

Gold Coast Primary Health Network

ANNUAL REPORT 2018-2019



*'Building one world class
health system
for the Gold Coast'*

phn
GOLD COAST

An Australian Government Initiative

Gold Coast Primary Health Network would like to acknowledge the traditional custodians of the Gold Coast and surrounding areas, the Yugambah, Yuggera and Bundjalung peoples.



Australian Government

phn
GOLD COAST

An Australian Government Initiative

Gold Coast Primary Health Network

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ANNUAL REPORT JULY 2018-JUNE 2019

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For Gold Coast Primary Health Network Financial Statements, 2018-2019 visit:
www.gcphn.com.au

Artwork: Narelle Urquhart.
Wiradjuri woman.

Artwork depicts a strong community, with good support for each other, day or night. One mob.

ABOUT GOLD COAST PRIMARY HEALTH NETWORK

Who we are

Gold Coast Primary Health Network (GCPHN) is an independent not-for-profit company and one of 31 Primary Health Networks (PHNs) established by the Australian Government, to identify the health needs of local communities to fund and improve primary health services, to keep people well and out of hospital.

What we do

We play an instrumental role working with the health sector and local Gold Coast community to improve health services for local residents by:

- Identifying the health needs of local residents and designing solutions to meet those needs. This includes identifying service gaps, assessment, planning and establishment of health services.
- Funding health organisations to provide local health services e.g. mental health/aged care/persistent pain services.
- Helping the health system work better together for patients and families. This includes establishing effective collaborations with local health services and supporting health professionals including GPs, to improve the quality of patient care.
- Encouraging and supporting improvements in the delivery of primary health care services to patients, including initiatives aimed at improving disease prevention and management, raising patient awareness and improving access to appropriate services.
- Promoting a culture of efficiency, accountability and continuous improvement in the delivery of primary health care services.



OUR VISION

'Building one world class health system for the Gold Coast'



OUR VALUES



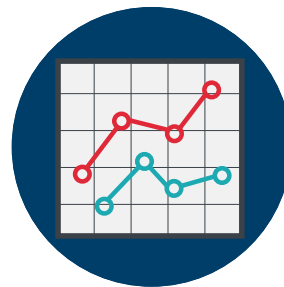
SUSTAINABLE

Efficient, Effective, Viable



INNOVATIVE

Flexible, Pioneering,
Evolutionary



EVIDENCE-BASED

Research, Documenting,
Transparent



COLLABORATIVE

Partnerships, Integrated,
Engaged



INFLUENTIAL

Visible, Valued,
Courageous



ACCOUNTABLE

Respect, Responsible,
Outcomes



OUR STRATEGIC GOALS

- Improve coordination of care to ensure patients receive the right care, at the right place, at the right time and by the right person.
- Increase efficiency and effectiveness of health services for patients particularly those at risk of poor outcomes.
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system.
- Be a high performing, efficient and accountable organisation.



OUR BOARD

Gold Coast Primary Health Network (GCPHN) is governed by a diverse skills-based Board, comprised of GPs and broad sector representation. The Board also takes advice from its advisory councils.

Main image, left-right: Kieran Chilcott, Dr Lisa Beecham, Dr David Rowlands (Board Chair), Dr Roger Halliwell, Victoria Beedle, Professor Julie-Anne Tarr. **Inset right:** Linda Taylor (current Board member); **Inset far right:** Dr Sue Gardiner (Board member 2011-2018)

GCPHN COMMUNITY ADVISORY COUNCIL

Pictured opposite, right

The GCPHN Community Advisory Council has a diverse membership of local residents who provide advice to the Board, to ensure that any services or programs consider the needs of patients, are locally relevant and cost-effective.

GCPHN CLINICAL COUNCIL

Pictured bottom right

The GCPHN Clinical Council is comprised of health professionals including GPs, allied health professionals and specialists, with considerable experience across the primary care sector. The council ensures that clinical advice is provided to the Board to assist in decision making.

COLLABORATION

We work with Gold Coast residents, health professionals, organisations and other stakeholders, to inform the decisions we make and the services we fund. This includes Gold Coast Health, hospitals, local, state and federal government agencies, general practices, universities, health consumers and the broader community.



CHAIRMAN'S REPORT

DAVID ROWLANDS

We have now completed the fourth year of our organisation trading as Gold Coast Primary Health Network (GCPHN).

I am extremely grateful to General Practice Gold Coast (GPGC), the Primary Care Partnership Council (PCPC) and the City of Gold Coast for the role they play as the three member organisations of GCPHN. It is not just the symbolism of General Practice, other primary care providers and the community we serve, it is the reality that these three members help keep our organisation focused on our mission of "Building one world class health system for the Gold Coast". Our membership model has clearly stood the test of time, and I am enormously grateful to each organisation's representatives who so willingly devote their time to ensuring that our organisation stays focused on its mission and goals.

Our work with the Gold Coast Health and Hospital Service (GCHHS), GPGC and PCPC continues through the Integrated Care Alliance. With further development of our models of care, we are facing the challenges introduced by the rapid uptake of technology in health care delivery. The extraction of de-identified data from General Practice

software provides opportunities for risk stratification, monitoring of disease incidence and other population health activities. There are also opportunities in patient monitoring and self-management associated with wearable devices and remote monitoring. The challenge is to ensure that the work we are doing together takes advantage of these opportunities, and provides better health outcomes for patients.

We have continued our engagement with the private health sector on the topic of adequate clinical handover, both for patients who are admitted to hospital and for those who are treated in emergency departments and return home.

I am very positive about the future of health care delivery on the Gold Coast. I do feel that we are moving towards a system of health care that is patient focused and which will see our community receiving the right care, at the right time, in the right place, and by the right person. This will be underpinned by General Practice and the remainder of the Primary Care sector performing optimally in their scope of practice, and GCHHS and the private hospitals becoming involved in patient care

at the appropriate time and with a seamless transition of care in both directions. We will know we have achieved our goal when the patient experience is of care in "one system".

I will retire from the GCPHN Board at the 2019 AGM. I have served four years as the Chair of GCPHN, and before that, four years as the Chair of Gold Coast Medicare Local. I would like to thank all of the directors who served on these Boards with me during that time. They have all been outstanding. Matt Carrodus has been an exceptional CEO throughout my time as Chair and I would like to thank Matt for the close working relationship we have enjoyed. The staff members of GCPHN are amazing, so please take the time to peruse this annual report and appreciate the enormous breadth of activity that GCPHN undertakes with our valued partners.

