

Gold Coast Primary Health Network Needs Assessment 2022



Narrative

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Narrative

Introduction

Gold Coast Primary Health Network (GCPHN) submitted the 2021 Needs Assessment to the Department of Health and Aged Care (DoHAC) in November 2021. Following the submission, the prioritised health needs and services issues informed the GCPHN Activity Work Plans for 2022.

The 2021 Needs Assessments was approved in February 2022 and published as a resource for the local sector on the GCPHN website. Each topic area is individually uploaded to the GCPHN website to allow stakeholders and the community ease of access in viewing the information they are interested in.

GCPHN completed a review of the region's 2021 Needs Assessment with feedback from internal staff, the GCPHN board and Gold Coast Health. Areas of improvement that were identified from this review included incorporating additional data sets from primary care, particularly general practice (Primary Sense) and incorporating GCPHN funded providers' feedback into the 2022 Needs Assessment. This feedback was taken on board and has been included in the 2022 Needs Assessment submission. In addition, as the 2021 Needs Assessment was the first full scale implementation of the revised matrix style prioritisation process, it was identified that this process could be refined and simplified when next implemented, currently anticipated for 2023.

Early in 2022, GCPHN commenced scoping for an annual update of the Needs Assessment. This included consideration of feedback from internal and external stakeholders, policy drivers, DoH deliverables, and any changes to funding and Commonwealth requirements. It was determined that a light review, including data updates was appropriate for most topics. The areas that were identified as priority topics and reviewed in depth were:

- After hours
- Older people

Additionally, GCPHN was required by the Commonwealth Department of Health and Aged Care to undertake a once off supplementary Needs Assessment to identify the local health needs in relation to the Care Finder Support program.

Primary Sense

Primary Sense is a clinical decision support, population health management and data extraction tool installed in 159 eligible general practices (of a total of 208) in the GCPHN region (as of November 2022). Primary Sense currently collates comprehensive data on the primary care that has been received by over 1 million unique active patients who visit general practices in the GCPHN region.

Primary Sense analyses and manages general practice data in a confidential and safe way. It is installed onto the practice's server and de-identified data is exacted and securely transferred to the Primary Sense database in Azure for analysis. Risk assessed and prioritised patient information and insights are provided back to the general practice via the Primary Sense desktop application.

Primary Sense enhances the level and detail of service planning that PHNs can do based on historic and

current de-identified patient level, practice level, and regional level data, enabling predictive modelling, and tracking outcomes over time.

Following the decommissioning of PATCAT as the tool for extraction and analysis of general practice data for population health management on 30 June 2022, the majority of the data in the updated 2022 Needs Assessment is sourced from Primary Sense.

Consultation

During 2022, GCPHN asked the community and health professionals to provide feedback on the 2021 Needs Assessment. The feedback was promoted through:

- Social media
- Publications to General Practices and General Practitioners
- Direct emails to stakeholders
- Funded providers – Project Officers discussed health needs and services issues with providers
- Community newsletters

Questions asked in the feedback form included:

- Are there any topic areas you think are missing from the 2021 Gold Coast Needs Assessment?
- Select a needs assessment topic you would like to provide feedback on?
- Details of personal experience or knowledge of this area that highlights local health needs or service issues.
- After reading the needs assessment topic, do you agree with the identified needs?
- Is there any data you know of that should be added to the summary?
- Is the summary of the service system accurate?

GCPHN also conducted targeted engagement with numerous groups during the development of the 2022 Needs Assessment. The following groups were consulted in relation to specific topic areas to assist in the identification of health needs and service issues:

- GCPHN Clinical Advisory Council,
- GCPHN Community Advisory Council,
- Gold Coast Primary Care Partnership Council,
- Gold Coast Health Strategic and Planning Team,
- GCPHN and Gold Coast Health have established a data supply contract, and
- GCPHN and Gold Coast Health meet monthly, agenda items include data analysis, alignment of Needs Assessments and triangulation of health needs and service issues.

Process for Older people Needs Assessment Topic Area

Data: A comprehensive review of relevant data was undertaken by GCPHN. Data sources included:

- Primary Sense
- Australian Bureau of Statistics
- Health workforce data tool – Department of Health
- Australian Institute of Health and Welfare

- Public Health Information Development Unit (PHIDU)
- GEN aged care data
- GCPHN CRM tool

Service mapping: Review of existing service mapping was undertaken and updated, where needed.

Consultation: GCPHN staff reviewed the 2021 consultation with the Joint Regional plan, Primary Care Partnership Council, GCPHN Clinical Council, and GCPHN Community Advisory Council. Following this, a community facing survey was developed and disseminated to people with dementia (who were able to provide feedback), and carers of people diagnosed with dementia. Further consultation was conducted with the GCPHN Community Advisory Council in March 2022.

Process for supplementary Care Finders Needs Assessment

Data: A comprehensive review of relevant data was undertaken by GCPHN staff and contracted consultants. Data sources included:

- Primary Sense
- Australian Bureau of Statistics
- Health workforce data tool – Department of Health
- Australian Institute of Health and Welfare
- PHIDU Social Health Atlas of Australia: Primary Health Networks
- GEN aged care data
- GCPHN CRM tool

Service mapping: Was undertaken in a systematic way, commencing with the existing knowledge base that GCPHN had previously compiled. This was then assessed against a deeper level analysis via desktop research, and where possible, reviewed by key stakeholders. Service mapping focused on a breakdown of service type, number of service providers in the GCPHN region, geographic location and capacity.

