

TOPIC #1 - Workforce Planning and Prioritisation

DETAILS

The Workforce Planning and Prioritisation program provides the Department of Health and Aged Care with local data and insights to inform decisions around the placement of GP registrars.

DISCUSSION

“I need to have confidence in the team; doctors, nurses and reception staff”

CAC members shared their experiences and insights on factors influencing their choice of GP, including the reputation of a particular GP and that they were willing to travel to see a “good” GP. Other choices were made based on how a GP approaches care for chronic conditions and cultural sensitivities, whether they are caring and non-judgemental, consultation cost, that they can navigate complex conditions, and polite receptionists.

To help new GPs understand the local community's diverse needs, the CAC recommended cultural safety training, community involvement, orientation by other doctors, undertaking tours of local healthcare facilities such as radiology and pathology, and visiting aged care facilities.

The CAC suggested that to improve the GP workforce on the Gold Coast, the focus should be on supporting junior doctors and supervisors, preventing burnout, reviewing care models, providing opportunities to debrief, and familiarising themselves with other local health services.

“Word of mouth and personal recommendation is the most important thing to influence my selection of a GP”

NEXT STEPS

GCPHN to continue engagement with each GP segment within our catchment area. Information from all Queensland PHNs will be collated by Brisbane North PHN. The Queensland Workplace Planning and Prioritisation report is due to the Commonwealth Government on 1 June 2025.



“If I could make a change to the GP workforce, it would be to provide better support across the board, to understand their struggles and help them stay happy in their jobs without burning out. We need to take care of our junior doctors so they can become senior doctors.”

TOPIC #2 - my health app

DETAILS

GCPHN asked CAC members to provide feedback on user experience and the barriers to consumer engagement with the Commonwealth government’s my health app.

DISCUSSION

CAC members ranked the most valuable features in the my health app (in order):

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| 1. Ease of use | 4. Integration with other digital health tools |
| 2. Health tracking | 5. Notifications and alerts |
| 3. Accessibility options | 6. Data privacy and security |

The group discussed possible reasons that may deter people using a digital health app:

- Difficulty in using the app or navigating the interface
- Preference for traditional methods e.g. in person visits, phone calls
- Concerns about privacy and data security
- Lack of knowledge or awareness about how to use digital health tools
- Lack of trust in digital tools or technology.

The group reported a very high level of confidence in using digital tools to manage their health.

Using the my health app, the most valuable features to CAC members (in order) are:

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| 1. Test results | 5. Clinical documents |
| 2. e-prescriptions and active script | 6. Advance Care Planning documents |
| 3. Medical history in one place | 7. Immunisation history |
| 4. Allergies and medications information | 8. Find a health service |

80%
of CAC members said they would use or download the my health app to review and manage their health information.

NEXT STEPS

The feedback from testing and CAC discussions will be shared with the Australian Digital Health Agency, as the app developers and custodians.

60% of CAC members said that My Health Record is their preferred method for tracking personal medical information

“The e-script system is the best feature and probably the only one I will use.”

GENERAL DISCUSSION

CARE PLANS

The GCPHN Board representative asked the group for feedback on care plans. A CAC member expressed frustration about delays in accessing referrals. Another member mentioned issues with DVA claims, noting that some GPs and specialists avoid these patients due to low payments.

JOINT REGIONAL MENTAL HEALTH PLAN CONSULTATION

The Joint Regional Mental Health Plan consumer consultation (held 5 December 2024) was discussed. The consultation had strong consumer participation, with as many consumers as clinicians. The draft plan showed genuine changes based on the feedback received.