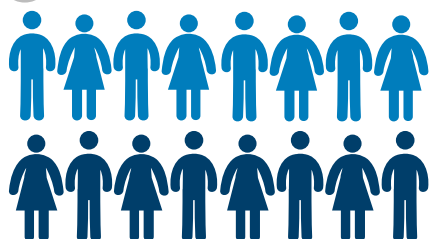


GOLD COAST: HEALTH PROFILE

OUR PEOPLE

622,048
residents

114,004 **aged 0-14**
80,823 **aged 15-24**
171,134 **aged 25-44**
154,304 **youth 45-64**
101,783 **aged 65+**



38.8

median age
of residents



average life
expectancy

9,501

residents identify as
Aboriginal and Torres
Strait Islander people



67,858

residents were born in
non-English speaking countries



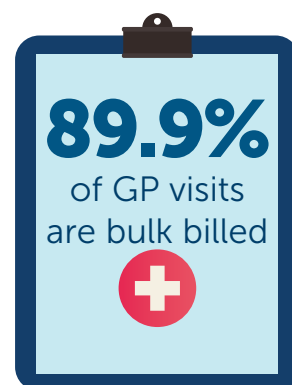
799

General
Practitioners (GPs)



201

General
Practices



89.9%

of GP visits
are bulk billed



76.8%

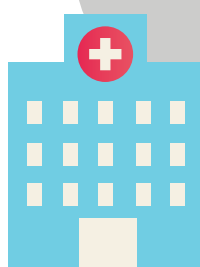
of adults saw a GP in the
last 12 months



88%

of people over 45 assessed
their health as excellent,
very good or good

27.8%



of adults saw
a specialist in
the last 12
months

50.1%

of adults reported
they had primary
health insurance



OUR SUCCESSES (JULY 2018 – JUNE 2019)

- 1,915 people have accessed alcohol and other drug treatment services, exceeding the target of 900, with 90 per cent, reporting satisfaction with the service.
- To help residents reduce their risk of chronic disease, 1,371 participants enrolled in the *My health for life* program.
- GPs involved in medical student placements has increased from 124 to 179 with very high student satisfaction.
- My Health Record engagement included face-to-face meetings with 935 health care providers; 193 general practices are registered and we held 156 consumer events.
- 292 new clients received support through the Turning Pain into Gain program, exceeding the annual target of 248.
- 1,673 new clients attended headspace Southport. Fifty per cent of clients completed a satisfaction survey, with a 4 out of 5 average satisfaction rating.
- The practice support helpdesk, staffed and run by Gold Coast Primary Health Network, has been highly successful with 219 requests for support.
- 85 per cent of Gold Coast general practices are sharing de-identified data with GCPHN to support quality of patient care.
- Development of the Primary Sense data analytics tool to help GPs better identify patients most at risk of poor health is currently being trialled in 52 general practices.
- We hosted 79 education and training events attended by 1,511 health professionals, including nurses, GPs, allied health professionals, pharmacists, practice managers and practice administration staff.
- Partners in Recovery participants with severe and complex mental health issues were successfully transitioned to the National Disability Insurance Scheme and other support services by June 30, 2019. A total of 1,300 participants received significant support from when the program began in 2013.
- 394 clients have now accessed the new severe and complex mental health services run by Primary and Community Care Services (PCCS).
- To provide additional mental health support outside business hours, a safe space hub offered by PCCS, has supported 771 residents, a 38 per cent increase in the last quarter. A second hub which includes GP, psychology and employment services has also been launched.
- With the endorsement of the Palliative Care and Older Persons Regional Plans, together with Gold Coast Health, we are improving end of life choices and care for palliative care patients.
- The Gold Coast Primary Health Network Commissioning Framework has been significantly improved to enhance strategic planning, procuring services and monitoring and evaluation phases.
- Gold Coast Primary Health Network achieved re-certification against the ISO 9001:2015 Quality Management Standards following a successful audit by IHCA, with auditor comments that we are not just meeting standards, we are excelling.



CEO'S REPORT

MATT CARRODUS

It is very pleasing to report such a successful year at Gold Coast Primary Health Network.

Foremost among our strategic goals is to improve the efficiency and effectiveness of medical services, particularly for those at risk of poor outcomes. The programs and services that were planned, designed and commissioned over the last three years have now greatly developed and are providing much needed additional services to our community.

Our mental health, suicide prevention and drug and alcohol services are now meeting, or exceeding access targets and we are starting to see more data being captured and reported, indicating positive outcomes for local residents. Over 1,000 people have accessed our drug and alcohol services this year with more than 90 per cent reporting satisfaction with their service.

The Plus Social Program for people with severe and complex mental health needs has increased its awareness among the community and now offers services from two hubs, including in the after-hours period, providing people in crisis, options when other services are closed. headspace Southport had 1,673 new clients and the 50 per cent of clients who completed a satisfaction survey, recorded a 4 out of 5 average satisfaction rating. These services form part of our stepped care approach across the continuum of mental health, with services designed to ensure people get the right level of care when they need it.

These programs have been well supported by the continual maturity of commissioning systems, which enable more effective needs assessment and planning, procuring of services and monitoring and evaluation of these. The evolving sophistication of these commissioning functions enables us to meet community expectations in delivering high quality services that represent that best value for money and lead to better outcomes for people on the Gold Coast.

We have also remained focused on supporting general practices. In 18-19 our practice support strategy prioritised the upcoming Practice Incentive Payment for Quality Improvement, by initially implementing a data extraction tool into 85 per cent of practices with conformant software. Additionally, a PHN developed data analytics, risk stratification and decision support tool is being trialled in general practices to assist GPs better understand their practice populations to target at risk patients.

On 30 June 2019 we brought to a close the successful Partners in Recovery program, which supported people living with severe mental illness. Our team and our partner organisations have done an exceptional job in enabling clients to transition to National Disability Insurance Scheme for ongoing support to help them continue their recovery journey.

Together with Gold Coast Health, we have collaborated on the implementation of the National Psychosocial Support Program to ensure that the needs of this vulnerable group continue to be met as efficiently as possible.

Much greater detail of our work in 2018/19 is contained in this report. I would like to recognise and thank our staff and the many people in the community who have contributed to the development of our programs and in assisting our community, in particular our partner organisations and our commissioned services who deliver services directly to people. Without their advice and expertise we would not be able to tailor services to meet the needs of our community.



JOINT REGIONAL PLAN

FOR MENTAL HEALTH, SUICIDE PREVENTION, ALCOHOL AND OTHER DRUGS SERVICES IN THE GOLD COAST REGION

In partnership with Gold Coast Health, we have been working with people with lived experience, service providers and the broader community to develop a Joint Regional Plan that will drive system reform at a local level and support the integrated delivery of mental health, suicide prevention, alcohol and other drugs services.

The Joint Regional Plan builds on previous engagement and collaboration across the sector to prioritise emerging needs and progress opportunities to work better together to improve outcomes for the growing Gold Coast population.

ACHIEVEMENTS

- Gold Coast Primary Health Network (GCPHN) and Gold Coast Health (GCH) Boards committed to the development of this Joint Regional Plan with the work reporting to the Integrated Care Alliance.

- Joint governance structures have been established to lead and guide the work.
- A cross-sectoral Suicide Prevention Leadership Group has been established to develop a community action plan using the Black Dog Institute's LifeSpan framework.
- Two full-time Senior Project Officers have commenced to drive this work and engage with the sector.

STAKEHOLDERS

- Gold Coast Health
- Queensland Health-Mental Health, Alcohol and Other Drugs Branch
- Lived experience representatives
- Clinical representatives from primary and tertiary sectors
- Local service providers (non-government, private and government)
- Aboriginal and Torres Strait Islander community representatives



NEW ACCESS PROGRAM

We fund the New Access program developed by Beyond Blue, for anyone who is feeling stressed, anxious or overwhelmed about everyday life issues, such as work, study, relationships, health or loneliness, and may benefit from short-term support.

New access provides:

- free one-on-one mental health coaching program to manage life stress
- six coaching sessions trained mental health coaches
- low-intensity cognitive behavioural therapy practices to break the cycle of negative or unhelpful thoughts and;
- practical tools to manage everyday challenges.

ACHIEVEMENTS

- 156 active participants
- 558 service contacts with clients

SERVICE PROVIDER

- Bolton Clark

Nationally, more than 8,000 people have been through the New Access program since 2013.

68 per cent of people who go through the program recover.

STAKEHOLDERS

- Beyond Blue

"As a bloke, I loved the fact that this wasn't all touchy, feely stuff. I reckon it is very clever to fill out survey forms each week, because this turned my mental problems into something tangible that I could understand, measure and work on improving."

