

Gold Coast Primary Health Network **ANNUAL REPORT** **2019-2020**

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



phn
GOLD COAST

An Australian Government Initiative

Artwork:
Narelle Urquhart.
Wiradjuri woman.

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



Australian Government

phn
GOLD COAST

An Australian Government Initiative



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Gold Coast Primary Health Network would like to acknowledge and pay respect to the land and traditional practices of the families of the Yugambeh language region of south east Queensland, and their elders, past, present and emerging.

ANNUAL REPORT JULY 2019-JUNE 2020

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For Gold Coast Primary Health Network Financial Statements, 2019-2020 visit:
www.gcphn.org.au

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 PHNs established by the Australian Government, to identify the health needs of local communities, fund and improve primary health services and keep people well and out of hospital.

What we do

We play an instrumental role working with the local health sector and Gold Coast community to improve health services for 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/persistent pain services.
- Helping the health system work better together for patients and families. This includes establishing effective collaboration 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 healthcare 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 locally.



OUR VISION

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



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 VALUES



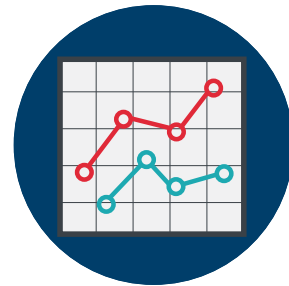
SUSTAINABLE

Efficient, Effective, Viable



INNOVATIVE

Flexible, Pioneering,
Evolutionary



EVIDENCE-BASED

Research, Documenting,
Transparent



COLLABORATIVE

Partnerships, Integrated,
Engaged



INFLUENTIAL

Visible, Valued,
Courageous



ACCOUNTABLE

Respect, Responsible,
Outcomes

QUADRUPLE AIM

How we are tracking

All activities outlined in the 2019-2020 GCPHN Annual Report, are underpinned by the Quadruple Aim, which allows us to measure our strategic objectives through what we aim to achieve – improved patient outcomes, improved clinical performance and high value healthcare. The below diagram highlights some examples of how we are tracking our progress with many more featured throughout this report.

BETTER OUTCOMES

Striving for better clinical outcomes for people receiving our commissioned services targeted health promotion activities.

Mental Health Services 2019-2020

GCPHN records the completion rates for clinical outcome measures for the regional population receiving our commissioned mental health services. Results at the end of this year saw 76.1 per cent (1,083 of 1,424) of clients who completed episodes of care, recorded improved outcomes, including:

- Psychological Services in Residential Aged Care Facilities (RACFs): 90.1 per cent (109 of 121 residents).
- Indigenous Mental Health: 90.5 per cent (19 of 21 clients)
- GCPHN Psychological Services Program: 86 per cent (547 of 633 patients)

COVID-19 Response 2019-2020

GCPHN supported the establishment of four respiratory clinics at Nerang, Upper Coomera, Hope Island and Burleigh Waters which tested more than 6,000 people from April – June 2020 for COVID-19 and was a critical component in the Gold Coast response. A community awareness and media campaign about our testing options reached well over 2 million people, with evidence showing that residents went to get tested as a result of this campaign. This directly helped ensure we had high testing numbers which may have contributed to low COVID-19 cases on the Gold Coast.

BETTER VALUE

Providing high quality value for money healthcare through our commissioned services and activities. Our Corporate Reporting now includes monitoring of average cost per commissioned services.

Commissioned Severe and Complex Mental Health Services

498 people accessed the service through a total of 11,674 occasions of service. The average cost effectiveness per episode was improved compared to previous quarters, and less than half that budgeted. 77 per cent of clients recorded valid outcome measures and 171 clients completed satisfaction surveys, achieving 87 per cent satisfaction rate.

Commissioned Psychological Services

The cost effectiveness for these services delivered by mental health professionals has seen an improved average cost per episode of care since previous year costs per episode of care. Further work continues to improve this area with a review of the overall effectiveness of our psychological services model planned for 2020/21.

IMPROVED CLINICIAN EXPERIENCE

Supporting our clinicians such as general practitioners and other healthcare providers, to provide exemplary care to improve patient outcomes.

Clinical Placements 2019-2020

Ninety-two per cent of final year medical students surveyed advised they would be confident to work in General Practice as a result of their placement, and that 94 per cent of their GP supervisors were helpful and instructive.

Supporting the Primary Care Workforce 2019-2020

We held 51 education and training events attended by 915 people including practice nurses, GPs, registrars and practice managers. We partnered with a external organisations to hold 34 events, attended by 553 people. Feedback from internal and external event facilitators/conveners consistently indicates levels of high satisfaction.

COVID-19 Response 2019-2020

We have provided timely advice about the emerging situation and key directives to health professionals and our service providers. From mid-January until 30 June 2020, more than 100 COVID-19 updates were sent to general practices, RACFs, pharmacies, allied health and the community and multiple webinars were held to provide information and answer questions. The practice support helpdesk managed a high number of inquiries and GCPHN distributed 120,000 pieces of personal protective equipment to GPs, pharmacies and allied health to ensure their safety.

IMPROVED PATIENT EXPERIENCE

Striving for improved experiences and health outcomes by patients, including satisfaction with our commissioned services and initiatives.

Turning Pain into Gain 2019-2020

100 per cent (219 clients) had completed a satisfaction survey on exiting the service, with 100 per cent reporting a high level of satisfaction.

Alcohol and Other Drug (AOD) Services 2019-2020

For our AOD services for mainstream clients, we saw 95 per cent (160 clients) reporting satisfaction with their experience.

Youth Mental Health Services 2019-2020

headspace Southport continues to be one of the busiest headspace centres in the country supporting 2,772 young people who received 11,406 occasions of service. Young people accessing the service gave the service an above average satisfaction score of 4.3 out of 5 (the national average score is 4.2)

GOLD COAST HEALTH PROFILE



838
General Practitioners

205
General Practices

83%
of GP visits
are bulk billed

81%
of adults saw a GP in
the last 12 months



34% of adults saw a
specialist in the last 12 months



88%
of people over 45 assessed
their health as excellent,
very good or good

53%
of adults reported
they had private
health insurance



81
average life
expectancy

37
median age of
residents



636,117
residents live in our region

115,712 aged 0-14
115,712 aged 15-24
174,734 aged 25-44
157,526 youth 45-64
105,846 aged 65+

11,356
residents identify as
Aboriginal and Torres Strait
Islander people

67,858
residents were born in
non-English speaking countries

ON AN AVERAGE DAY ON THE GOLD COAST



18

People are born
5 people die

1,485

visits are made to a
general practitioner

8

Aboriginal and/or Torres Strait
Islander people visit their GP
(and claim MBS item 715 -
Indigenous Health assessment)



19,509

prescriptions are filled under the
Pharmaceutical Benefits Scheme



7

people are diagnosed
with cancer

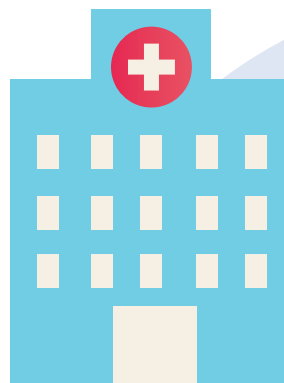
2

people die of cancer

138 people participate in the
national bowel cancer screening
program

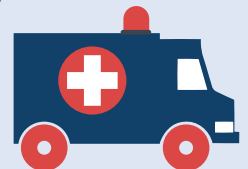
123 people participate in
BreastScreen Australia

256 people participate in the
national cervical screening
program



59

people are
hospitalised at Gold Coast
University and Robina
hospitals which potentially
could have been prevented
by timely and adequate
health care in the
community



493

people present to
Gold Coast University and Robina
Hospital Emergency Department of
which 152 (31%) are triaged category
four and five (lower urgency care)



OUR BOARD



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

Top row, left to right: Dr David Rowlands (*Gold Coast Primary Health Network Board Chair June 2015-November 2019*), Dr Roger Halliwell (*Board Chair, November 2019 onwards*), Kieran Chilcott, Victoria Beedle.

Bottom row, left to right: Dr Ka-Kiu Cheung, Dr Lisa Beecham, Prof. Julie-Anne Tarr

GCPHN COMMUNITY ADVISORY COUNCIL

Pictured opposite

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 health consumers and are locally relevant and cost-effective.



GCPHN CLINICAL COUNCIL

Pictured below

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.

Picture current, October 2019 (Linda Taylor and Andrew Weissenberger retired from the Clinical Council in May 2020).



COLLABORATION

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

OUR SUCCESSES

(JULY 2019 – JUNE 2020)

The COVID-19 Response

We have played an instrumental role during the COVID-19 pandemic, through crucial engagement and information to health professionals and the community, supporting the establishment of four respiratory clinics in the region to test for COVID-19, distribution of personal protective equipment and supporting our most vulnerable community members.

Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drugs in the Gold Coast region

Developed the first ever joint regional plan, endorsed by Gold Coast Health and Gold Coast Primary Health Network (GCPHN) Boards, providing a shared vision for the future and a joint strategic roadmap for future service provision.

Children in Care

In the last 12 months, there have been a number of system improvements particularly with Gold Coast Health, GPs and Kalwun Aboriginal Development Corporation to improve healthcare for vulnerable children. Health professional reviews with 80 per cent of these children, show improved health outcomes.

The National Psychosocial Support Program

Ninety-six per cent of clients with severe or complex mental health needs, were successfully transitioned to the National Disability Insurance Scheme, Continuity of Care program or other supports.

Turning Pain into Gain Program

All 219 clients who joined the program to better manage their chronic pain, who completed a satisfaction survey on exit, reported a high level of satisfaction.

My Health Record

GCPHN exceeded targets, by informing almost 100 per cent of private specialists, general practices and pharmacies about My Health Record, and almost 350 are now registered.

The Safe Space and co-location Hub

An after-hours safe space, The Hub, supports people who need to access mental health support outside regular business hours and in the last 12 months, there has been a four-fold increase in demand for services, with more than half of these, identified as homeless. Hub 2 was also launched with

a range of support services available in one location.

Psychological Services in Residential Aged Care Facilities

GCPHN is providing psychological services for residents at Gold Coast aged care facilities, and in the last 12 months, 457 people have accessed the service, and almost 50 per cent of participants have noticed a significant improvement.

Alcohol and Other Drug Services

Five-hundred-and-twenty-six people accessed youth outreach, dual diagnosis and family support services exceeding the target of 405.

Mental Health Stepped Care

A record number of 6,613 clients accessed low, medium and high intensity mental health programs that GCPHN commissions, with 30,880 service contacts.

