - professional eg nurse - Virtual
- Other



58. What are the barriers to managing this condition in your area?

*Please select all that apply*

- Uncertainty of where to refer
- Access to a Sleep Physician
- Long waiting times
- Access to home diagnostic sleep studies
- Access to sleep therapy suppliers (eg CPAP suppliers)
- Lack of local expertise troubleshooting treatment
- Distance to travel to appointments
- Patient perception of seriousness of condition
- Difficulty organising travel and accommodation
- Expense of travel to appointments
- Complexity of referral process
- Difficulty having referral accepted
- Lack of virtual healthcare opportunities
- Access to laboratory sleep studies
- Ability to start CPAP locally
- Lack of patient supports for therapy
- Patient reluctance to travel
- Poor communication from receiving facility
- Poor coordination of appointments/tests
- Expense of therapy
- Other

59. What would be the top three (3) changes that could best overcome these barriers?

Please select 3 that apply

Please select at most 3 options.

- Clear referral pathway (who and where to refer)
- Sleep Medicine eConsult service
- Central referral hub for all sleep referrals
- Sleep Medicine telephone hot line service
- Increased availability of virtual medical clinics
- Sleep nurse/scientist virtual clinics for treatment follow up
- Detailed assessment and treatment guideline
- Resources for local simplified home sleep studies
- Resources for initiating CPAP therapy locally
- Virtual psychology services eg therapy support
- Other

60. Other comments about managing this condition in your region.

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