New Access participant

PSYCHOLOGICAL SERVICES PROGRAM

We commission psychological services, providing short-term psychological support for Gold Coast residents who are financially disadvantaged with non-crisis, non-chronic, moderate mental health conditions, or for people who have attempted, or are at risk of suicide or self-harm.

ACHIEVEMENTS

- 1,371 active clients, an increase from 913 the year previously.
- 7,461 sessions provided. This included services for:
 - children
 - suicide prevention
 - homeless
 - perinatal
 - Aboriginal and Torres Strait Islander
 - Culturally and linguistically diverse
 - LGBTIQAP+

SERVICE PROVIDERS

- 21 providers, offering psychological services

STAKEHOLDERS

- GPs who refer



SUICIDE PREVENTION THE LOTUS PROGRAM

We fund services for people who have recently attempted suicide or are at risk of suicide, through the Lotus Program, available for people who have either presented at Robina or Gold Coast University hospitals, or are an inpatient being discharged from these facilities.

Support is focused on identifying linkages and referrals to support the individual to transition successfully from the acute setting to community or primary care.

ACHIEVEMENTS

- 277 people accessed the service.
- Of these, 41 service contacts of culturally appropriate services were provided to Aboriginal and Torres Strait Islander clients.
- 508 referrals into other services to target specific needs of people including crisis support GPs, allied health professionals.
- 83 per cent completion rate.
- 76 per cent showed significant improvement in outcomes.
- High level of service co-ordination and collaboration with Gold Coast Health including co-location of the Lotus team within the Mental Health Acute Care Unit at Gold Coast University Hospital.
- High level of collaboration with other services and sectors in the region.

SERVICE PROVIDER

- Wesley Mission Queensland

STAKEHOLDER

- Gold Coast Health Mental Health Acute Care Team



PLUS SOCIAL AND THE HUB

Following extensive community consultation, we commissioned the Plus Social Program, run by Primary and Community Care Services (PCCS) to support Gold Coast residents with severe mental illness and provide wrap around services to support them in the community.

Prior to this service, this level of support was only available in the state funded mental health system.

The program helps participants tap into local supports including physical and psychological services, medication reviews, links to allied health services, financial and relationship counselling, housing, education and employment assistance, accessing benefits, transport and social interest groups including relaxation, arts and crafts.

To support people who need to access mental health support outside regular business hours, and as an alternative to emergency department presentations, an after-hours safe space, The Hub, was also launched at Mermaid Beach in September 2018. Most visits to the Hub are between 6-8pm Monday to Friday and on Sunday, with an increasing number of people accessing the service,

referred by other mental health services.

A second hub launched in June 2019, provides a range of support services in one place. This includes Centrelink, housing, employment, Local Area Coordinators, GPs, registered nurses, social workers and more.

ACHIEVEMENTS

Plus Social

- There has been a significant increase of GP referrals to Plus Social and there has been a significant increase in male clients commencing in the program.
- Plus Social has been recognised by GPs as a reliable and responsive service for clients they are working with.
- From July 2018 – June 2019, 394 new clients accessed the service.
- 5,890 sessions were held to support these clients

The Hub

- 771 people accessed service which included:
 - 175 people accessed the service for the first time
 - 22 identified as Aboriginal the Torres Strait Islander
 - 25 identified as CALD
 - 10 identified as LGBTIQAP+
 - 383 identified as being homeless or at risk of homelessness
- 375 sessions received by clients from other services such as brief intervention, assessments and psychosocial activity.

SERVICE PROVIDER

- Primary and Community Care Services

STAKEHOLDERS

- Referrers (eg GPs, psychiatrists)
- Gold Coast Health

"Having Plus Social support and understand me has been so amazing. The support I have received to date has really helped my self-esteem because I feel validated for who I am."

Plus Social client



PARTNERS IN RECOVERY

We led the establishment of the Gold Coast Partners in Recovery (PIR) program launched in February 2014, to improve outcomes for people with severe and persistent mental illness with complex needs. We have now led the transition of the PIR program, to the National Disability Scheme (NDIS).

The PIR program involved facilitators and support workers, working with participants with anxiety, depression, trauma, post-traumatic stress disorder, schizophrenia and other mental health concerns, to connect them to the right support at the right time. This included housing, training, volunteering, employment and medical services, community groups, life skill programs and social activities.

From July 1 2019, all PIR services were transitioned to the NDIS. Current participants are now supported through the NDIS or a range of other support services including the GCPHN Continuity of Support Program and the Plus Social Program.

ACHIEVEMENTS

- Since November 2013 to June 2019, 1,300 participants received significant assistance in improving their psychological distress and physical health.

PIR CONSORTIA MEMBERS

- Gold Coast Primary Health Network
- Aftercare
- Richmond Fellowship Qld
- Krurungal
- MCCGC CŪRA

"I can't thank enough, the many people behind the scenes who have seen me at my worse, that haven't given up on me when I had, and have continued to love me when I was unlovable."

PIR participant



YOUTH MENTAL HEALTH SERVICES

We fund headspace Southport to provide early intervention mental health services while the headspace Early Psychosis supports young people at risk of, or experiencing a first episode of psychosis.



ACHIEVEMENTS

- headspace Southport is one of the busiest headspace centres in the country. In the 2018-2019 financial year a total of 2,639 young people received 11,603 occasions of service,
- Over 70 per cent of young people waited less than two weeks to receive a service from headspace Southport compared to the national average of 55 per cent.
- Young people gave an average satisfaction score of 4.1 out of 5 (same as the national average) for services received from headspace Southport.
- A further 453 young people, at risk of developing or living with a first episode psychosis received 35,225 occasions of service through headspace Early Psychosis.
- As part of the Functional Recovery Service, headspace Early Psychosis:
 - trialled an eight week and 16 week innovative Dialectical Behavioral Therapy group model of care. The results indicated that young people attending both the eight week and 16 week group programs reported benefits to the mental health. Those attending the 16 week group program reported greater benefits to their mental health than those attending the eight week only program.
 - Developed and ran peer run support groups for young people looking for connection and assistance with life skills.
 - Delivered individual peer support sessions to young people.

SERVICE PROVIDER

- headspace Southport (Lives Lived Well)

CHILDREN AND YOUNG PEOPLE IN CARE

Strengthening the health assessment response for children and young people in care is a Queensland-wide project aimed at improving both the child safety and health sector responses to the health needs of young people in care.

Funded by the Department of Child Safety, Youth and Women, Primary Health Networks across the state, alongside child safety service centres, are leading this key system reform at a local level. This includes ensuring that GPs are applying the National Clinical Assessment Framework, improving access and timeliness of health assessments and improving integration and information sharing between health practitioners, the Department of Child Safety, families and carers.

With a focus on collaboration, capacity building and systems coordination, a Community of Practice is the main vehicle through which these outcomes occur.

ACHIEVEMENTS

- Four-year extension from Department of Child Safety, Youth and Women has been achieved. Gold Coast Primary Health Network (GCPHN) progress was influential with a case study presented to the Director-General and Minister for Child Safety on the success of the Gold Coast model.
- Health pathways for children entering the child protection system have been developed, to receive a comprehensive assessment and quality, timely health care that has been co-designed. Referral pathways have also been developed with digital health pathways on the GCPHN website, HealthyGC.
- Special Interest GPs now provide peer support to other GPs.
- Internal Child Safety processes have been supported to increase case integration including collection of medical histories for General Practice and specialist assessments and the use of My Health Record.