Community Pathway Connector

Since being established in July 2019, 433 people have been supported by the Community Pathway Connector program, connecting mental health and wellbeing services for the Aboriginal and Torres Strait Islander and culturally and linguistically diverse communities. The program has been highlighted as an exemplar in commissioning, and included in the Manual of Best Practice for Aboriginal and Torres Strait Islander Suicide Prevention.

Headspace Upper Coomera

Despite short timelines, GCPHN established headspace Upper Coomera which was operational by 1 July 2020. At headspace Southport, 2,772 young people accessed services.

Integrated Team Care

The Integrated Team Care program improves healthcare coordination for our Aboriginal and Torres Strait Islander community and in the last 12 months, 556 patients were assisted with transport to medical appointments, 16,872 healthcare support services were provided and cultural awareness training was provided to almost 800 specialists and general practice staff.

The Lighthouse Project

In just over six months since it began, the new Lighthouse community based mental health treatment service on the Gold Coast has had 64 young people access the program for long-term treatment, with severe and/or complex mental health needs.

Suicide Prevention

The Lotus Program assisting people who have attempted or are at risk of suicide, supported 386 people including 57 Aboriginal and Torres Strait Islander clients. Great success has been achieved working with the Indigenous health service Yan-Coorara Cultural Healing Team. The Way Back Support Service was successfully launched in July 2020, replacing the Lotus Program with longer-term support.

Advanced Care Planning

Through the ongoing promotion of Advanced Care Plans in publications, training and resources to residential aged care facilities and the health sector, by February 29, 2020, the Office of Advanced Care Planning had received 1,645 Advance Care Plans, from Gold Coast residents.

Clinical Placements

Even though many other universities and states cancelled their placement for medical and nursing students due to COVID-19, we continued to place every student who required placement (over 600 students) and were able to source over 50 additional placements, following the cancellation of many rural, interstate and overseas placements.

Primary Sense

This health data analytics management tool developed by GCPHN, which assists Gold Coast general practices to identify patients most at risk of poor health, has now been installed in 81 general practices – an increase of 66 since last year.

Practice Incentive Payment Quality Improvement Incentive (PIP QI)

Following successful engagement with general practices about the PIP QI payment to improve patient outcomes, by the end of June 2020, 155 of 174 accredited Gold Coast general practices, (89 per cent) were registered for PIP QI.

GCPHN Website www.gcpnh.org.au

The new, easier to navigate GCPHN website was launched, based on extensive consultation with our stakeholders, and total users have increased to 96,112, from 89,682 in the previous year.

Achieved Re-certification

We achieved accreditation against the ISO 9001:2015 QMS Standards following a successful audit by the Institute of Healthy Communities Australia (IHCA) conforming to all standards.

CEO REPORT

MATT CARRODUS



Now in our fifth year of operation, it is very pleasing to report on another successful year at Gold Coast Primary Health Network (GCPHN). As in previous years, all contractual obligations have been met and we achieved an excellent outcome score in the Department of Health PHN performance assessment against the National PHN Program Quality and Performance Framework. In addition in this past year, GCPHN successfully commissioned several new health programs to address community needs, which are described in detail in this report.

Of course, 2020 will be remembered for the COVID-19 pandemic, and how the health and community services sector managed to continue operations throughout this difficult period and implement new services to meet the needs of the community. GCPHN enacted its Business Continuity Plan and COVID-19 Response Plan that enabled our workforce to work flexibly with all commissioned service providers, to ensure they were supported to efficiently transition all services, including residential services, to virtual service delivery.

Our commissioned services responded magnificently and continued to provide services to their vulnerable populations via digital platforms with minimal disruption to services. Our COVID-19 response, proved to be an excellent example of multiple services and agencies coming together to collaborate and develop solutions to new and complex problems. Relationships with Queensland Health, Gold Coast Health and multiple other services enabled a rapid response to impacted communities and populations throughout this period.

We were able to act as a conduit of information and resources to general practices and other health professionals, through development of reliable and trusted communication channels and pathways, distribution of personal protective equipment and assisting the establishment of respiratory clinics for COVID testing on the Gold Coast. We also implemented new training resources and psychological support for front line staff and assisted aged care facility preparedness planning.

Significant media coverage on COVID related issues, resulted in comprehensive messaging provided to the community and providers on COVID testing options, and other important health messages.

With the cessation of face-to-face practice visits and events, the GCPHN Primary Healthcare Improvement Team continued to support 205 general practices through the Practice Incentive Payment (Quality Improvement) program and the development of a suite of activities in response to a needs analysis. This included the development of a wellness strategy and commencement of evidence-based resources to support activities for those patients at risk of poor outcomes relating to COVID. Production of a series of webinars supported general practices with information and expert advice and linkage with public health expertise at a critical time in the pandemic.

During this challenging period, we were still able to maintain our annual program of work. An increasing number of people accessed programs such as the National Psychosocial Support program that successfully transitioned people to the National Disability Insurance Scheme (NDIS) or other programs, and our alcohol and other

drug services continued to increase their client numbers through youth outreach, dual diagnosis, and family support services. A record number of 6,613 people accessed mental health stepped care programs with 30,880 service contacts, including further development of the after-hours safe space with a co-located GP and other community services.

The development of the Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drugs was a significant achievement for the Gold Coast, and will form the basis for investment and joint planning of more comprehensive services into the future for the Gold Coast population.

There is insufficient room here to adequately recognise and thank all of our staff and our partners we have worked with over the past 12 months and in particular, more closely during the COVID pandemic. It has been enormously satisfying to have witnessed the level of dedication and collaboration during this period, which I know will continue into the future.

CHAIR REPORT

DR ROGER HALLIWELL



This year has been particularly challenging as COVID hit us all like a train. It has changed the way we have all conducted our business, it has highlighted the transformational need for change with telehealth being implemented very quickly and this has been embraced by healthcare providers and patients across the board.

COVID has also required new ways for Gold Coast Primary Health Network (GCPHN) staff to work, and Zoom, MS Teams and even simple teleconferences have become the norm for most meetings. The team has stepped up in response to these challenges.

Over many years we have worked to fill gaps and to improve the patient experience through their health care journey. Mental health services are the most significant part of our work and expansion of this area has continued through the year. Our service delivery partners have continued to provide clinical services to disadvantaged individuals, and it is reassuring to see that all pivoted to reflect the new environment.

Digital health was identified as a key strategic driver for our future, and at our annual planning day in February this was workshoped with key stakeholders. As it has transpired this became a major lead-in for the COVID response that followed. Through the data extraction application, Primary Sense™, we have been able to map health activity at a local level that has informed decision making across our city.

The Commonwealth tasked PHNs to lead the primary healthcare response to COVID which was embraced by the team, and in addition to managing personal protective equipment distribution, there was significant collaboration with Queensland Health, Gold Coast Health and other organisations around the state to align activities across the whole healthcare sector.

This has been very successful, and we continue to leverage off this experience to the benefit of all. Strategically we have cemented our role in facilitating the delivery of healthcare on the Gold Coast, and this will be an ongoing process. Leveraging this into the future is a high priority.

I would like to acknowledge and thank

our CEO and staff for their commitment to complete all contracted activities, but also for their 'can do' approach to the new activities required as the PHN network was tasked to deliver support to the primary care sector.

The governance of GCPHN has also been very engaged, responsive and effective. My fellow directors have all contributed to our supervision of the organisation and I thank them for their ongoing support.

COVID-19 RESPONSE

We have played an instrumental role during the COVID-19 pandemic, through crucial engagement and providing information to local health professionals and the community, supporting the establishment of four respiratory clinics in the region to test for COVID-19 and other respiratory conditions, distribution of personal protective equipment (PPE) and supporting our most vulnerable community members.

ACHIEVEMENTS

- Distribution of PPE including almost 120,000 masks to general practices, pharmacies and allied health.
- Supporting the Commonwealth's establishment of four GP-led respiratory clinics in Nerang, Upper Coomera, Hope Island and Burleigh Waters. Since opening their doors in April/May 2020 to June 30, 2020, 6,619 patients have been tested for respiratory conditions including COVID-19.
- An extensive media campaign, to raise public awareness about COVID-19 testing options, symptoms and the opening of the respiratory clinics, between April – June, reached an estimated audience of well over two million people including numerous articles and interviews on radio, television, print and online.
- An education campaign to all Gold Coast residents about local testing options and the importance of continuing to see a GP during the pandemic, to stay healthy and well. This was promoted through information flyers/posters for display in general practices, pharmacies, a household letterbox drop, through local, state and federal elected officials, libraries, Gold Coast health facilities and a targeted social media campaign. Feedback indicates these activities prompted residents to present for a COVID-19 test when experiencing symptoms.
- A series of interactive webinars for GPs and general practice by Gold Coast Public Health Unit, Gold Coast Health, General Practice Gold Coast, Gold Coast Medical Association and the State Health Emergency Coordination Centre, provided not only locally contextualised updates but practical advice and opportunity for Gold Coast practices to raise issues and questions directly with peers involved in the COVID-19 response. These webinars also highlighted how the health system was working effectively together.
- Providing timely, curated advice about the emerging situation and key directives from state and federal authorities, to general practices, aged care providers, health professionals and our service providers. From mid-January until June 30, 2020, more than 100 COVID-19 updates were sent to general practices, Residential Aged Care Facilities (RACFs), pharmacies, allied health and the community.
- Working closely with our commissioned service providers to support the transition to telehealth and virtual service delivery and continuity of care for clients accessing services. Weekly provider communiques were sent with up-to-date information, and we continued to promote the services to GPs and other stakeholders to ensure referrers were aware support was still available during the pandemic.
- Working with RACFs on outbreak preparation including promotion of infection control training and supporting vaccination of staff, visiting workers and residents for influenza by May 1, to comply with new standards.
- An extensive training and education needs assessment was conducted with general practice which informed a training and support implementation plan and enabled us to offer psychological services and other educational support, to frontline general practice staff.
- Promotion of training resources for GPs on infection control, use of PPE and business continuity support.
- Development of a model of care, resources and continuous quality improvement templates to support the most vulnerable community members during COVID 19, through a wellness strategy, resulted in 11 webinars, videos and podcast, media stories in a range of publications, and partnering with the National Asthma Council to deliver information.
- The GCPHN helpdesk which answers any inquiries from general practice, had a significant increase in support requests about COVID-19, particularly around PPE requirements, advice and where to send patients for testing.
- As an organisation, we have reviewed our business continuity planning and from April – June 2020, staff moved from the office to work from home,

which was a very effective transition. Most meetings have been held via teleconference and most program areas have continued to meet their targets and strategic objectives. We have kept our staff informed about the emerging COVID-19 situation through daily team updates and team meetings.

