



## Topic #1 - Health Literacy

<p><b>DETAILS</b></p>	<p>Gold Coast Health’s upcoming Health Literacy Week in April prompted a discussion about health literacy in primary care. Clinical Council (CC) members discussed how they approach Health Literacy with patients to assist their understanding of their health and health care needs and how they apply the information to their lives.</p>
<p><b>CLINICAL COUNCIL FEEDBACK</b></p>	<p>Members discussed how they change the way they communicate with patients to assist their understanding of their health and health care needs, considerations include culture, language barriers and privacy concerns.</p> <p>A positive GP patient relationship can establish trust and how a patient will discuss their health concerns. A comfortable relationship with a GP will encourage patients to ask questions about their health and health care.</p> <p>GPs are central to patient health care and are a trusted source for patients to ask for clarification of other health care provider consultations.</p> <p>CC members agreed that a tear off form and/or electronic template that can be completed with important details of a patient’s health condition, health care pathway and next steps that can be shared with family and carers.</p>
<p><b>NEXT STEPS</b></p>	<p>Recommendation for Communications, in consultation with the Community Advisory Council, to produce a desk resource for GPs to complete that provides the information to support the patients understanding of their health condition and health care needs and posters to support general patient awareness. Insights from the Clinical Council also be shared with Gold Coast Health.</p>

Many Australians’ turn to the internet for health information, but the majority (91%) do not understand the information they find online

60% of people lack the capacity to access, understand, appraise and use crucial health information.

# TOPIC #2 - RACGP and ACCRM Submissions on PHNs

## DETAILS

At the end of 2024, the Australian Government Department of Health and Aged Care initiated the review of the Primary Health Network (PHN) Business Model. The feedback will be used to provide advice to the Government on enhancing the effectiveness of PHNs.

CC members were provided with submissions from the Royal Australian College of General Practitioners (RACGP) and the Australian College of Rural and Remote Medicine (ACRRM) for reading prior to the meeting.

A selection of recommendations from Royal Australian College of General Practitioners (RACGP) and Australian College of Rural and Remote Medicine (ACRRM) were discussed. A majority of the recommendations had already been addressed and entrenched as business as usual at GCPHN.

## CLINICAL COUNCIL FEEDBACK

CC members felt that GCPHN had already embedded most of the relevant recommendations from RACGP and ACRRM as business as usual.

CC members specifically highlighted the Patient Care Facilitator Program, a Queensland Health funded program in the Darling Downs and West Moreton Primary Health Network region and noted that GCPHN should explore implementation of a similar model.

In addition, to build confidence in GCPHN funded programs CC members suggested:

- Sharing data with general practitioners that demonstrates the effectiveness of GCPHN programs and services. This data may increase GP confidence in referring patients to services and programs.
- Increase community and general practices awareness of the GCPHN and commissioned services, with communications aimed at practice nurses who participate in patient care planning.
- Organising practice nurse training outside of hours can be cost prohibitive for practices. Education activities delivered in practices or micro webinars that can be viewed at convenient times for nurses.
- GCPHN practice visits could include information on available GCPHN programs and services that align with the key issues identified in the local area.

“ Encourage nurses to be advocates for GCPHN funded programs and services”

## NEXT STEPS

Review outcomes of PHN Model Review when available

Consider recommendation to explore Patient Care Facilitator Program

Explore innovative and cost-effective activities to increase awareness of the GCPHN and GCPHN programs and services as suggested by CC members.

## General Discussion

## TRANSFER OF CARE DOCUMENTATION

CC members acknowledged improvements in the timing of receiving transfer of care documentation. They also referred to the Patient Care Facilitator Program in the Darling Downs and West Moreton PHN region and the benefits to the continuity of patient care.