Consultation: GCPHN undertook extensive consultation for the Care Finder Needs Assessment. Beginning with Assistance with Care and Housing (ACH) providers and Footprints Community and Star Community Limited, followed by consultation with GCPHN advisory groups: Community Advisory Council, Clinical Council, Primary Care Partnership Council, and Palliative and Aged Care Leadership Group. Following consultation with advisory groups a structured interview in the form of a survey was disseminated to ACH providers and identified stakeholders.

As it is a particular funding program, the Care Finders Needs Assessment is required to be published separately, however the information resulting from above has been incorporated into the Older Persons area.

Process for After hours Needs Assessment Topic Area

Data: A comprehensive review of relevant data was undertaken by GCPHN. Data sources included:

- Primary Sense
- Australian Bureau of Statistics
- Australian Institute of Health and Welfare
- 13 Health

- GCPHN CRM tool
- Gold Coast Hospital and Health Service

Service Mapping: A review of existing service mapping and feedback from key stakeholders.

Consultation: GCPHN consulted with multiple deputising services in the GCPHN region, conducted phone interviews with hinterland based general practices, Residential Aged Care Facilities and met with the Community Advisory Council. Following this consultation, a community faced survey was developed and promoted through social media channels and advisory groups. In addition, the GCPHN Community Advisory Council and Clinical Council reviewed and endorsed the identified health needs and service issues.

Consultation process for remaining topic areas

Apart from the specific topic areas noted above, the remaining modules of 2022 Needs Assessment were refreshed through:

- Identification and inclusion of updated and new emerging data,
- Review of service system by GCPHN staff and key stakeholders,
- Inclusion of a range of feedback from external stakeholders during the year through the online consultation, and
- Conducting meetings with GCPHN relevant program managers and/or project officers responsible for the Different topic areas, specifically to review and refine the identified health needs and service issues.

Data: GCPHN reviewed existing topics and looked at data to identify if any updates had been made. Staff also scanned to identify new and emerging data sources at a state, national and regional level, and where available, at the Statistical Area Level 3 (SA3). Having access to these levels of data allows for meaningful comparisons on key health indicators affecting the Gold Coast population. This level of analysis allows GCPHN to identify not only national and state health trends, but also to view the different SA3s within the Gold Coast as distinct regions, each with their own unique issues and challenges. Scoping the revision activity took account of time frames, knowledge of new data releases and resource availability. Quantitative sources to be reviewed were determined based on the ability to add value and complement existing knowledge of health on the Gold Coast. Supplementary information included in the revision was sourced from a range of sources including:

- Gold Coast Hospital and Health Service
- Australian Childhood Immunisation Register
- National Primary Health Network Secure Data Site which included Medicare Benefits Schedule Data, Pharmaceutical Benefits Scheme Data
- Australian Institute of Health and Welfare
- Australian Bureau of Statistics
- PHIDU Social Health Atlas of Australia: Primary Health Networks
- Aggregated general practice data

Service Mapping Revision: Revision of service mapping was conducted using GCPHN's CRM to determine changes in providers and number of providers. Similar activity was also used to update workforce information. In addition, information on the existing service system provided by external stakeholders through the online portal was also considered. A broad scan of the market was conducted to complement

other activities and ascertain key service gaps and issues. GCPHN staff were also engaged to validate the service mapping was accurate.

Health Needs and Service Issues

Each topic area has a list of identified health need and service issues. In 2022, these health needs and services issues were updated to align with the latest data and consultation that occurred during 2022. Where there was new data, changes to service system and/or additional consultations that related to existing topic areas (submitted to the DoHAC in 2021 and not a focus area detailed below), these were updated and where there was new or different information triangulation was reconsidered. This resulted in some minor refinement to the wording of a small number of identified health needs and service issues.

A full re-prioritisation process was not undertaken this year as this was undertaken in 2021 and this year's process involved only a 'lite' review of the other topic areas.

Additional Data Needs and Gaps

GCPHN acknowledge the significant and welcome improvement in the release of Commonwealth data to assist PHNs. The PHN data portal could be improved even further by:

- Inclusion of national and state averages for all data on the Commonwealth portal.
- Provision of information regarding funding agreements and deliverables would be beneficial to support knowledge of what type of data may be attainable through collaboration with funding receipts.
- Support to encourage key NGOs (e.g., Cancer Council, Heart Foundation) and PHNs to collaborate on data collection and reporting using SA4, SA3 or SA2 levels to enable comparison of regions.
- Social Health Atlas to include SA3 regions with the data sets to enable comparison of regions and be in conjunction with PHN data using SA3.
- Where available, Australian Institute of Health and Welfare data to include SA4 and SA3 region breakdowns in conjunction with state and national figures in Excel format. This would enable comparison of regions.

Additional comments or feedback

GCPHN undertakes undertake deep dives in key topic areas where resources and priorities indicate to continue to build on the current needs assessment. GCPHN also continues to work closely with our local hospital and health system on their Local Area Needs Assessment process to ensure that our needs assessments are built on a single comprehensive set of data for our shared Gold Coast region. As time progresses, it is intended that a comprehensive knowledge bank will be created to improve the breadth and depth of knowledge available to inform planning and service development in the GCPHN region.



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Gold Coast Primary Health Network

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