STAKEHOLDERS

- Gold Coast Public Health Unit
- Gold Coast Health
- Queensland Health
- State Health Emergency Coordination Centre
- Australian Government Department of Health
- Health professionals (GPs, allied health, pharmacies, RACFs)
- GCPHN commissioned services
- Residential aged care facilities
- Local health and community services
- Local, state and federally elected officials
- Gold Coast community





"The Gold Coast PHN team are making invaluable contributions to the COVID-19 pandemic response. They are supporting clinicians, consumers and our community through a wide range of up-to-date clinical resources, helped commission successful respiratory clinics, continue to distribute PPE to where it is needed most, and ensuring critical, just-in-case communication of key developments and directions. In the fight against COVID-19, the PHN is punching above its weight."

- A/Prof Carl de Wet, Primary Care Clinical Lead,
State Health Emergency Coordination Centre,
Queensland Health



MENTAL HEALTH, SUICIDE PREVENTION AND AOD COMMISSIONED SERVICES

We try to ensure that there are service options available across the stepped care continuum, and that we have the right service mix and streamlined access to services in the region. To do this, we fund a range of services to support people who need mild, moderate and or high intensity mental health interventions, provide treatment for alcohol and other drug (AOD) problems, and programs to support people who have attempted or are at risk of suicide.

To build one world class health system for the Gold Coast, we know we can't do it alone, and engage with diverse groups to share knowledge, learnings and skills, always working to improve the efficiency and effectiveness of our primary care system to ensure it meets local needs.

Working closely with the community, public, private and non-government organisations, and the primary health and acute care sectors, we are striving to improve the health and wellbeing of the people on the Gold Coast. We appreciate the level of engagement and contribution our stakeholders make in working towards our shared goals.

STAKEHOLDERS

- Gold Coast Health
- Queensland Health
- Gold Coast Health Mental Health Acute Care Team
- Queensland Health Mental Health, Alcohol and Other Drugs Branch
- Gold Coast Alcohol and Drug (AOD) treatment services
- Queensland Network of Alcohol and other Drug Agencies (QNADA)
- Queensland Mental Health Commission (QMHC)
- Community members, individuals with a lived experience, mental health, AOD service users
- Gold Coast Primary Health Network commissioned providers
- Aboriginal and Torres Strait Islander and culturally linguistically diverse representatives
- Kalwun Aboriginal Development Corporation
- Foster and kinship agencies
- Gold Coast residential aged care facilities
- Local service providers (non-government, private and government)
- General Practice
- Referrers (e.g. Act for Kids, Bravehearts, high schools, GPs, psychologists, psychiatrists, allied health, primary health and community support services, schools)
- Clinical representatives from primary and tertiary sectors
- Beyond Blue
- Griffith University
- Department of Education
- National Disability Insurance Scheme
- Department of Child Safety, Youth and Women
- Primary Health Networks across Queensland
- Family Inclusion Network
- Give a Smile
- Insight/Dovetail
- Central Queensland University
- Queensland Ambulance Services
- Queensland Police Services



JOINT REGIONAL PLAN

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

Building on a strong history of collaboration, during 2019 and 2020 we worked with Gold Coast Health in partnership to bring people together with lived experience, service providers and community stakeholders to develop a Joint Regional Plan for Mental Health, Suicide Prevention, Alcohol and Other Drug Services in the Gold Coast region (Joint Regional Plan). Joint governance structures were established to lead and guide this work with numerous specific consultation opportunities throughout the planning and development process.

The Joint Regional Plan outlines a shared understanding of the issues our region faces, a shared vision for the future and a joint strategic roadmap for future service provision. The Joint Regional Plan will inform planning and guide future investment within both Gold Coast Health and Gold Coast Primary Health Network.

Our commissioned activities highlighted in the following pages are key contributors to the outcomes identified in this plan.

CONTINUATION DURING COVID-19

In recognition of the challenges of COVID-19, deadlines for the plan's development were extended until December 2020 however there was significant momentum locally to progress with original timeframes. Through remote working, the plan was endorsed by both Boards by June 2020 and launched virtually with the sector in August.

The planning process over the past year laid the foundation for a strong local response to COVID-19 and our established partnerships enabled a flexible response to existing and emerging needs resulting from the pandemic.

ACHIEVEMENTS

- 64 formal stakeholder engagements were conducted during the development of the plan with many key relationships built and strengthened throughout the process to support ongoing work.
- Endorsement of the Joint Regional Plan by both Gold Coast Health and our Board of Directors.

"We never care for people in isolation or on their own. This will help us enhance our local service system and reinforce the notion of partnership. The plan will be the vehicle in which we come together."

Gold Coast Health Executive Director for Mental Health and Specialist Services
Malcolm McCann

"I am proud to acknowledge this will not be a dust collector – quite the opposite. We are already seeing this plan in action, commencing activities aligned with strategies outlined in the plan. The key message is we haven't waited for this to launch – we are committed to getting the job done."

Kieran Chilcott, CEO, Kalwun



SYSTEM ENHANCEMENTS

Detailed planning, development and engagement underpins our work, to improve way the healthcare system operates, performs and works together. Enhancing the system leads to efficient and effective services and ultimately improved health outcomes for Gold Coast residents.

GOLD COAST PSYCHOSOCIAL ALLIANCE

Working in partnership with Queensland Health, Gold Coast Health and ten founding organisations, the Gold Coast Psychosocial Alliance brings service providers and people with a lived experience to support the implementation of the National Psychosocial Support Measure (NPSM) and priorities in the Joint Regional Plan. The alliance aims to ease the impact of the shifting landscape of the psychosocial service system to ensure people living with severe and complex mental health issues have appropriate, adequate and timely access to quality services and are supported in their journey to thrive.

Consultants implementing the national evaluation of the NPSM and the Continuity of Support program (on behalf of the Australian Government Department of Health) have highlighted this alliance as demonstrating an exemplary service integration approach and will be providing a case study on how to fund and align services into the future.

SUICIDE COMMUNITY ACTION PLAN

In partnership with Gold Coast Health, a Suicide Prevention Leadership Group was formed to develop a community action plan guided by the Black Dog Institute's LifeSpan approach. This plan maps current and planned activities in the region and facilitates discussions with stakeholders and community members about the importance of a whole of community approach and suicide prevention and how they can lead or contribute to actions in the plan. Activities beginning in 2020-2021 were influenced by the plan and we continue to support the broader sector through partnership and engagement with key stakeholders and the community.



IMPROVING SYSTEM NAVIGATION

The Joint Regional Plan consultation process highlighted the challenges community members and service providers face when trying to access mental health, suicide prevention and alcohol and other drugs support. Individuals and referrers are often unclear about available services and how to access them. When people are not matched to the right service initially, people may become disengaged and opportunities for early intervention may be lost with people presenting to the system later in crisis.

We commenced work to implement a consistent approach into the initial assessment and referral of people referred to our commissioned services for mental health assistance to ensure people are matched with the service that optimally meets their needs. This included:

- Developing a shared vision for a triage and referral for mental health services in the Gold Coast region.
- Implementing the National Initial Assessment and Referral Guidelines into intake processes for GCPHN funded services and exploring opportunities to align with other systems.
- Advocated for additional resources in response to the predicted increase in people seeking support due to impacts of COVID-19.
- Aligned communications across our communicate updates, website and direct contact points.

RESPONSIVE AND CONNECTED WORKFORCE

Extensive consultation through the Joint Regional Plan (JRP) process identified the continued development of a responsive and connected workforce as a key focus area for the Gold Coast region, and we hosted a number of learning opportunities for our commissioned services and some external providers. Topics were identified through JRP planning and other consultation processes.

Four education events were hosted including Psychosocial Disability and the NDIS, Cross Cultural Appreciation, Telehealth: Delivering Quality Mental Health Support and dual diagnosis. Work in this space continues to identify additional opportunities to increase access to shared training and networking to develop more standardised skills across the sector.

LIVED EXPERIENCE ENGAGEMENT

We have been working hard to ensure lived experience engagement across mental health, alcohol and other drugs and suicide prevention is prioritised throughout the development of the Joint Regional Plan and through other strategic and operational work.

The focus of lived experience engagement for 2019-2020 has been to enhance participation at all levels of our work, and facilitate meaningful and consistent engagement in the development, planning, delivery and evaluation of services, which will ultimately help to improve health outcomes for people who use services in the Gold Coast region.

We have benefited from lived experience representation on a number of service evaluation panels including the new headspace Upper Coomera service, strategic and operational working groups including the Gold Coast Psychosocial Alliance, the JRP Steering Committee and the group of lived experience experts who played a significant role in informing the Joint Regional Plan.

"Of the 97 attendees, more than 70 per cent completed evaluation surveys and almost 94 per cent reported good or excellent overall satisfaction."

Education event

REFERRAL AND TRIAGE SERVICE

We commission the Primary and Community Care Services (PCCS) Referrals and Triage service which provides a central point for receiving and assessing GP and psychiatrist referrals for people who are not in crisis and require mental health, drug and alcohol and suicide prevention support.

The multi-disciplinary team coordinates intake for the Gold Coast Primary Health Network's mental health care services. In a stepped care approach, a person presenting to the mental health system is matched to the intervention level that most suits their current need. In the 2019-2020 financial year, the services triaged 2,349 referrals.



"A person was discharged to Gold Coast Health Continuing Care Team. It was agreed the person could attend PCCS Psychosocial Support group programs and would transition from Gold Coast Health when appropriate. This was made possible due to knowledge shared and relationships built through the Gold Coast Psychosocial Alliance."

YOUTH MENTAL HEALTH STEPPED CARE COLLABORATION: EARLY PSYCHOSIS

A coordinated and integrated approach between GCPHN, Brisbane South PHN and two funded early psychosis services, is improving referral pathways for young people accessing these services.

This initiative has seen the development of inter-agency protocols for the referral and clinical care of young people between our funded services and Gold Coast Health Mental Health Services and will also include the addition of a Clinical Liaison Consultant position.

This agreement to work together through shared outcomes with established joint working arrangements and protocols that will now lead to a more consistent approach to intake, assessment and referrals while fostering collaborative relationships to enhance client care.

SUPPORTING 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 response to the health needs of young people in care.

Funded by the Department of Child Safety, Youth and Women (DCYSW) until 2023, Primary Health Networks across the state, and 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 for out of home care, improving access and timeliness of health assessments and improving integration and information sharing between health practitioners, the Department of Child Safety, families and carers.

In the last 12 months, there have been a number of system improvements on the Gold Coast particularly with Gold Coast Health, GPs and Kalwun Aboriginal Development Corporation leading to improved health outcomes for vulnerable children.

CONTINUATION OF SERVICES DURING COVID-19

After a short hold on referrals for non-urgent health assessments, GPs and child health nurses adapted to telehealth models and limited time in person at clinics. The Community of Practice met to discuss the health considerations for children in care and their carers during and increased identification of mental health concerns, as well as the projected impact of COVID-19 on child safety.