"We have greatly improved the health outcomes of children in care through a community approach to their health management."

Paediatrician and Community of Practice Member

- Education system integration with child safety and health has been streamlined.
- Successful advocacy to Community Child Health to streamline information sharing and referrals to General Practice and screen for social and emotional wellbeing alongside developmental screening.
- Training for foster carers and agency workers related to the health system including the benefits of the Aboriginal Medical Service, Kalwun, is being implemented. Opportunities for trauma and child protection training has also been provided to primary care and the broader sector.
- Participation of parents in the health care of their children is breaking down stigma, with long term health benefits to these children expected.
- The General Practice and Primary Care Clinical Committee has released recommendations to the MBS Review Taskforce. This includes recommendations put forth in the PHN submission to have a dedicated MBS Item number for Health Assessments for children in care and item numbers for allied health to participate in case conferences. This potentially overcomes two considerable barriers to achieving a strengthened health response for children in care.
- Comprehensive report on the local challenges, needs and opportunities is available.

STAKEHOLDERS

- Department of Child Safety, Youth and Women
- Primary Health Networks across Queensland
- Queensland Health
- Gold Coast Health
- General practice
- Kalwun
- Foster and kinship agencies
- Griffith University
- Allied health
- Department of Education
- Family Inclusion Network
- NDIS – ECEI provider
- Non government organisations

"Everyone is working together and they understand that kids in the child protection system have different health needs. In 16 years, I've never heard of a GP communicating and working with Child Safety like they are now."

Foster carer of 16 years



ALCOHOL AND OTHER DRUG SERVICES

We commission alcohol and drug (AOD) treatment services focusing on supporting people through outreach counselling, case management, group programs and information and education. We also provide some support for clinical care treatment. These include:

COMMUNITY SERVICES

Lives Lived Well – treatment and support for people who are impacted by alcohol or drugs including support for people with mental health problems associated with drugs and alcohol use. Programs include a range of support including transitional housing, youth specific outreach and treatment, family therapy, dual diagnosis treatment and community-based counselling and case management.

QuIHN – treatment and support for people who are impacted by alcohol or drugs including support for people with mental health problems associated with drugs and alcohol use. Counselling and case management is provided through outreach in the northern Gold Coast region, which is helping to overcome

barriers that people may experience when seeking treatment such as transport, physical disabilities and child care responsibilities.

Krurungal – a culturally specific alcohol and other drugs service for the Gold Coast's Aboriginal and Torres Strait Islander community. From July 2019, this service will be provided by Kalwun Development Corporation.

Collaboration between agencies ensures other services that may be part of the person's life such as housing, primary care, mental health, probation and parole, family, education and the courts system are connected and coordinated through the recovery journey.

CLINICAL CARE COORDINATION

The program employs a registered nurse who works within the Lives Lived Well Specialist Centre, supporting each client accessing the residential treatment service. The nurse ensures the primary care needs of each client are met, providing a medication review on entry, liaison and advice with the client's GP, psychologist or psychiatrist and contribution to management and discharge care plans.

ACHIEVEMENTS

- 1,915 people accessed services, ranging from information and education, counselling, case management and relapse prevention.
- Partnerships and referral arrangements support continuity of care and treatment access across funded services, the Gold Coast Hospital and Health Service and other AOD providers in the region.
- Data provided by our funded services, demonstrates reductions in client substance use across main drugs of concerns and improvements in their quality of life.

SERVICE PROVIDERS

- Lives Lived Well
- QuIHN
- Krurungal Aboriginal and Torres Strait Islander Corporation

STAKEHOLDERS

- Gold Coast Health
- Kalwun Development Corporation
- Gold Coast Drug and Alcohol treatment services
- Queensland Network of Alcohol and other Drug Agencies (QNADA)
- Community members and service users
- Insight/Dovetail
- Regional Integrated Mental Health and Alcohol and Other Drugs Advisory Group
- GCPHN Multidisciplinary Clinical Advisory Group for Mental Health and AOD

"Program data shows reductions in substance use across main drugs of concerns and improvements in quality of life measures for clients."

GCPHN Dataset



RECOVERY

TURNING PAIN INTO GAIN

We provide support to sufferers of chronic, long-term pain, through the Turning Pain into Gain program, which offers fully subsidised, monthly expert education meetings, based on the most current research, delivered by a healthcare team including a pharmacist, GP physiotherapist, dietitian, pain educator, counsellor and psychologist.

It has been heralded as life changing for participants and provides management strategies to help pain sufferers live with pain, access appropriate services, reduce their reliance on prescription medication, reduce requirements for emergency care and avoidable hospitalisations. The program was established five years ago after an identified need for support and resources in the primary health sector in the management of persistent pain.

ACHIEVEMENTS

- 292 new clients received the service, the highest number yet in a single year.
- There were many stories of lives changed through better self-management strategies acquired during the program. This included:
 - returning to work
 - reduced hospitalisation
 - improvement in functional goals independent of healthcare professionals
 - increasing peer-to-peer engagement and reduction of isolation
 - three women became pregnant when they did not think it was possible because of their pain condition.
 - eight participants have taken on further studies (one of them enrolled in a Masters Health).

- the program has achieved to date, a 600mg reduction in daily of morphine use for two patients and five others achieved 400mg daily morphine dose reduction
- twelve participants who were on the hospital wait list for other pain related appointments (e.g. Orthopaedic or Neurosurgical) took themselves off the wait list as they were satisfied with their progress.
- The program provided annual GP and allied health training, to ensure their knowledge and skills were up to date.
- A professional network has been established to support a multidisciplinary chronic pain management program.
- To make the program more accessible, patients were able to use Skype, teleconference or have phone consultations so that they could discuss their care with a health professional in a convenient way, particularly if they were challenged by transport issues.

SERVICE PROVIDER

- PainWISE

STAKEHOLDERS

- Participants
- General practice
- Allied health professionals
- Pain Management Research Institute
- Supporting Kids in Pain

"By putting me in charge of my own goals and supporting me in them, I was able to move from a wheelchair, (used for longer trips like shopping, going out etc) to being able to walk with the assistance of my Canadian Crutch and AFO, to getting my licence back and being able to drive and have some Independence."

Johnny, Program Participant



PRIMARY SENSE™

We're in the process of developing and trialling a new population health digital data analytics management tool, Primary Sense™ which will assist Gold Coast general practices to identify patients most at risk of poor health or disease, to provide targeted early intervention and reduce their risk of becoming unwell or hospitalisation.

ACHIEVEMENTS

- Working with our partners, Gold Coast Primary Health Network (GCPHN) has pioneered Primary Sense™ software to assist GPs in keeping local residents healthy and well.
- As part of our trial, Primary Sense™ is now in 52 practice sites across the Gold Coast.
- The overall response from general practices, following demonstrations of the Primary Sense™ software, are positive and once installed, is easy to use.
- 430 reports were generated.
 - GPs generated 102
 - Practice nurses/managers generated 328.
- GPs can adopt the use of Medication Alerts with minimal/no training.

- The GCPHN Practice Support team is continuing to support practices in usage of the software, and practices are providing feedback to assist in refinement of the tool.
- Primary Sense has attracted interest nationally from other Primary Health Networks, RACGP, NSW Health and four PHNs have a demonstration version of the tool to trial.

STAKEHOLDERS

We have worked with the following stakeholders in the development and testing of Primary Sense:

- Gold Coast general practices
- Primary Health Networks
- Bond University
- Griffith University
- Gold Coast Health
- Health Informatic Society of Australia

"It will help us identify the patient we should be investing more time in – those slipping through the gaps."

