

Investing in Primary Care

A General Practice Investment Strategy



Building Primary Care

“Making a difference by building healthier communities through a connected, responsive and sustainable primary health care system.”

Darling Downs and West Moreton PHN recognises that general practitioners (GPs) are the cornerstone of primary health care.

We also understand that supporting GPs to prosper in their practice and deliver the best possible care for their patients is one of the best ways we can improve health outcomes for people living in our region.

This GP Investment Strategy is our commitment to strengthening and partnering with general practices to focus on building quality improvement and business success.

We want to support GPs to:

- work towards their business goals and sustainability;
- share their knowledge of their local population health priorities and needs;
- contribute their expertise to the successful design of funded programs and services;
- improve access to health services for vulnerable populations;
- access evidence-based Continuing Professional Development (CPD) and decision support tools; and
- use data to improve quality of care.

OUR STRATEGIC DIRECTION

We are driven by our Vision:

‘Making a difference by building healthier communities through a connected, responsive and sustainable primary health care system.’

And led by our goals of advancing healthy partnerships and healthy systems to support healthier people.



Healthy Partnerships

Primary care health partners working together to deliver better health outcomes.



Healthy Systems

Coordinated, integrated care delivered in the right place, at the right time.



Healthy People

A well-trained and supported health workforce delivering better health outcomes.

Achieving Healthy Partnerships

How we're listening

Turn to page 6 to find out how to engage with us.

GP CHAPTER MEETINGS AND FEEDBACK FORUMS

GP Chapter Meetings and Feedback Forums are held in Kingaroy, Murgon, Dalby, Toowoomba, Warwick, Goondiwindi, Stanthorpe and Chinchilla.

We are keen to expand the network of GP Chapter Meetings, contact us today to set up a meeting in your area.

CLINICAL COUNCIL

Our Clinical Council of local clinicians provides the PHN Board with clinical recommendations and advice on the unique health service needs of communities in regional and rural areas. This helps us to make the best possible decisions when funding programs and supporting primary care. For more information, visit www.ddwmpnh.com.au/our-governance

ROUND TABLES

An opportunity for your voice, your expertise and your knowledge to help us shape current and future services that have positive outcomes for our community.

Round table discussions are held intermittently throughout the year.

ANNUAL TRAINING NEEDS ANALYSIS

Tell us what your education and training needs are and how you would like this training to be delivered. The Training Needs Analysis is sent to general practices annually at the end of each calendar year. Complete this year's Training Needs Analysis on page 8 of this document.

PRIMARY CARE LIAISON OFFICER (PCLO)

Our PCLOs provide direct support to GPs and other primary health care providers across the region. Reach out to your PCLO today.

GENERAL PRACTICE LIAISON OFFICER (GPLO)

Contact our Darling Downs or West Moreton GPLOs who are GPs in a unique position to listen to your concerns and provide guidance and support. Tell our GPLOs what's working for you and how we can support this across the region.



Our Investment in General Practice



BUSINESS GOALS AND SUSTAINABILITY

- PIP QI and MBS billing support
- Accreditation support
- Networking events
- **Primary Care Placement Program** - offers short-term placements with an expert clinician or support staff member to learn specific clinical skills.
- Practice support staff education and training



USE OF DATA TO IMPROVE QUALITY OF CARE

- PHN Exchange
 - Individualised practice data reports
- Digital health
 - Including My Health Record and secure messaging
- Clinical Audit tools including PenCS and Topbar
- Quality Improvement and Accreditation support
 - Primary Care Liaison Officer support visits which includes the review of practice data to inform opportunities for quality improvement.





IMPROVE ACCESS TO HEALTH SERVICES FOR VULNERABLE POPULATIONS



→ To increase access to health services for vulnerable populations, the PHN funds programs and services within the following areas:

- Aboriginal and Torres Strait Islander health
- After-hours
- Aged care
- Alcohol and other drugs
- Chronic Conditions services (for people with, or at risk of, chronic conditions)
- Drought support
- Mental Health Stepped Care
- Refugee and multicultural health



EVIDENCE-BASED CONTINUING PROFESSIONAL DEVELOPMENT (CPD) AND DECISION SUPPORT TOOLS



→ **Medical conferences and symposiums**

- Gundy Medical Muster
- Red Ant Round-up
- Dalby Harvest Medical Conference
- West Moreton Paediatric Symposium

→ **GP Hospital Placement Program** - offers paid placements for GPs in a public hospital setting to expand their skill set in areas of special interest

→ **Physician in Practice** - facilitates hospital specialists to visit patients within the general practice setting

→ **Clinical Team Learning** - small group learning opportunity delivered within the general practice by expert clinicians on specific clinical topics

→ **HealthPathways** - provides localised clinical referral information for GPs when referring their patients

→ **Online learning modules**

- Quality Improvement for General Practice
- Cultural Competency
- Refugee Ready General Practice



View our **Interactive Services Map** to see where you can refer your vulnerable patients.