ACHIEVEMENTS

- On the Gold Coast, there are 71 children on the health assessment pathway. Health professional reviews for 80 per cent of these children, shows improved health outcomes.
- Kalwun has a coordination role in place to support the referral pathways for Aboriginal and Torres Strait Islander children and the Department of Child Safety, Youth and Women, continues to resource a non-clinical care coordinator.
- Gold Coast GPs now have access to comprehensive medical history for children in care prior to their health assessment. In addition, 20 practices and three Kalwun clinics have been trained in the pathway and conducted assessments. A digital health pathway on GCPHN websites, supports clinical management of these children
- The Department of Education, Gold Coast Health Child Development Service and the Department of Child Safety, Youth and Women has created a streamlined process for sharing of health information.
- An agreement with 'Give A Smile' has seen seven young people in care per year receive free orthodontics privately.

- Expansion of the remaining two child safety service centres for the region have begun ahead of schedule and beyond requirements.
- Surveyed children, believe they feel healthier than before their health check.
- Gold Coast Health system reform successes include:
 - Progress towards meeting the Queensland Health Statement of Intent of priority access for children in care.
 - Community Child Health, GP and child safety communication streamlined and child health nurses are now trained to administer a social and emotional screening tool alongside the developmental screening for any at risk children.
 - Oral health services are now implementing pathways for kids in care, improved streamlined access and trauma-training for dentists.
 - Agreement to provide carers with appointment information when previously only child safety was notified, causing a significant number of carers who 'did not attend' at the appointment and extended waitlist periods for children.



"Thank you for the fantastic work you've led through this project. Numerous positive outcomes being achieved, and systems being put in place to achieve more by the day. The latest example of the pro-bono orthodontic work for seven children is also phenomenal."

Feedback from the Regional Director for Department of Child Safety Youth and Women

STAKEHOLDERS

- Department of Child Safety, Youth and Women
- Gold Coast Health
- General Practice
- Kalwun
- Foster and kinship agencies
- Griffith University
- Allied health
- Department of Education
- NDIS – ECEI provider
- Non-government organisations
- Give a Smile

"Having dedicated GPs that specialise and have a passion for our children in out of home care has been the biggest gift to the Gold Coast's most vulnerable children".

Foster carer

"I can already see how effective having a care coordinator linked with Kalwun is. Being able to ensure every child has a social and emotional wellbeing intervention and then highlighting the physical health needs of the child with that mental health service is going to make a big difference to their holistic health."

Kalwun Kids in Care Care Coordinator

COMMISSIONED SERVICES

MILD TO MODERATE INTENSITY MENTAL HEALTH

headspace

We commission Lives Lived Well to run headspace Southport and a new headspace service at Upper Coomera, which opened in July 2020.

headspace provides a range of services to improve the health and wellbeing of young people aged 12-25. This includes mental health and wellbeing, physical and sexual health, work and study support, and alcohol and other drug services.

CONTINUATION OF SERVICES DURING COVID-19

In late March 2020, service delivery was impacted by the onset of the COVID-19 pandemic with all programs transitioning to working remotely through virtual services including video conference and telephone calls. This has provided worthwhile support for many clients and worked well in the short-term but provided barriers for a small group of young people. Plans to resume face-to-face services were developed for most clients, under a COVID-safe plan.

ACHIEVEMENTS

- headspace Southport continues to be one of the busiest headspace centres in the country. The service supported 2,772 young people who received 11,406 occasions of service during the 2019-2020 financial year.
- Young people accessing the service gave an average satisfaction score of 4.3 out of 5 (above the national average score of 4.2) for services received from headspace Southport.
- The new headspace Upper Coomera provides additional mental health services to cater for an increase in demand of more than 160 per cent in the last three years. Lives Lived Well, who currently manage headspace Southport, have been appointed to establish the service.



"The opening of headspace Upper Coomera means we can provide more young people with support closer to home, to help them get through tough times and get back on track."

headspace CEO, Jason Trethowan

PSYCHOLOGICAL SERVICES IN RESIDENTIAL AGED CARE FACILITIES

With recent figures showing that approximately 39 per cent of all permanent aged care residents are living with mild to moderate depression, and as a national priority, we have commissioned Change Futures to provide psychological support for residents in Residential Aged Care Facilities (RACFs).

The Psychological Services in RACFs program offers structured psychological therapies that support people with mental health needs living in residential aged care. The service aims to support residents experiencing mild depression or anxiety and those having trouble adjusting to changes or coping with loss. The service can also support people experiencing dual diagnosis of mental health and dementia or neuro-cognitive disorders (including brain injury/developmental disability) where behaviours are identified as mental health related.

Sessions can be focused on transitions into aged care, engagement and well-being and managing identified mental health conditions.

CONTINUATION OF SERVICES DURING COVID-19

COVID-19 has presented considerable challenges for residents as this vulnerable group are at increased risk of complications and death from the virus, and lockdown measures have increased feelings of isolation and anxiety. In this environment, this program has been even more important, to support residents. Psychological services are being offered face-to-face with appropriate COVID-safe precautions, or through telehealth and telephone consultations.

ACHIEVEMENTS

- By the end of June 2020, services to RACFs had increased to 47 out of 55 facilities across the Gold Coast
- 457 RACF residents have accessed psychological services.

SERVICE PROVIDER

- Change Futures



"I think it's marvellous. It's helped a lot. We talk every week, it's great."

Shirley, RACF resident



NEW ACCESS

NewAccess is a low intensity mental health coaching program, designed to provide accessible, quality services for anyone finding it hard to manage life stress. People can access six coaching sessions delivered over the phone, via telehealth or in person by trained mental health coaches. The program uses low-intensity psychological therapy and aims to help people break the cycle of negative or unhelpful thoughts.

Developed by Beyond Blue and delivered by Lives Lived Well and Primary and Community Care Services, NewAccess provides support from a coach, who will assess the person's needs, then work with them in setting practical, effective strategies to help get back on track.

CONTINUATION OF SERVICES DURING COVID-19

The NewAccess service is available by phone and face-to-face however 75 per cent of services were delivered via phone for the 19/20 financial year. Face-to-face sessions were completed with a COVID-safe plan in place.

ACHIEVEMENTS

- 321 people accessed the service in the 2019-2020 financial year, more than double the year before.
- Based on data from 38 episodes of care, more than 81 per cent experienced significant improvement.

SERVICE PROVIDER

- Bolton Clarke (from 2018 to May 2019)
- Lives Lived Well
- Primary and Community Care Services



MODERATE INTENSITY

PSYCHOLOGICAL SERVICES PROGRAM

We commission the Psychological Services Program to provide short-term structured psychological therapies for people with moderate mental health needs. The program is available for people who identify with any of the following groups:

- General COVID 19 response *
- Aboriginal and Torres Strait Islanders *
- Culturally and Linguistically Diverse *
- LGBTIQAP *
- Perinatal – have had a baby in the last 12 months *
- Children up to 12 years old *
- Children in out of home care (up to 12 years old) +
- Experiencing or at risk of homelessness
- People who have attempted, or are at risk of suicide or self-harm

*Requires Health Care/Pension Card

CONTINUATION OF SERVICES DURING COVID-19

A new stream was added as a specific response to COVID-19 in April 2020 and saw a high demand with 138 referrals received. Psychological services were offered face-to-face with appropriate COVID-safe precautions, or through telehealth and telephone consultations.

ACHIEVEMENTS

- 940 people have accessed the service, with a total of 1,284 episodes of care.
- Almost 50 per cent of participants have noticed a significant improvement.
- There has been at least a five per cent improvement in clinical outcomes compared with previous year.

SERVICE PROVIDER

- Twenty organisations are commissioned to provide this service across the Gold Coast region.



HIGH INTENSITY

LIGHTHOUSE AND EARLY PSYCHOSIS

headspace Early Psychosis supports young people at risk of, or experiencing, a first episode of psychosis. In addition, the Lighthouse program, a new community-based treatment service for young people with severe and/or complex mental health needs, was launched during mental health week in October 2019. The multi-disciplinary Lighthouse team work with young people, aged 12 to 18, providing longer term support to help them better manage the impacts and symptoms of past complex trauma and to work towards creating positive life changes.

CONTINUATION OF SERVICES DURING COVID-19

Since late March 2020, service delivery has been impacted by the onset of the COVID-19 pandemic with all programs transitioning to working remotely through virtual services including video conference and telephone calls. This has provided worthwhile support for many clients and worked well in the short-term but provided barriers for a small group of young people. Face-to-face services have now resumed for most clients, under a COVID safe plan.

ACHIEVEMENTS

- Since its establishment, 64 young people have accessed the Lighthouse program and 35 are in active treatment. Those who have attended four sessions, all have had an individual treatment plan established for ongoing support.
- On average the three clinicians in the Lighthouse service are delivering over 30 face-to-face appointments a week, including engagement appointments, and four telehealth appointments a week. A book club group has just finished, and an art group is about to commence.
- 364 unique people accessed the headspace early psychosis youth services program.

SERVICE PROVIDER

- Lives Lived Well

"Her therapist spent time providing psycho-education about the effects of trauma on the brain and nervous system so that she was able to understand the physiology as part of the states. She was then able to identify the signs of when this state was emerging and thereafter learned to effectively maximise her sense of control when this state occurred. This intervention on its own appears to have had a substantial impact on her sense of wellbeing, which has subjectively and objectively improved, providing a sense of trust in the service and a firm foundation for the ongoing therapy."

About a Lighthouse program participant



"The young people who come to Lighthouse will be reaching out for help and with the aim of charting a different course in their lives. We are pleased we can be there with the long-term, best practice clinical care that they need."

Mitchell Giles, CEO,
Lives Lived Well

CLINICAL CARE COORDINATION - PLUS SOCIAL PROGRAM

To support Gold Coast residents who experience the impact of severe mental illness, we have commissioned the Plus Social Program to provide comprehensive clinical support. The program supports individuals who are finding it difficult to maintain their regular day to day activities using clinical care coordination. The program includes structured, recovery and goal-oriented services focused on creating significant improvements in quality of life, health and wellbeing.

CONTINUATION OF SERVICES DURING COVID-19

The service has been impacted by COVID-19 restrictions, however provision of essential services was maintained to vulnerable people living with complex mental health conditions. The service moved to more frequent 'check-in' support and alternative forms of support including telephone, online and face-to-face under a COVID safe plan.

ACHIEVEMENTS

- 498 unique people accessed the service including 475 adults and 23 young people, with 3,716 occasions of service.
- 171 clients completed satisfaction surveys, with an 87 per cent satisfaction rate.