Practice Nurse

"This tool will support me to move my practice forward in the way I need to go in the future with PIP QI commencing."

Practice owner



PRACTICE SUPPORT

We provide support to general practices, the cornerstone of primary care, to ensure high quality care for Gold Coast residents. This ranges from resources and communication, to quality improvement initiatives that assist practices to provide quality care for their patients.

KEY RESULTS

- The GCPHN Practice Support team has completed 233 face-to-face practice visits in a 12-month period, to GPs, practice managers, practice nurses, a general manager and administration staff.
- The practice support helpdesk, staffed and run by Gold Coast Primary Health Network (GCPHN), has been highly successful with 219 requests for support. It continues to provide an initial point of contact for general practices, engagement opportunities and triaging inquiries with more complex issues.
- Quarterly reports were delivered to all eligible practices to support quality improvement activities with the focus areas of:
 - mental health
 - health assessments and immunisation and;
 - annual benchmark report.
- A range of strategies have been implemented to promote changes to the Practice Incentive Program (PIP QI) for general practices including a communications strategy, events and training opportunities.
- Planning and resource development to support increased capability for general practice staff to lead QI activity continues. The aim is to reduce the reliance of general practice on Practice Support team members to lead QI activity, especially for those practices that have had long term support from the program. This will result in team ability to support additional practices as PIP QI is implemented.
- An additional 17 new practices were recruited to access a clinical audit tool and submit data to GCPHN for population health planning purposes.
- Training and events were provided to practices covering a range of topics including COPD management, the business of medicine and PIP QI.
- Training opportunities to promote quality improvement included CAT training, chronic disease prevention, Indigenous Health, accreditation, Population Health Management (Primary Sense or 75+ Complex Care).
- Positive feedback was received from an APNA presentation delivered by the Practice Support team, of a time limited rapid 12-week QI program.

- The Primary Sense data extraction tool has now been installed in 15 general practice sites (13 data sets being submitted) of which six use Medical Director and seven use Best Practice software.

"Verbal feedback from the Primary Health Care Improvement Committee and practice staff has been overwhelmingly positive about the professionalism and efficiency of the Helpdesk. Other GCPHN program areas also appreciate the support and depth of knowledge that Helpdesk provides, particularly around the mental health project area."

Helpdesk feedback

STAKEHOLDERS

- General practice
- GPGC
- Gold Coast Health
- Australian Primary Health Care Nurses Association (APNA)
- Australian General Practice Accreditation Limited (AGPAL)
- Quality Practice Accreditation (QPA)
- Bond University



WORKFORCE

We play an integral role in the development of the primary healthcare workforce with training, education and communication to ensure health professionals have access to the latest information to provide the highest level of patient care.

Topics covered during the year included GP trainer workshops, mental health first aid for the suicidal person, wound management, youth mental first aid, rheumatic heart disease, opioid rationalisation in pain management, spirometry update, practice accreditation, My Health Record, the Advance Project, gambling screening, eating disorders in primary care, Cat Plus training, practice manager's forum, foot health assessment, alcohol and other drugs first aid, General Practice Gold Coast events, youth early psychosis, nurse preceptor, cultural competency and chronic disease support to name a few.

KEY RESULTS

- 1,002 Gold Coast health professionals attended 79 education and training events, organised or supported by Gold Coast Primary Health Network.
- The three highest attendees were nurses (230), general practitioners including registrars (178) and allied health professional (159).
- The General Practice focus groups found that overall, General Practice indicated high levels of satisfaction with education and training.
- Gold Coast Primary Health Network partnered with external organisations for 43 events, attended by 658 participants.

STAKEHOLDERS

- General Practice Gold Coast (GPGC)
- Pharmaceutical Society of Australia
- Pharmacy Guild of Australia
- Benchmark
- National Asthma Council
- Lives Lived Well
- Dementia Training Australia
- Hammond Care
- Gold Coast Health

USER FEEDBACK

"Variety of speakers, relevant topic, good promotion leading up to event which resulted in high numbers of attendees."

"The close assistance of the GCPHN events team through early planning and outreach of the event meant that registration was effective and gave people plenty of time to respond. Workshop filled up quickly."



CLINICAL PLACEMENTS

BUILDING THE PRIMARY CARE WORKFORCE

Since 2005, we have been instrumental in helping shape the future of the medical workforce, partnering with Griffith and Bond universities to help train the next generation of GPs and practice nurses, by placing medical and nursing students in general practices around the Gold Coast.

ACHIEVEMENTS

Medical Placements

- 124 general practices offered placements to medical students.
- 179 general practitioners supervised a student.
- There were 539 student placements totalling 3,893 days, with 100 per cent of all students gaining a placement.
- Students who requested additional placements were supported in the specialist areas of Dermatology, Ophthalmology and Musculoskeletal.
- Three workshops to upskill GP trainers, (accredited with RACGP CPD points) were run involving collaboration between Gold Coast Primary Health Network (GCPHN), Bond, Griffith and General Practice Training Queensland. These were attended by 73 GPs, of which 81 per cent rated the three workshops entirely relevant to their practice.
- 91 per cent of final year students advised they'd be confident to work in General Practice as a result of the placement and 93 per cent advised that their GP supervisors were helpful and instructive.

Nurse Placements

- 28 general practices offered placement to a nursing student.
- 60 practice nurses supervised a student.
- 140 student placements, with 100 per cent of students placed.
- Total placement days completed by nursing students 1,540, with total placement hours 12,320.
- 28 nurse preceptors attended the GCPHN Preceptor Workshop in February with 96 per cent stating their learning needs were met and 96 per cent rating the session as entirely relevant to their practice.

STAKEHOLDERS

- Griffith University
- Bond University
- General practices
- General Practice Training Queensland
- University Centre for Rural Health

"Medical students come from varied backgrounds and experiences. They are currently at the cutting edge of medical knowledge, with which they can teach us old dogs, new tricks."

Experienced GP Trainer, Dr James Courts



AGED CARE SUPPORT

Recognised as a national priority, we have conducted a pilot program to provide psychological support at eight residential aged care facilities (RACFs). Trained mental health professionals are working with residents to improve their mood, reduce their anxiety and stress and increase their ability to cope with life changes. It is hoped that once this trial concludes later this year, we will be appointing preferred providers to run these services on an ongoing basis.

We have also continued to work with RACFs and the community to increase the uptake of advance care plans, to enable people to make decisions about their future healthcare, in the event they are not able to make or communicate their healthcare choices.

Considerable work has also been done as part of the Greater Choices for at Home Palliative Care Project, to provide care coordination and support to assist people to die in their place of choice.

ACHIEVEMENTS

- Eight RACFs provided psychological services for their residents during a trial. Gold Coast Primary Health Network (GCPHN) is planning to commission services to provide long-term support for residents in Gold Coast aged care facilities.
- Ongoing promotion of advanced care plans through RACFs, the health sector and community. An article in the Gold Coast Sun had a potential reach of almost 260,000 local residents.
- Gold Coast Health (GCH) has noticed the total number of Advanced Care Planning documents now recorded in their Viewer software, is now 606 (an increase from 458) in 2017-2018.
- The Advance Project has begun, targeting GPs, practice nurses and practice managers, to assist with initiating conversations around advance care planning.

- Dementia training was conducted for GPs and practice nurses, for the early identification and treatment of patients with dementia.
- The endorsement of the Palliative Care and Older Persons Regional Plans by GCH and GCPHN, provides direction for the Gold Coast aged care sector to improve end of life choices and care for palliative care patients.
- Three workshops were held with health professionals and community members to develop shared care health pathways for palliative and end of life care.