www.ddwmpnhn.com.au/services-map

How you can connect



Sign up for our newsletters

→ Health Professionals newsletter

- latest news and updates for GPs and health professionals
- distributed twice a month

→ PHN News

- provides the latest Darling Downs and West Moreton PHN news
- distributed at the end of the month

→ Events Round-up

- outlines upcoming events
- distributed on the first of the month



For upcoming education and training, view our Events Calendar www.ddwmpnh.com.au/events-calendar



Follow us on Facebook, LinkedIn and Twitter



Email our Primary Care Liaison Officers (PCLO) via practicesupport@ddwmpnh.com.au



Email our General Practice Liaison Officers (GPO) via practicesupport@ddwmpnh.com.au

To view past newsletters, visit www.ddwmpnh.com.au/newsletters

Head Office

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Toowoomba QLD 4350
P (07) 4615 0900

West Moreton

Level 5, World Knowledge Centre,
37 Sinnathamby Boulevard,
Springfield Central QLD 4300
P (07) 3202 4433

Your individual support plan

Please fill out the following questionnaire to let us know the targeted support you would like to receive in the coming year:

Name of GP: _____

Name of Practice: _____

Contact Email: _____

Contact Mobile No: _____

For urgent alerts only

I WOULD LIKE TO FIND OUT MORE ABOUT:

How we're listening

- | | |
|--|--|
| <input type="checkbox"/> GP Chapter Meetings and Feedback Forums | <input type="checkbox"/> Annual Training Needs Analysis |
| <input type="checkbox"/> Clinical Council | <input type="checkbox"/> My General Practice Liaison Officers (GPLO) |
| <input type="checkbox"/> Roundtables | <input type="checkbox"/> My Primary Care Liaison Officers (PCLO) |

Business goals and sustainability

- PIP QI and MBS billing support
- Accreditation support
- Networking events
- Primary Care Placement Program
- Practice support staff education and training

Use of data to improve quality of care

- PHN Exchange - individualised practice data reports
- Digital health - including My Health Record and secure messaging
- Clinical Audit Tools including PenCS and Topbar
- Quality improvement and accreditation support

Improve access to health services for vulnerable populations

- Aboriginal and Torres Strait Islander health
- After-hours
- Aged care
- Alcohol and other drugs
- Chronic Condition services (for people with, or at risk of, chronic conditions)
- Drought support
- Mental Health Stepped Care
- Refugee and multicultural health

Evidence-based Continuing Professional Development (CPD) and decision support tools

- Medical conferences and symposiums
- GP Hospital Placement Program - offers paid placements for GPs in a public hospital setting to expand their skill set in areas of special interest
- Physician in Practice - facilitates hospital specialists to visit patients within the general practice setting
- Clinical Team Learning - small group learning opportunity delivered within the general practice by expert clinicians on specific clinical topics
- HealthPathways - provides localised clinical referral information for GPs when referring their patients
- Online learning modules

Please email back to practicesupport@ddwmpnh.com.au

Training Needs Analysis

Tell us your education and training needs

Please rank the following questions from 1 to 5, with 1 being most preferred and 5 least preferred.

From the following clinical areas, please rank your training needs over the coming year.

- Mental health
- Alcohol and other drugs (health implications, prevention and treatment strategies)
- Chronic conditions (Including obesity, chronic pain)
- Children's health
- Men's health
- Women's health
- Health of vulnerable populations (Including refugee health and culturally and linguistically diverse populations, people impacted by domestic violence etc.)
- Aboriginal and Torres Strait Islander Health (including cultural competence)
- Aged care
- Palliative care
- Preventative health (including cancer screening, immunisation, health assessments)

From the following workforce support areas, please rank your training needs over the coming year.

- Digital health initiatives (Including telehealth, e referrals, my health record, decision support tools)
- Supervision and on the job training of junior staff
- Data collection and maintaining quality data (including efficient use of relevant practice software including clinical software and audit tools)
- Business development and Human relations
- Information technology and general computer skills to support your work
- Understanding the Medicare Benefits Schedule (MBS) and Practice Incentive Program (PIP)
- Practice accreditation
- Research upskilling and support
- Self-care

Of your ranked priority areas in the questions above, what specific topics would you like covered to meet your needs?

Please rank your preferred medium for receiving education/training.

- Face-to-face didactic
- Face-to-face workshop/small group learning
- Live webinar
- Online learning (including online courses and recorded webinars or videos)
- Video conference

Please rank your preferred times for receiving education/training.

- During work hours
- Weekdays before work hours
- Weekdays after work hours
- Saturday
- Sunday

Please rank the preferred medium for being informed about education/training opportunities.

- Weekly email with round up of relevant upcoming events
- Monthly email with round up of relevant upcoming events
- Individual email for each upcoming relevant event

Best contact email _____

- Health Professionals newsletter
- Practice Nurse newsletter
- Text message.
- Facebook

Please list the postcode in which you practice

Please list your preferred location for training or networking events

Please describe any major barriers and/or possible facilitators to allow you to attend education/training