SERVICE PROVIDER

- Primary and Community Care Services (PCCS)

"Person accessing the service with significant and complex needs and long history of engagement with HHS and acute services but limited engagement with community services in the past, is being supported to access long term supports, address needs and apply for NDIS."

Plus Social Program

PSYCHOSOCIAL SUPPORT

NATIONAL PSYCHOSOCIAL SUPPORT TRANSITION AND CONTINUITY OF SUPPORT PROGRAMS

The National Psychosocial Support transition (NPSt) and the Continuity of Support (CoS) programs commenced in July 2019, to support community mental health clients remaining in Partners in Recovery, Day to Day Living in the Community (D2DL), and Personal Helpers and Mentors Service (PHaMs) programs that ceased on 30 June 2019. Clients of these services receive non-clinical psychosocial supports while they are assisted to test their eligibility for the National Disability Insurance Scheme (NDIS), for ongoing care. Participants who do not meet the eligibility requirements for the NDIS, are able to transition into the CoS program for ongoing support through individual and group wellbeing and recovery programs.

As of July 1, 2019, we commissioned four local providers to deliver the NPSt program, being Stride (formerly Aftercare), Richmond Fellowship Queensland (RFQ), Cūra, and Krurungal. Stride and RFQ were also commissioned to deliver the CoS program. By 30 June 2020, Cūra and Krurungal had successfully supported and transitioned all NPSt clients to ongoing care within the NDIS, CoS or other supports, with RFQ and Stride continuing as the main NPSt and CoS providers.

CONTINUATION OF SERVICES DURING COVID-19

Providers successfully maintained support and connection with their clients during COVID-19. Stride's Continuity of Support group programs ran successfully during the early part of the year but were redesigned as virtual groups. Individual support transitioned to virtual or phone contact unless assessed as necessary to provide face-to-face support.

ACHIEVEMENTS

- 73 clients were supported through CoS with 2,112 occasions of service being delivered.
- On July 1, 2019 there were 172 NPSt clients, and through successful transition to the NDIS, the CoS program, or other support services, only seven clients remained in NPSt by June 30, 2020.

SERVICE PROVIDERS

- Stride (NPSt and CoS)
- Richmond Fellowship Queensland (NPSt and CoS)
- Krurungal (NPSt)
- Cūra (NPSt)

PSYCHOSOCIAL SUPPORT (NPSM)

Psychosocial Support services provide practical assistance and personalised support to people experiencing the impacts of significant mental health needs and who would like assistance with their recovery journey. These services include activities such as life skills development, employment and education goals and learning how to maintain health and wellbeing. Offering both individual and group support, the programs aim to assist people in gaining life skills such as cooking, money management, managing stress and much more.

Psychosocial support services focus on building capacity and stability in the following areas:

- social skills and friendships, family connections
- managing daily living needs
- financial management and budgeting
- finding and maintaining a home
- vocational skills and goals, including volunteering
- educational and training goals
- maintaining physical wellbeing, including exercise
- building broader life skills including confidence and resilience.

CONTINUATION OF SERVICES DURING COVID-19

The service has been impacted by COVID-19 restrictions, however provision of essential services were maintained to vulnerable people living with complex mental health conditions. The service moved to more frequent 'check-in' support and alternative forms of support including telephone and online and face-to-face under a COVID safe plan. Groups were maintained by increasing the number of groups offered and reducing the number of participants.

ACHIEVEMENTS

- 132 unique people accessed the service.
- Virtual art exhibition by program participants, 'This is Us', moved to an online format during COVID, to continue to engage with people and maintain morale and social connections.

SERVICE PROVIDER

- Primary and Community Care Services (PCCS)

'This is Us' is the culmination of weekly art classes that also actively foster social connections for people with psychosocial disabilities such as depression, anxiety and other long-term mental health conditions. As we know one of the biggest risks for mental ill-health is social isolation, so continuing with the launch of our art show is very important.'

PCCS CEO, Dr J.R. Baker, on the 'This is Us' art exhibition, held virtually for the first time, due to COVID-19.





"On the Gold Coast, 1.8 per cent of people identified as being Aboriginal and/or Torres Strait Islander, which equates to a population of 11,356."

SOURCE: Estimates of Aboriginal and Torres Strait Islander Australians, June 2016, Australian Bureau of Statistics.

INDIGENOUS MENTAL HEALTH

Kalwun Health Service has developed an integrated service model, to best meet the needs of Aboriginal and Torres Strait Islander people in the Gold Coast community. The model provides culturally safe access to clinical services encompassing mental health, alcohol and other drugs and suicide prevention support. The team work closely across the services system and beyond, to ensure understanding and improved outcomes for Aboriginal and Torres Strait Islander health.

CONTINUATION OF SERVICES DURING COVID-19

Kalwun Health Service continued to provide support to people accessing its programs, by offering services through alternative mechanisms; including telehealth and email. Kalwun remained in communication with people accessing their services, through social media, website, mail-outs and telephone support. Kalwun was also integral in providing COVID specific support through their respiratory/testing clinics.

ACHIEVEMENTS

- 217 people have accessed the service, for 225 episodes of care and 1,752 occasions of service
- More than 90 per cent of those who had an episode of care, recorded they had a valid outcome at the end of their support

SERVICE PROVIDER

- Kalwun Development Corporation

ABORIGINAL AND TORRES STRAIT ISLANDER PEOPLES' HEALTH AND SOCIAL AND EMOTIONAL WELLBEING

Aboriginal and Torres Strait Islander people require access to services that are joined up, integrated, culturally appropriate and safe, and designed to holistically meet their needs, including social and emotional wellbeing. Culturally appropriate health service providers facilitate more effective service delivery and improved outcomes for Aboriginal and Torres Strait Islander people. This requires cultural awareness, cultural respect, cultural safety and an understanding of the broader cultural determinants of health and wellbeing.

INTEGRATED TEAM CARE

The Integrated Team Care program (ITC) has been improving healthcare coordination for Aboriginal and Torres Strait Islander community members in the Gold Coast region, who have long-term chronic health conditions. Commissioned through Kalwun, ITC is provided by a team, including an Indigenous health project officer, Aboriginal and Torres Strait outreach workers and care coordinators who aim to close the gap in life expectancy by improved access to culturally safe mainstream primary healthcare services for Aboriginal and Torres Strait Islander people.

CONTINUATION OF SERVICES DURING COVID-19

Support services have continued to be delivered for primary health services, however no practice visits or cultural safety training occurred during COVID-19.

ACHIEVEMENTS

Healthcare support:

- 16,872 services delivered to 542 patients including:
 - 5,594 care coordination services
 - 7,865 supplementary services
 - 3,413 clinical services accessed

Transport services:

- 556 patients were assisted with support and transport.
- 7,072 allied health visits for exercise physiology, podiatry, physiotherapy
- 793 specialist visits including renal, radiology oncology

Cultural awareness training:

- 79 general practice visits
- 3 cultural competency sessions attended by 40 staff including practice nurses, GPs, psychologists, administration staff.
- 793 specialists including renal, radiology oncology.

SERVICE PROVIDER

- Kalwun Development Corporation

"A client who has been struggling with anxiety, depression, drugs and alcohol for years has, during engagement with our service, secured stable employment and stable private housing after being unemployed and living in Dept. of Housing property. This client has had a massive reduction in their reliance on substances to cope and is now developing great healthy strategies to manage their anxiety."

Kalwun Clinical Care Coordinator.

ALCOHOL AND OTHER DRUG SERVICES

We commission alcohol and drug (AOD) treatment services that support people to reduce problematic or harmful substance use, and work towards the achievement of their recovery goals. Treatment is provided across a range of service types including counselling, case management, group programs, family therapy, information and education, and specialised clinical and dual diagnosis support services.

CLINICAL CARE COORDINATION (WITH LIVES LIVED WELL - MIRIKAI)

We commission a registered nurse position within Mirikai, a residential alcohol and drug treatment service run by Lives Lived Well. The nurse works within the Mirikai team to provide comprehensive medical and therapeutic treatment for people who require a higher level of support for their AOD and mental health challenges. Importantly referrals and links are made with GPs to support ongoing care when clients exit the service. In the 2019-2020 financial year, 247 people accessed the service.

COMMUNITY BASED SERVICES (LIVES LIVED WELL)

We continue to support specialist programs through Lives Lived Well which provide a range of service options including specialised dual diagnosis treatment, youth outreach programs, family therapy programs, and transitional housing support. In the 2019-2020 financial year, 526 people accessed these services and there were 4,482 service contacts.

AOD SERVICES FOR THE MAINSTREAM

Lives Lived Well provides treatment and support for people impacted by alcohol and drugs including support for people with mental health problems associated with substance use. Clients are supported to continue treatment as needed through other service options included residential rehabilitation, group programs and relapse prevention support.

QulHN provides treatment and support through counselling and case management for as long as required by the client, through outreach in the northern Gold Coast region which is helping to overcome barriers people may experience when seeking treatment such as limited transport, physical disabilities and childcare responsibilities.

ACHIEVEMENTS

- 679 people accessed these services
- 95 per cent (160 clients) reported satisfaction with these services
- On average people were contacted within four days of being referred to the services
- 75 per cent of people had an improved outcome measure during or on completion of treatment

AOD SERVICES FOR INDIGENOUS PEOPLE

A new model, to provide culturally appropriate AOD services for the Aboriginal and Torres Strait Islander community began in October 2019. Kalwun Development Corporation is commissioned to deliver an integrated social health service model which uses a person and family centred approach



"Client with a range of complex physical, mental and psychosocial challenges supported by QulHN to reduce the use of illicit substances. Through counselling and case management the client identified the key stressors in life and the goals of treatment. The client came to realise that her use of illicit substances had a serious impact on her relationships with her children and wanted to work to repair these. QulHN's therapeutic support, in combination with referrals to other support services including a residential treatment service for detox and rehabilitation, sees the client looking forward to her future and rebuilding her relationships."

to care. The team provides mental health and AOD services with 59 people accessing AOD specific support, with referrals increasing each quarter. This service helps support a person in their recovery journey, including access to housing, health care, mental health, probation, family, education and the courts system.

COMPLEX NEEDS ASSESSMENT PANEL DRUG AND ALCOHOL 25+ (CNAPDA 25+)

Throughout the year QulHN continued to run the Complex Needs Assessment Panel Drug and Alcohol 25+ (CNAPDA 25+). The panel aims to support individuals over the age of 25 who are struggling with complex needs and have issues with alcohol and/or other drugs. The panel is made up of representatives from a diverse range of Gold Coast agencies to support a multi-agency and comprehensive service response is provided.