SERVICE PROVIDER

- Change Futures

STAKEHOLDERS

- General practices
- Gold Coast Health
- Consumer representatives
- End of Life Directions for Aged Care (ELDAC)
- Hammond Care
- Palliative Care Queensland
- Office of Advance Care Planning
- Dementia Australia
- University of Tasmania
- Bond University
- RACF trial:
 - Arcare Pimpama
 - Bluecare Elanora
 - Sandbrook Aged Care Burleigh Waters
 - Estia Health Southport
 - De Paul Villa Ashmore
 - Bolton Clarke Galleon Gardens
 - Currumbin, Bupa at Merrimac
 - St Vincent's Care at Southport

"The benefits for residents include mood improvements, reduction in anxiety and stress and increased ability to cope with life changes."

Matt Carrodus, Gold Coast CEO
RACF psychological service trial



INTEGRATED TEAM CARE

The Integrated Team Care program helps to improve healthcare coordination for the Gold Coast's Aboriginal and Torres Strait Islander community with long-term chronic health conditions and also aims to train general practices to provide culturally appropriate services to Indigenous patients.

ACHIEVEMENTS

- 213 patients were supported. This included 9,862 care coordination services, 8,848 supplementary services and 4,129 clinical services accessed.
- 2,250 transport services accessed, including 776 patients assisted directly through the program
- 1,004 occasions of service provided by the outreach worker.
- 97 visits to general practices to increase their cultural competency, and training sessions provided, attended by 11 health professionals.
- Based on MPS data (2016-2017), 34.9 per cent of the Gold Coast Indigenous population received a health assessment.

SERVICE PROVIDER

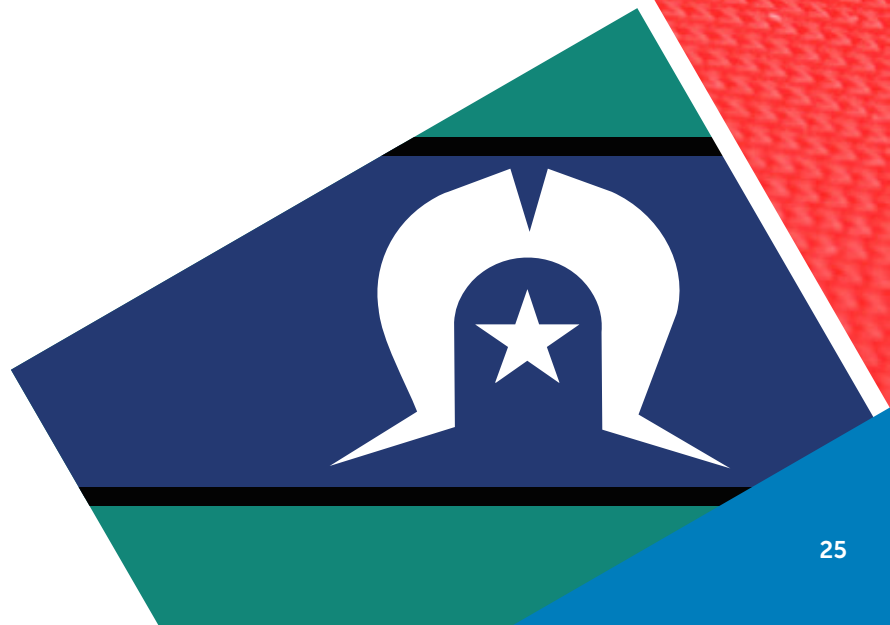
- Kalwun
- Institute for Urban Indigenous Health

STAKEHOLDERS

- General practitioners
- Gold Coast Health
- Brisbane North, Brisbane South and Darling Downs and West Moreton Primary Health Networks

On the Gold Coast, 1.5 per cent of people identified as being Aboriginal and/or Torres Strait Islander, which equates to a population of 9,501.

Source: ABS Census of Population and Housing, 2016 Aboriginal and Torres Strait Islander Peoples Profile – 102



GENERAL PRACTICE LIAISON UNIT

The main aims of the General Practice Liaison Unit (GPLU) are to identify and help address service gaps at the interface between primary, secondary and tertiary care and to strengthen collaboration, communication and integration.

ACHIEVEMENTS

- Approximately 300 clinical queries from GPs and other clinicians were received. Ninety-eight per cent were successfully resolved within three weeks.
- The GPLU prepared and disseminated close to 100 articles of interest to General Practice through a range of communication channels including publications, internet/intranet, social media and internal/external forums.
- The GPLU helped recruit and support a total of 15 GPs with Special Interests (GPwSIs) in 10 specialties through external, non-recurrent funding. The GPwSIs delivered almost 3,500 productive specialist outpatient appointments.
- The Get Set for Surgery (GSfS) project was successfully completed, with 501 patients referred to external community programs. GSfS was the 'Overall winner' across four categories at the Gold Coast Health 2018 Safety and Quality Improvement Awards.
- The GPLU helped deliver 12 state-wide and local educational sessions for clinicians.
- All referral templates for Gold Coast Health were reviewed, updated and simplified.
- The state-wide Clinical Prioritisation Criteria program was supported by face-to-face visits by GPLU staff to more than 170 general practice teams.
- The GPLU helped to improve clinical handover and discharge documentation by serving on the EDS Working group; EDSTV-BRG group; Clinical Handover Committee and Standard 6: Communicating for Safety Committee. The GPLO helped develop EDS related education resources such as 'easy as SBAR' and training for the 2019 medical interns.

STAKEHOLDERS

- Gold Coast Primary Health Network (joint funder)
- Gold Coast Health (joint funder)
- The Healthcare Improvement Unit, Clinical Excellence Division, Queensland Health
- The Queensland GP Liaison Network

"Much of what we achieve as GPLOs working in this 'interstitial space' between acute care and general practice is founded on the relationships we build over many years. Not our brilliant ideas (although we have plenty of those), but in the trust our hospital colleagues have that we are in this work for the long term, and for our patients."

Dr Dana Newcomb, GPLO



MY HEALTH RECORD

We continue to play an integral role in the engagement and education of healthcare professionals and the community about understanding and using their My Health Record, an online summary of their health information that could provide life-saving information to medical professionals, particularly in an emergency.

In addition to local engagement activities, we were selected by the Australian Digital Health Agency to lead consumer community activities across Queensland, during the opt out process, which concluded 31 January 2019. The national participation rate for My Health Record at the conclusion of this period was 90.1 per cent and Queensland had the second highest uptake in Australia.

ACHIEVEMENTS

Health professional engagement

- On hundred-and-ninety-three general practices, 118 community pharmacies, 46 allied health providers, 28 private specialists and four residential aged care facilities (RACFs) on the Gold Coast, are now registered for participation in the My Health Record program.
- The team conducted 935 face-to-face visits with healthcare providers, providing My Health Record awareness, support and training.
- One-hundred per cent of all Gold Coast general practices and community pharmacies have been informed about My Health Record through the efforts of the GCPHN My Health Record team.
- An awareness program is now progressing for specialists and allied health with 34 per cent of specialists and 27 per cent of allied health now informed about My Health Record.
- Private hospitals were provided with information or assisted to register for My Health Record.
- To increase use across priority stakeholder groups, 22 events were held for healthcare providers.
- The importance of digital security, the use of secure messaging and the benefits of digital health remain a strong focus, with the distribution of regular articles and resources promoted to key stakeholders and health professionals.

Consumer engagement

- We reached a wide variety of demographics through local events and activities including older Australians, people living with disability

and their representatives, Aboriginal and Torres Strait Islander people, chronic disease, mental health, youth, students, men's health groups, parents and families, vulnerable groups (homeless and at risk of homelessness), culturally diverse and linguistic and rural and remote.

- 156 consumer engagement events/meetings were attended across the Gold Coast resulting in:
 - 15,283 direct consumer interactions
 - 257,480 footfall/potential reach
- Direct engagement, marketing and communication activities reached more than 800,000 Queenslanders.
- Local regional media and publications reached approximately 1.5 million people and statewide promotions had an anticipated reach of almost 3 million people across Queensland.
- GCPHN produced five My Health Record champion case study videos to share with stakeholders, social media and community groups, with a total of ten champions recruited.
- The Zonka survey tool was used to measure sentiment at MyHR provider and consumer events captured through an iPad. The Zonka survey tool was then used at a national level by Primary Health Networks across Australia.

STAKEHOLDERS

- Australian Digital Health Agency
- Health professionals (GPs, specialists, allied health, pharmacies and RACFs)
- Queensland peak community and health bodies (almost 50 in all)
- Private hospitals and community health services
- Multicultural, ethnic, migrant services and groups
- Consumer and carer groups
- Aboriginal and Torres Strait Islander networks
- Disability, youth, seniors and advocacy services
- Mental health/drug and alcohol networks
- Rural and remote communities
- Community service organisations

"By accessing important information with such quick access allows us to better assist our patients."

Harmonee Dove, Accredited Exercise Physiologist and Exercise Scientist

"My Health Record is helping us to keep track of prescribed and dispensed medications as well as accessing discharge/health summaries."

Dr Soroor Nouri, GP

"My Health Record integrates with existing dispensary software for easy workflow. Records uploaded in the background at time of dispensing."

Geraldien Slabbert, Pharmacist

"It's not easy to remember my family's medical history, so having the information at my fingertips about our immunisation history, allergies and test results makes it so much easier for me to monitor everyone's health."

Kellie Trigger, P and C President



HEALTHYGC WEBSITE

We provide relevant and up-to-date information, resources, news and education for health professionals and the community through our website, HealthyGC (www.healthygc.com.au). HealthyGC also has an online health service directory for the Gold Coast region to enable health professionals and consumers access information about local health services.

ACHIEVEMENTS

- Significant usage by stakeholders with 331,342 total page views from July 1, 2018 – June 30, 2019.
- 2,452 current website members.
- 100 per cent of website pages have been reviewed and updated by staff.
- Improved navigation of referral templates for health professionals to assist with patient referral.
- Mental health pages restructured to provide greater usability and referral options among GPs.
- As part of continuous improvement activities, plans are underway for the redevelopment of the HealthyGC website in the next 12 months, to grow this site into an even more valuable resource for our stakeholders. To ensure that it meets their needs, wide consultation will be undertaken with users to ensure the site is accessible, easy to navigate and information is timely and useful. The URL will be changing to: www.gcphn.org.au

STAKEHOLDERS

- General Practice Gold Coast
- Gold Coast Health
- Local health and community services

"This is everything that exists on the current website? Holy Moly! That's brilliant! I did not know this much information was on the website. There's a whole tonne of it! I feel excited about it. I'm genuinely shocked to know that this much information is on there. I didn't bother in the past because I didn't even know these resources existed. What I'm excited about though is to go and explore each of these resources."

General Practitioner



IMMUNISATION

We continue to promote immunisation to GPs and the broader community and support general practices to keep immunisation rates at high levels, to better protect local residents against diseases. Increasing immunisation rates is a strategic priority at a local and federal level. Immunisation for Indigenous and non-Indigenous children has remained steady on the Gold Coast, with around 93 per cent of all 5-year-old children having been vaccinated.

ACHIEVEMENTS

- Twenty-one articles providing information, advice and new resources were published across the Gold Coast Primary Health Network's (GCPHN) GP Bulletin, Generally Speaking and Your Local News to general practices and the community. There were 51 social media posts including Instagram, Twitter, Facebook and Linked In.
- Collaborated with the Benchmark Group to trial a Nationally Accredited Immunisation course for both clinical and non-clinical staff. The trial will commence in 2020.
- Continued to provide support to Back-to-Basic immunisation workshops, updating nurses about immunisation resources available on the GCPHN HealthyGC website.
- The Practice Support help desk continues to provide support for any immunisation inquiries from general practices.
- A targeted communication strategy supported by the Gold Coast Public Health Unit was completed, and quarterly meetings with Gold Coast Health Public Health Unit provides information sharing, aimed at collectively increasing immunisation rates.

STAKEHOLDERS

- General practice
- Gold Coast Public Health Unit
- Benchmark Group

Gold Coast Immunisation Results, 1st July 2018 to 30th June 2019

Age Group	Percentage of fully immunised children	Percentage of fully immunised Indigenous children
1-year-old	92.4 per cent	95.5 per cent
2-year-old	90.3 per cent	91.7 per cent
5-year-old	92.7 per cent	96.8 per cent

Source: 2019 PHN Childhood Immunisation Coverage Data, Department of Health

CANCER SCREENING

We play a key role in raising awareness among the Gold Coast community and health professionals, about the importance of participation in the national bowel, breast and cervical cancer screening programs.

- The National Bowel Cancer Screening Program aims to reduce illness and death from bowel cancer by offering people aged 50 to 74 years a free screening test to complete in the privacy of their own home.
- BreastScreen Australia aims to reduce illness and death from breast cancer by actively recruiting and screening women aged 50-74 for early detection of the disease.
- The National Cervical Screening Program aims to reduce illness and death from cervical cancer, in a cost-effective manner, through a more organised approach to cervical screening.
- In conjunction with the Gold Coast Public Health Unit, GCPHN organised an information session for general practices with the latest information and advice about the National Bowel Screening Program. This information was followed up by GCPHN Practice Support Officers when visiting general practices.
- The GCPHN Practice Support team supported the local bowel cancer screening program, who developed tear off pads for GPs to remind their patients about the importance of bowel screening.

STAKEHOLDERS

- Gold Coast Health Bowel Cancer Screening Program
- Gold Coast Health (BreastScreen Queensland)
- National Cervical Screening Program
- General practices
- Gold Coast community

ACHIEVEMENTS

- During a 12-month period, we have published a total of 62 articles for the Gold Coast Primary Health Network (GCPHN) GP Bulletin, Your Local News and Generally Speaking reaching an estimated audience of 54,000. Social media posts have reached an estimated audience of 24,000.
- We have run media stories about bowel screening which were promoted to local residents through local media reaching an estimated audience of more than 320,000.

- 85,490 people aged 50-74 participated in screening on the Gold Coast in 2016-2017 for bowel and breast cancer, while 93,523 people aged 20-69 participated in cervical screening in 2015-16.
- 2016 – 2017 saw a record number of breast screens conducted.
- Gold Coast cervical cancer screening rates remain above the state average of 53.2 per cent but below the National average of 55.4 per cent.

Source: National cancer screening programs participation data, Australian Institute of Health and Welfare

"If it wasn't for doing that screening test, I probably wouldn't be here."

Bowel cancer survivor, Michael Montgomerie, urged all Gold Coasters to return the screening kit when it arrives in the mail.





Take a few minutes for you.

*My health
for life* 

MY HEALTH FOR LIFE

REDUCING YOUR RISK OF CHRONIC DISEASE

Our Primary Health Network has been part of the Queensland Government-funded *My health for life* program since its public launch in 2017.