CONTINUATION OF SERVICES DURING COVID-19

- Service providers and clients adapted well to the changes presented by the COVID-19 pandemic with minimal disruption to service delivery. Clients expressed relief that support was still available and welcomed the ease with which they could continue to access this support.
- In late March 2020 Lives Lived Well, QulHN and Kalwun transitioned all services, including Lives Lived Well's residential services, to virtual service delivery. Support was provided through various online platforms depending on what the client was able to access and clients who had challenges in transitioning to this new medium were prioritised once restrictions eased.
- Client feedback was positive with many stating they felt grateful and supported during a difficult time in their lives. Many felt the groups provided a means for social interaction with their peers along with the newfound knowledge of how to cope in the community.
- Provider feedback identified that although restrictions only allowed for phone or online support, there was increased engagement from clients because of the flexible nature of the sessions, no need for transport or travel and overall allowed for more time counselling sessions because other activities in the clients' lives were no longer available.

SERVICE PROVIDERS

- Lives Lived Well
- Queensland Injectors Health Network (QulHN)
- Kalwun Development Corporation



"We will connect clients to whatever support services they need, whether that's establishing a good relationship with a GP, organising a mental health care plan, financial counselling, parenting support or exercise and wellbeing services, and help them get back on their feet. We want to assist Gold Coast people to feel connected to the community, have new supports and feel capable moving forward to be able to manage the stresses that brought them to be in crisis."

Wesley Mission Queensland Suicide Prevention Services Manager, Pauline Coffey.

SUICIDE PREVENTION

We fund services for people who have recently attempted suicide or are at risk of suicide. Since 2017, the Lotus program has provided one month of tailored psycho-social support for people who have been discharged from Robina or Gold Coast University hospitals. With the availability of new funding we have been able to expand and enhance this service to establish The Way Back Support Service which launched in July 2020 and provides three-months of tailored psycho-social support. In each of these services, a support facilitator guides participants through their recovery, including helping build a personalised safety plan and linking them to health and community services, and clinical care if needed. We also commenced commissioning of a new suicide prevention service that will support people in suicidal distress in the community without the need to be referred via the Emergency Department or have a mental health care plan.

ACHIEVEMENTS

- 386 people accessed the Lotus service.
- Of these, 57 culturally appropriate service contacts were provided to Indigenous clients.
- 95 per cent had a first service contact within seven days of referral.
- More than 71 per cent of clients exiting the service showed a significant improvement.
- 85 per cent of clients exiting the service, reported a positive satisfaction rating.
- Great success working with the Indigenous health service Yan Coorara-Cultural Healing Team which has benefited in the identification of Aboriginal and Torres Strait Islander people,

enhancing cultural safety and cultural understanding.

- Consumer Integrated Mental Health Application (CIMHA) read/write access between provider and Queensland Health enabling greater information sharing.
- Joint commissioning and establishment of The Way Back Support Service.
- Development and maintenance of a regional Suicide Prevention Leadership Group.
- Development of the Gold Coast Suicide Prevention Community Action Plan.
- Steering committee member for the Carer's Support Program for people caring for individuals experiencing a suicidal crisis.
- Member of Care For Life Suicide Prevention Network.

CONTINUATION OF SERVICES DURING COVID-19

The Lotus program has continued to be delivered during COVID-19 via a mixture of face-to-face, telephone and video conferencing following the health advice and guidelines issued by the Australian Government. Face-to-face services have been prioritised according to need following safe social distancing and utilising personal protective equipment as required. Referrals from Gold Coast Health through March and April were particularly low which was attributed to people being concerned about contracting COVID-19 at the hospital.

SERVICE PROVIDER

- Wesley Mission Queensland

ENGAGEMENT SUPPORTS

COMMUNITY PATHWAY CONNECTOR PROGRAM

The Community Pathway Connector (CPC) program was launched in July 2019 to simplify and improve the process to connect services for under-served members of the Gold Coast community. Cūra has been providing services for culturally and linguistically diverse individuals, and Krurungal for Aboriginal and Torres Strait Islander peoples. The service connects people of any age, with mental health and well being services, identifying and removing any barriers to ensure they receive the culturally safe access to support and services.

CONTINUATION OF SERVICES DURING COVID-19

COVID-safe protocols were put in place, shifting to community outreach via telephone, email, and other virtual means while continuing face-to-face where necessary (with COVID-safe measures in place). Innovative methods to continue to connect with community members have commenced, with Krurungal setting up a Facebook page and promoting art, music, cultural connection and cooking demonstrations by Indigenous community members. Cūra has offered COVID-safe information and access across many languages, to ensure all people accessing or connected to the service are continuously kept informed. Social media has also been effective for connecting with a larger portion of the Gold Coast community.

ACHIEVEMENTS

- 433 people accessed the service, of which 255 people (Cūra), 178 people (Kruurungal).
- The Community Pathway Connector program has been highlighted as an exemplar in commissioning for Aboriginal and Torres Strait Islander peoples. The case study will be included in the Manual of Best Practice for Aboriginal and Torres Strait Islander Suicide Prevention, developed by the Centre of Best Practice, based at the University of Western Australia, led by Professor Pat Dudgeon.
- The Community Pathway Connector program was highlighted in the report that came out of the Multicultural Queensland Advisory Council consultation with the Minister for Multicultural Affairs Queensland in December 2019, as an effective model meeting the diverse needs of people in the Gold Coast community.

SERVICE PROVIDER

- Cūra
- Krurungal



"XXX spoke to me about getting support, both emotionally and financially . (...) Gave linkage information for services including making contact with a Centrelink social worker, free financial counsellors, carer support, Commonwealth carer respite, carer and sickness welfare payments, my aged care application, NDIS access. Also forwarded information and tips to manage feelings of stress and guilt for not being able to help and support. All parties grateful for support from CPC."

Response to a family seeking support after a diagnosis of serious illness.





"Client 'X' - past history of trauma, homelessness, abuse. Had been noted by staff as becoming increasingly erratic over the last few months and refusing any kind of practical assistance. Comes to the Safe Space as she likes the staff, is able to get something to eat and is able to escape the streets for a couple of hours. Towards the end of June, 'X' presented to the Safe Space outside of operating hours and in crisis because she didn't trust anyone else to help her.

Through this relationship, and with the help of our Intake and Triage Team, 'X' was able to receive some medical assistance and be admitted into hospital where she received urgent physical and mental health care. 'X' would call from the ward every couple of days to 'check in' with the staff and let them know she was OK and looking forward to returning to the Safe Space."

PCCS Quarterly Report



"My... transgender daughter has been attending QSpace at Southport... It is her favourite time of the week and she comes back literally "glowing"... [Wesley Mission Queensland] is running a great program and it is reducing my daughter's anxiety and fear levels significantly."

Parent of a participant

SAFE SPACE AND CO-LOCATION HUB

An after-hours safe space, The Hub, was launched in September 2018 to support people who need to access mental health support outside regular business hours, and as an alternative to emergency department presentations. Since the service began, there has been a four-fold increase in demand for services, with more than half of these, identified as homeless.

Hub 2 was launched in June 2019 and provides an opportunity for a range of support services to co-locate in one place including Centrelink, housing, employment, local area coordinators, GPs, registered nurses, social workers and more.

CONTINUATION OF SERVICES DURING COVID-19

Despite the pandemic, demand for this service continued to increase between April and June 2020. The Safe Space remained open in line with COVID safe guidelines, however additional support was provided over the phone.

ACHIEVEMENTS

- 2,336 service contacts including:
 - 126 service contacts for the first time
 - 47 identified as Aboriginal and Torres Strait Islander
 - 66 identified as CALD
 - 32 identified as LGBTIQAP+
 - 1,590 identified as being homeless or at risk of homelessness.

SERVICE PROVIDER

- Primary and Community Care Services (PCCS)

EXPANDED HORIZONS

The Expanded Horizons Program provides individual and group support for young people 12-25 years who identify as lesbian, gay, bisexual, transgender, intersex, queer, asexual, pansexual and questioning (LGBTIQAP+). The program offers resources, guest speakers, peer support and information to build a positive sense of identity and connection with peers and supports young people to access information regarding topics of interest such as mental health, sexual health and support networks.

CONTINUATION OF SERVICES DURING COVID-19

In response to COVID-19, the team moved to online platforms and have completely transitioned to web-based support and programs. Data packs were provided to vulnerable clients to ensure they could access online support.

ACHIEVEMENTS

- 74 workshops were held, and an additional 38 workshops were held in partnership with headspace Southport. Sixty young people were provided support at these events.
- The Expanded Horizons coordinator has been recently nominated for the Westfield Local Heroes Award.
- Qspace and Qplus were nominated for Support Group of the Year through the Queens Ball awards, the longest running LGBTIQ+ event.
- Qspace trained three new Qpals who have been empowered to deliver videos of slam poetry, singing and more via social media.
- Four team members received early psychosis intervention training through a partnership with headspace.
- Positive feedback from young people and stakeholders regarding their experiences with the program.

SERVICE PROVIDER

- Wesley Mission Queensland

TURNING PAIN INTO GAIN

For the last six years we have commissioned Painwise to run the Turning Pain Into Gain program which has been heralded as life changing by participants. This program provides management strategies to help pain sufferers live with pain, access appropriate services, reduce their reliance on prescription medication, reduce requirements of emergency care and avoidable hospitalisations. Participants are supported by a multi-disciplinary team including a GP, pharmacist, dietitian, pain educator, counsellor and psychologist.

CONTINUATION OF SERVICES DURING COVID-19

As a result of the impacts of COVID-19, early in the response, Painwise transitioned its programs to a virtual space and have been seen as a leader in offering virtual services in the area of chronic pain. As a result, there has been little impact on the program deliverables. There was an increasing acceptance of virtual based appointments (with phone-based consultations preferred to video conference consultations) over the COVID-19 period although some participants decided to delay their consultations until face-to-face became available. Sessions predominantly returned to face-to-face towards the end of June 2020.

As a result of the pandemic, Painwise reported an increase in people presenting with acute anxiety issues resulting in the duration of an average session increasing from 45 minutes to 60 minutes to provide additional support.

ACHIEVEMENTS

- 276 Gold Coast residents received the service.
- 100 per cent of clients completing a satisfaction survey on exit, reported a high level of satisfaction.
- Painwise reported a significant increase in referrals for people with emerging pain issues. In response to this emerging need, we have engaged with Painwise to complete a pilot of an early intervention program for people experiencing chronic pain. This program will commence in the 20/21 financial year and is due to complete at June 30, 2021.

STAKEHOLDERS

- Participants
- General practice
- Allied health professionals

SERVICE PROVIDER

- Painwise

"The Turning Pain Into Gain Program opened my eyes to life again. I have learnt different ways to cope including the importance of my fur-babies (my dogs) who have helped me so much. Very blessed to have the support of the program!"