A six-month healthy lifestyle program, *My health for life* is aimed at Queenslanders at risk of developing chronic conditions, such as type 2 diabetes, heart disease and stroke, helping them to live well and reduce their risk factors. Working with qualified health professionals, participants set and work towards achieving their own health goals while exploring a range of health-related topics, including healthy eating and physical activity.

A critical element of the program is the support it provides to its participants as well as its flexibility in delivery. The program is now offered in small group sessions, by telephone, in workplaces, in several languages and has been streamlined to ensure it is culturally sensitive for Aboriginal and Torres Strait Islander people.

By December 2019, about 200,000 Queenslanders had taken part in program health checks and 13,000 had enrolled in the program. The program is on track to meet its contracted performance indicator of 10,000 program completers by June 2020.

Outcomes have been far ranging, including:

- 66 per cent of participants to date have lost weight
- 71 per cent decreased their waist circumference
- 33 per cent reported achieving their health goal by program completion
- Self-reported increase in fruit and vegetable consumption and general wellbeing.

We have been promoting the program to our stakeholders and working with general practices to refer their patients to *My health for life*.

Local PHN outcomes include:

- 1,371 participants.
- Six articles published across the GP Bulletin, Generally Speaking and Your Local News, and social media, had an estimated audience reach of almost 10,000 readers.
- 19 targeted practice engagement visits conducted by a Gold Coast Primary Health Network (GCPHN) Practice Support Officer to support quality improvement initiatives and highlight the *My health for life* program.
- 1,379 unique program page views on the GCPHN Healthy GC website.

- 143 general practices received referral pathways to the program for patients identified with modifiable risk factors.
- Cat Plus and Top Bar training held for 36 general practice staff, to support identification of patients eligible for a health assessment, to assess patients' risk and eligibility for referral into the program.

STAKEHOLDERS

- Queensland Health (funder)
- Diabetes Queensland (program lead)
- Queensland Primary Health Networks, including Gold Coast Primary Health Network
- The Heart Foundation
- Stroke Foundation
- Ethnic Communities Council of Queensland
- Queensland Aboriginal and Islander Health Council
- Gold Coast general practices

"Satisfaction rate of consumers completing the program remains consistently above the state average."

program feedback

AFTER HOURS

INTERACT

InterACT Out of Hours is an initiative where we fund Gold Coast Health (GCH) to provide patient-centred care services to support Residential Aged Care Facility (RACF) staff and GPs to maximise resident care. The InterACT After Hours service provides extended hours of operation to Gold Coast Health's existing service outside normal business hours and on weekends. This enables continuity of service for patients living in residential aged care, providing telephone access for the RACF to seek advice from specialist nurses and assisting residents in the emergency department or wards return to their facility.

ACHIEVEMENTS

- After hours nursing support and advice to RACF staff to manage residents at risk of hospitalisation.
- Providing training to RACF staff to be confident in responding to urgent situations and feeling confident in providing the appropriate care.

- Working in conjunction with the Gold Coast Health and Hospital Services Specialist Palliative Care service to support RACF staff.
- Providing follow up discharge call to the RACF to monitor resident health.
- 81 patients seen in RACFs that resulted in hospital avoidance.

SERVICE PROVIDER

- Gold Coast Health

STAKEHOLDERS

- Residential Aged Care Facilities
- General practitioners

THE HUB

The Hub, run by Primary and Community Care Services, enables support for people with severe and complex mental illness, outside regular business hours. This safe space is open from 6pm-8pm Monday to Friday and on Sunday, with an increasing number of people accessing the service.

(Additional details listed on page 14)

EMERGENCY ALTERNATIVES CAMPAIGN

In Queensland public hospitals, there are approximately 720,000 presentations every year to emergency departments that could potentially have been treated elsewhere. We ran the Emergency Alternatives campaign in partnership with Gold Coast Health, which aimed to reduce the number of non-life-threatening presentations to emergency departments and also inform people of their options for care, to reduce unnecessary emergency department presentations. The campaign included an advertising campaign, media opportunities, promotion in medical centre waiting rooms and promotion on social media.

ACHIEVEMENTS

- Distribution of 50,000 flyers to targeted suburbs.
- Radio, newspaper and television reach to more than 400 000 residents.
- Facebook campaign which reached 19,194.
- Distribution of 20,000 flyers and 400 posters to GP clinics.
- Digital promotion in medical centre waiting rooms and pharmacies reached approximately 500,000 residents.
- 2000 magnets distributed to Gold Coast hospitals.
- Internal campaign among staff at Gold Coast Health included 8,600 newsletters and computer screens.

STAKEHOLDERS

- Gold Coast Health
- General practices

"This campaign helped the public to become aware that there are a range of other options including seeing a GP or using an after-hours medical service such as an extended hours GP clinic or contacting a home visiting doctor if required."

Matt Carrodus, CEO, Gold Coast Primary Health Network



INTEGRATED CARE ALLIANCE

Together with Gold Coast Health, we have formed the Integrated Care Alliance (ICA), with the vision to create an integrated, coordinated, seamless and streamlined world-class health system on the Gold Coast that strengthens the link between primary, secondary and tertiary care services to ensure a truly person-centred approach to service delivery.

The Integrated Care Alliance consists of CEOs of Gold Coast Health (GCH) and Gold Coast Primary Health Network (GCPHN) senior GPs, specialist GCH medical and allied health staff, chair of the Primary Care Partnership Council and chairs of the GCH and GCPHN Consumer Advisory Councils. The alliance is supported by a Clinical Reference Group, consisting of senior clinicians from across the primary and acute sector, to provide specialist clinical input.

Integrated care ensures consumers receive the right care, in the right place, at the right time, by the right person and increases the effectiveness and efficiency of health services for residents.

Once fully implemented, it is envisaged integrated care will better coordinate care for people with chronic and complex conditions and others that would benefit from better integrated and coordinated care across 193 general practices, three hospitals, two health precincts and two health centres and a wide range of non-government and private providers. The concept of new community hubs is being explored as the mechanism to provide better care in the community closer to where people live and to enable better relationships between primary and acute care providers.

To achieve this, we are engaging and supporting health professionals to facilitate improvements in our health system through the development of re-designed models of care as well as reflecting the needs of the local population and stakeholder input. The key themes developed by all workshops were:

- supporting primary care as the main care provider
- a multi-disciplinary team working from community-based hubs
- a knowledge and information sharing platform
- improved clinical handover across sectors and;
- improved health literacy.

Clinical handover remains critical to better patient care and is being progressed through a joint committee supporting GCH clinicians to implement same day discharge summaries.

ACHIEVEMENTS

- 58 clinical workshops were held with 606 clinical expert participants from all sectors of the local health system.
- 18 consumer workshops and 83 individual interviews lead to the engagement of 152 consumers with lived experience to redesign 18 existing models of care.
- The redesigned models of care have been further progressed to support the implementation of the key themes of the workshops.
- Participants explored what the ideal consumer journey looks like by using design thinking principles.
- GCPHN is leading the redesign of palliative care, regional planning for mental health, suicide prevention and alcohol and other drugs and the development of electronic infrastructure to support shared care and pathways development.
- ICA also oversees existing integrated care work, such as the joint suicide prevention programs, supporting the residential aged care early intervention and hospital avoidance program.

STAKEHOLDERS

- Gold Coast Health
- Primary care sector e.g GPs, primary care health providers
- Consumers and consumer groups
- Patients
- Carers, families, guardians





An Australian Government Initiative

Gold Coast Primary Health Network

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