Mary-Jean, Program Participant



BUILDING THE PRIMARY CARE WORKFORCE

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

CONTINUATION OF SERVICES DURING COVID-19

With many other universities and states cancelling their General Practice placement for medical and nursing students, and despite a number of cancellations, changes and challenges, with the commitment of GPs and the General Practice team, we were able to continue to place every student who required placement (over 600 students). In addition, we were able to source over 50 additional placements, following the cancellation of many rural, interstate and overseas placements.

ACHIEVEMENTS

Medical Placements

- Over 475 student placements totaling 3,788 days of placement
- 101 general practices took students
- 199 GPs were involved in student supervision

Nurse Placements

- 149 student placements
- 32 general practices took students
- 60 practice nurses were involved in student supervision

"Ninety-two per cent of final year medical student survey respondents advised they would be confident to work in General Practice as a result of the placement, and 94 per cent of GP supervisors were helpful and instructive. These figures are testament to the quality of our GPs participating in the program."

STAKEHOLDERS

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



MY HEALTH RECORD

My Health Record is an online summary of people's health information that could provide life-saving information to medical professionals particularly in an emergency. We have been leading the way in the engagement and uptake of My Health Record by healthcare providers on the Gold Coast and have been recognised by the Australian Digital Health Agency, as not just meeting but exceeding our targets.

CONTINUATION OF SERVICES DURING COVID-19

Support to healthcare providers has continued during COVID-19 by virtual means and the use of online publications, web information and email updates. This has included MBS telehealth video and phone services, interim arrangements for prescriptions (assisting patients to receive medicines), online training and numerous resources distributed via webinars, emails, and online newsletters (146 articles during this period) and 356 phone calls.

ACHIEVEMENTS

- Through extensive engagement and education strategies, a significant percentage of health care providers across the Gold Coast have been informed about My Health Record. This includes:
 - 100 per cent of general practices (205 in total)
 - 100 per cent of specialists (259 in total)
 - 99.4 per cent of pharmacies (159 in total)
 - 46.8 per cent of allied health professionals (218 in total)
- By June 30, 2020, My Health Record registrations had increased to 187 general practices, 129 community pharmacies, 51 private specialist practices, 71 allied health practices and 4 residential aged care facilities.

- The rate of regular uploads by health professionals (at least one document each week in a month) has increased to 28.6 percent of 830 healthcare providers. This includes:
 - 72.2 per cent (148 of 205 general practices)
 - 55.3 per cent (88 of 159 pharmacies)
- Initial work has commenced on the development of our digital health strategy and we supported healthcare providers through training to enable the introduction of interim prescribing and in preparation for Fast Track electronic prescriptions.

STAKEHOLDERS

- Australian Digital Health Agency
- Health professionals (GPs, specialists, pharmacies, allied health and RACFS)
- Private hospitals and community health services
- Consumer and carer groups

By June 30, 2020, My Health Record registrations had increased to 187 general practices, 129 community pharmacies, 51 private specialist practices, 71 allied health practices and 4 residential aged care facilities.



PRIMARY HEALTHCARE IMPROVEMENT

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.

CONTINUATION OF SERVICES DURING COVID-19

- From April 2020, face-to-face practice visits and events were held online in response to COVID-19. The team's focus shifted to supporting General Practice in COVID-19 management, including development of resources around pandemic preparedness, business continuity, management of COVID-19 vulnerable and at-risk patients, management of COVID-19 confirmed or suspected cases, influenza immunisation for COVID-19 vulnerable and at-risk patients, influenza immunisation for patients 65-and-over and influenza immunisation for healthy populations. This was supported by a wellness strategy and development of evidence-based resources to support continuous quality improvement (CQI) activities for those patients at risk of poor outcomes relating to COVID-19.
- A series of webinars involving Gold Coast Health, the Gold Coast Public Health Unit, Gold Coast Medical Association and General Practice Gold Coast, were also held on a regular basis, to provide COVID-19 updates for GPs and their staff. More than 200 GPs and staff attended the first webinar – the largest number of any previous event.
- Helpdesk support was moved from the office to home and our staff continued to provide phone advice to practices, meeting a significant increase in demand from GPs, the general public and community and allied health providers.
- To better identify support requirements during COVID-19, all 205 Gold Coast general practices were surveyed, with some of the main areas identified and addressed including telehealth, infection control/PPE training and support and identification and management of COVID-19 vulnerable patients. Eighty-six (42 per cent) of practices responded to the survey.
- As a response to the survey, a new training and education webpage was developed to provide easy access to

relevant resources and online training opportunities, to support practices to adapt and maintain a skilled workforce

- More than 100 COVID-19 bulletins were emailed to GPs, to provide crucial information and advice from local, state and federal departments. This included any updates to COVID-19 pathways for General Practice, which were regularly updated by our staff as new information came to hand. A dedicated COVID-19 webpage on our GCPHN website for GPs was also regularly updated, with the latest health information and advice.
- Mental health support for frontline and reception staff was implemented as part of our psychological services program.

PIP QI

- Successful communication campaign and implementation of the PIP Quality Improvement Incentive (PIP QI) payment to general practices that participate in quality improvement activities, to improve patient outcomes and deliver best practice care. At the end of June 2020, 155 of 174 accredited Gold Coast general practices, (89 per cent) were registered for PIP QI.
- Seven PIP QI support events were held during 2019-20 including five general information forums with both North Coast PHN and Gold Coast Practice Managers Breakfast Forum, and two workshops which provided in depth training on CQI methodology supported by the GCPHN GP Clinical Lead.
- Previous quarterly CAT4 training events developed into Data Extraction Tool and CQI training events to support practices with PIP QI implementation. These face-to-face events were held in September, November, December and February. Sixty-five practice staff attended including six GPs.
- A new method of classifying practice engagement levels was implemented in 2019 to support PIP QI implementation and support the appropriate allocation of resourcing.

HELPDESK

- The Helpdesk, staffed by our Primary Healthcare Improvement staff, continued to provide invaluable support to Gold Coast general practices. In 2019-2020, the Helpdesk responded to 1,182 phone calls, more than double the 545 calls provided the previous year. The main areas of support included Primary Sense™, PIP QI and from March 2020, COVID-19.
- We developed and implemented a system to capture more detailed Primary Sense™ Helpdesk requests - to support future planning and resource allocation.

STAKEHOLDERS

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



PRIMARY SENSE™

We have begun the implementation of a new population health data analytics management tool that we have pioneered, Primary Sense™. This toolset assists Gold Coast general practices to identify patients most at risk of poor health or disease, to provide targeted intervention and reduce their risk of becoming unwell or hospitalisation. A review by Deloitte was highly favourable of Primary Sense™, Gold Coast Primary Health Network (GCPHN) and WA Primary Health Alliance are developing a business case with other PHNs to scope potential for a national roll out.

CONTINUATION OF SERVICES DURING COVID-19

A COVID-19 vulnerable patient list report was developed based on the Johns Hopkins University high risk groups, highlighting patients with or without COVID like symptoms, and possible missing interventions, such as influenza vaccinations. This report was downloadable in all practices using Primary Sense™ and listed their most vulnerable patients.

ACHIEVEMENTS

- The Primary Sense™ data extraction tool has now been installed in 81 general practices – an increase of 66 from the year prior.
- These reports now cover 620,000 de-identified residents.
- GPs and practice nurses/managers have been using this tool, and in the last 12 months have downloaded a total of 1,928 reports.
- 288 (56 per cent) GPs using Primary Sense™ received at least one medication safety alert.

- The Primary Healthcare Improvement Team has provided training sessions to general practices in the use of the data extraction tool, and most of the project team are now able to effectively deliver Primary Sense™ demonstrations.
- There have been a number of presentations to key stakeholders including NSW Health LUMOS project, Bond University School of Medicine, Griffith University, Menzies Institute, Queensland Health, Australian National University, Department of Health National PIPQI Advisory Committee and Gold Coast Health (GCH).
- The GCH CEO and Integrated Care Alliance planning group is now fully engaged with Primary Sense™ to inform implementation and evaluation strategies.
- The Primary Sense™ website has been developed and went live in the second half of 2020.
- We are now an accredited partner with Best Practice Software and listed on the Australian Register of Therapeutic Goods with the TGA.

STAKEHOLDERS

- Gold Coast general practices
- Primary Health Networks
- Best Practice Australia
- Bond University
- Griffith University
- Gold Coast Health

These reports cover 620,000 de-identified Gold Coast residents.



PALLIATIVE AND AGED CARE

- **ENHANCED PRIMARY CARE IN RACFS**
- **THE ADVANCE PROJECT**
- **GREATER CHOICES FOR AT HOME PALLIATIVE CARE**

STAKEHOLDERS

- Residential Aged Care Facilities (RACFs)
- Gold Coast Health
- Program of Experience in the Palliative Approach (PEPA)
- General practices and GPs
- Gold Coast Health Specialist Palliative Care Services
- Specialised Palliative Care Services
- Palliative Care Queensland

ENHANCED PRIMARY CARE IN RACFS

Five RACFs were part of a pilot project to reduce avoidable hospitalisations among residents, through the employment of a Clinical Palliative Care Nurse Educator that we funded, under the Greater Choices for at Home Palliative Care project.

CONTINUATION OF SERVICES DURING COVID-19

In March 2020, in response to the COVID-19 pandemic, the Australian Government implemented restrictions to minimise the spread of the virus. Local RACFs restricted facility access to 'essential visitors only' which delayed the initial project but reshaped our response.

Instead, we and the Gold Coast Health Palliative Care Service, worked collaboratively to meet the needs of RACF residents during the pandemic, creating a new service which has filled a clinical gap and has developed partnerships between RACFs, GPs and Gold Coast Health. We have repositioned the Clinical Nurse Educator to support COVID-19 RACF Palliative Care Response Team (RESPECT Team) and provide education and clinical support to assist the nurses and GPs working in RACFs.

THE ADVANCE PROJECT

We have been involved in a number of projects with RACFs, GPs, practice nurses and practice managers and the community, to increase the uptake of Advance Care Plans to enable people to make decisions about their future healthcare.

We secured funding to trial The Advance Project, initiating advance care planning and palliative care through training and resources for six general practices on the Gold Coast to assist local GPs in delivering palliative care for their patients.

ACHIEVEMENTS

- Through the ongoing promotion of Advanced Care Plans (ACPs), by February 29, 2020, the Office of Advanced Care Planning had received 1,645 ACP documents. In addition, the five RACFs that worked with us on the Enhanced Primary Care Project, had 369 ACPs completed by March 30, 2020.
- Three Advance Care Planning introductory education workshops were delivered at the Gold Coast Justices Association's education symposium where 183 Justice of the Peace volunteers participated.
- In collaboration with Kalwun and PEPA, we organised a "Dying to Yarn" Expo that aimed to empower Aboriginal and Torres Strait Islander people about when and where they need palliative care within the community.
- Six general practices were participating in a trial to determine barriers to implementing advance care planning in RACFs, which will assist in improving mechanisms to increase uptake.
- The Palliative Care Health Literacy project team has explored options for consumer resources to increase awareness and understanding about palliative care and the options available to them including the uptake of advance care planning.

PLAN
YOUR
FUTURE
TODAY



THE
5 SIMPLE
STEPS TO
ADVANCED
CARE
PLANNING



GREATER CHOICES FOR AT HOME PALLIATIVE CARE

CONTINUATION OF SERVICES DURING COVID-19

Together with Gold Coast Health and Program of Experience in the Palliative Approach (PEPA), we organised the 'Live Well. Die Well - a Multidisciplinary Approach to Palliative Care Conference' to link primary care, the community and hospitals. Within the first two weeks of promotion, 126 people had registered with 15 trade display requests. This was booked for June 2020, but because of COVID-19 has been rescheduled for June 2021. We have continued to engage with our stakeholders through telehealth options and promoted advanced care planning and training opportunities with Gold Coast Health and General Practice and RACFs through regular communication including regular updates including information on the COVID situation, surveys and clinical resources.

PALLIATIVE CARE PATHWAYS

We have been, and continue to work in partnership, with Gold Coast Health and other stakeholders to explore palliative care pathways to better support delivery of palliative care to Gold Coast residents.

ADVANCE HEALTH DIRECTIVE

This form deals with your future health care.
The time may come when you cannot speak for yourself. By completing this form, you can give directions about your medical treatment at such a time.
This document can be used by non-English speakers if a qualified interpreter/translator reads it to the person in the person's own language and a signed Statement of Interpreter/Translator is attached. Blank statements are available from Goplin's office. NC Perfoloid Statements and most manuscripts throughout Queensland.

Five easy steps

IMPROVING ACCESS TO INFORMATION AND RESOURCES

The Gold Coast Primary Health Network (GCPHN) website (www.gcphn.org.au) is a crucial communication tool to provide alerts, information, resources, news and education for health professionals and the community. In the last 12 months, this website has undergone a significant redesign with features and architectural structure informed through an extensive consultation and design process.

CONTINUATION OF SERVICES DURING COVID-19

The website has also been instrumental in providing advice to health professionals and the community during the COVID-19 pandemic.

ACHIEVEMENTS

- The GCPHN website redesign was launched in January 2020, and its design based on widespread consultation with key stakeholders from general practice, allied health, aged care, mental health and community to ensure it is easy to navigate, informative and meets user needs.
- Information is tailored to individuals based on who they are (a health professional or a community member) with content organised in a clear and concise manner.
- Key featured areas include not only organisational information but information to support general practice and local details for mental health, population health, digital health and aged care.

- To maintain a high standard of usability, we have introduced new accessibility tools, to assist people with visual impairments and reading difficulties.
- Total users of the site in the last 12 months is 96,112, an increase from 89,682 total users in the previous year.
- There have been on average, 24,497 views per month, and in the last 12 months, a total of 293, 505 page views.

STAKEHOLDERS

- Health professionals including general practices
- Gold Coast Health
- Local health and community services
- Gold Coast residents

"Just jumped on and had a look, very impressed, user friendly, easy to navigate. Job very well done."

Allied health professional

"I only used it on a mobile device however it worked beautifully. Great start choice to choose which services are suitable depending on who you are! It was very fast and easy to navigate great job."

General Practice Manager



TRAINING AND DEVELOPMENT

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 advanced care planning, wound management, cultural safety, spirometry testing, diabetes, bowel screening, problem gambling, hepatitis C, Primary Sense™, mental health support for general practice, suicide prevention training, chronic disease support, National Disability Insurance Scheme (NDIS), substance use, asthma and aged care.

CONTINUATION OF SERVICES DURING COVID-19

Due to COVID-19, 27 face-to-face events were cancelled, however we quickly transitioned to hosting events online, including webinars for key stakeholders with important COVID-19 information including using telehealth for consultations. We also provided support to other key stakeholders to assist them in holding their own online events including the Gold Coast Medical Association and General Practice Gold Coast.

ACHIEVEMENTS

- We held 51 education and training events attended by 915 people.
- The three highest attendees included 283 practice nurses, 142 general practitioners and registrars, 132 practice managers.
- We partnered with a number of external organisations to hold 34 events, attended by 553 people.
- Feedback from internal and external event facilitators/conveners consistently indicates levels of high satisfaction with events and

communications support.

STAKEHOLDERS

- General Practice Gold Coast
- Gold Coast Medical Association
- Pharmacy Guild of Australia
- Benchmark
- Pharmaceutical Society of Australia
- Australian Association of Practice Management (AAPM)
- Hope Island Medical Centre
- Gold Coast Health and National Asthma Council
- General practices
- Allied health professionals
- Pharmacists

*"Keep this course going.
Presenters x 2 excellent teachers.
Great information provided.
Product reps were very helpful.
PHN facility excellent for training.
PHN staff thanks for being so
helpful."*

Participant at the Wound Buster training



HEALTH PROMOTION

We provide support for a number of initiatives to help Gold Coast residents stay healthy and well and improve their health. This includes promotion and support for cancer screening, immunisation and the *My health for life* lifestyle program, to the Gold Coast community and health professionals.

MY HEALTH FOR LIFE

We have been part of the Queensland Government funded *My health for life* program since 2017, which is a healthy lifestyle program helping Queenslanders at risk of developing chronic conditions including type 2 diabetes, heart disease and stroke, to live well and reduce their risk factors including healthy eating and physical activity. Since July 2019 – June 2020:

- 513 consumers have commenced the program and 2,584 risk assessments have been completed.
- Satisfaction of this program on the Gold Coast is above the state average, with 70 per cent of consumers strongly agreeing they are satisfied with the project.
- Ongoing promotion through newsletters to health professionals and community, social media and a dedicated webpage, has helped to increase awareness and drive referrals.
- The Primary Healthcare Improvement Team has raised awareness of the program among GPs and practice nurses, embedded into continuous quality improvement activities and through PIP QI activities.

CONTINUATION OF SERVICES DURING COVID-19

My health for life support sessions continued, but were moved to telephone coaching.

IMMUNISATION

We have continued to promote the importance of immunisation to GPs and the broader community and supported general practices to keep immunisation levels high, to better protect local residents against disease.

CONTINUATION OF SERVICES DURING COVID-19

Promoting the importance of immunisation for vulnerable groups during COVID-19 was a priority, through news articles and media, radio and newsletters for community and general practices, to support a reduction in preventable hospitalisations. More than 200,000 flyers encouraging residents to continue to see their GP for care including immunisations, was promoted widely. Regular webinars provided updates for general practices and in a radio promotion, to highlight the importance of the flu vaccine during COVID-19, our Board member and local GP, Dr Lisa Beecham, provided an influenza vaccination on air.

ACHIEVEMENTS

- The wellness strategy was launched in response to General Practice feedback to promote care of vulnerable and at-risk patients. We developed continuous quality improvement (CQI) examples promoting influenza immunisation for patients with multi-morbidities and chronic disease.
- General practices were provided assistance with their immunisation inquiries, with 64 calls to our helpdesk.
- Our partner agreement with the Benchmark Group resulted in:
 - access to a nationally accredited course immunisation practice, available to GPs and practice nurses from October 2019 under a trial arrangement;
 - development of immunisation CQI examples focussed on increasing rates of fully immunised infants and children or decreasing vaccine preventable hospitalisations.
- Six face-to-face workshops were planned (events held in February and March face-to-face) then held in April via Zoom, with 100 attendees.
- A range of website resources for general practices were uploaded, and templates added to inform PIP QI and CQI activities, which resulted in increased web traffic (an additional 10 per day) with 555 website views for the year.
- More than 80 articles and 80 social media posts were published to local residents and health professionals to promote immunisation and to provide information and advice.

Immunisation coverage rates for children in 1-year-old and 5-year-old age brackets have increased slightly in the region since December 2019.

Rates for March 2020 were:

- 1-year-old age bracket increase from 92.4 per cent to 92.5 per cent fully immunised
- 5-year-old age bracket increase from 92.5 per cent to 92.9 per cent fully immunised

Source: 2020 PHN Childhood Immunisation Coverage Data, Department of Health



CANCER SCREENING

We play a key role in raising awareness in the Gold Coast community, about the importance of participation in the national bowel, breast and cervical cancer screening program, and supporting GPs in this area.

CONTINUATION OF SERVICES DURING COVID-19

During the COVID-19 pandemic, there was concern that people may be staying away from their doctor, however we encouraged local residents to continue to see their GPs for their regular health checks including cancer screening, through a targeted awareness campaign. The National Bowel Cancer Screening Program continued to mail out faecal occult blood test to eligible residents, and elective procedures continued to be offered through most public and private health providers. BreastScreen Queensland services were briefly suspended but are now back to business as usual.

ACHIEVEMENTS

- To support GPs, we developed a range of resources including a continuous quality improvement (CQI) template and have worked with an exemplar general practice, to identify what is working well, what challenges are regularly faced and where are the gaps in cervical screening for women, which is assisting in the development of strategies to improve cancer screening uptake.
- To provide additional assistance in raising awareness of cancer screening, for the first time, we have appointed a Prevention and Cancer Screening Project Officer and we are now regularly meeting with Gold Coast Health breast and bowel screening health promotion officers to support cross promotion across all teams.
- An engagement and communication plan has been developed, and a practice recruitment plan, to target areas with low screening rates.
- To raise awareness about the importance of cancer screening to residents, and information, advice, and training opportunities to health professionals, we have published 32 cancer screening articles in our publications and uploaded 31 social media posts.
- 7,781 women on the Gold Coast, had breast screens completed through BreastScreen Queensland in October to December 2019, exceeding targets.

Results for participation rate in the national cancer screening programs for the region:

GOLD COAST

- 54.2% cervical cancer
- 39.5% bowel cancer
- 51.8% breast cancer

QUEENSLAND

- 53.2% cervical cancer
- 40.8% bowel cancer
- 55.1% breast cancer

Source: Australian Institute of Health and Welfare, National cancer screening programs participation data 2015-16, 2017-18

STAKEHOLDERS

- Queensland Health
- Gold Coast Health
- Gold Coast Public Health Unit
- Gold Coast Health Bowel Cancer Screening Program
- National Cervical Screening Program
- Gold Coast Health (BreastScreen Queensland)
- General practices
- Diabetes Queensland
- Queensland Primary Health Networks
- The Heart Foundation
- Stroke Foundation
- Ethnic Communities Council of Queensland
- Queensland Aboriginal and Islander Health Council
- Gold Coast general practices
- Benchmark Group





An Australian Government Initiative

Gold Coast Primary Health Network

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