

# Primary Sense GP Dashboard

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## Overview

The new GP Dashboard summarises interactions with Primary Sense medication safety alerts and care prompts for missing interventions, compared to the PHN average. It was developed by the Primary Sense Clinical Advisory Group.

With the new Primary Sense GP Dashboard, general practitioners (GPs) can view the number of:

- **Medication safety alerts** they received and responded to/interacted with in the past 30 days, compared to PHN average
- **Care prompts** they received and responded to/interacted with in the past 30 days and year to date, compared to PHN average
- **Accumulated time to review towards quality improvement** by interacting with evidence-based Primary Sense alerts and care prompts, each accruing 2 minutes which may be usable for CPD time
- **Reports downloaded** in the past 30 days
- **ACG band 4 and 5 patients seen** (with high complexity) in the past 12 months compared to PHN average.

The PHN average and individual GP interactions are refreshed daily to provide the most recent numbers.

The GP dashboard makes it easy for GPs to review possible CPD time by providing accumulated total time at 30 days and year to date (commencing 1 January each year).

Each interaction with Primary Sense where the GP selects an action on medication safety alerts or care prompts may contribute 2 minutes towards CPD time under Reviewing Performance (RP) and Measuring Outcomes (MO) categories.

*Reviewing Performance are activities that require reflection on feedback about your work and Measuring Outcomes are activities that use your work data to ensure quality results.*

The Primary Sense Clinical Advisory Group recommends claiming a **maximum of 2 hrs** for interactions with Primary Sense medication safety alerts and care prompts per year.

*“Primary Sense is making it simple to accrue potential CPD time in your daily work while also targeting your most at-risk patients”*

*Prof. Mark Morgan, Professor of General Practice and Chair of RACGP Expert Committee for Quality Care.*

**NOTE:** Primary Sense does not guarantee these points will be accepted by RACGP.

The following links may be of interest:

[Guidance to the CPD Activity Standards](#)

[CPD-activity-types-guide](#)

## Accessing and Navigating the GP Dashboard

Expand the Primary Sense icon from the Desktop and select the GP Dashboard (GP Dash) at the bottom of the list.

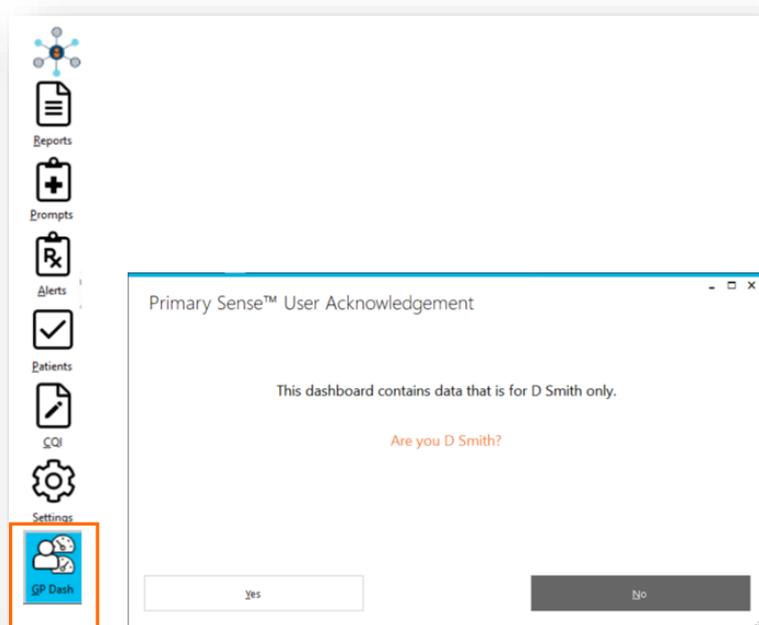


When GPs are logged into the Clinical Information Software (CIS), it will identify the user and request verification of their identity. This is the only verification step.

Selecting 'No' will close the window. Selecting 'Yes' will open the dashboard and populate the data.



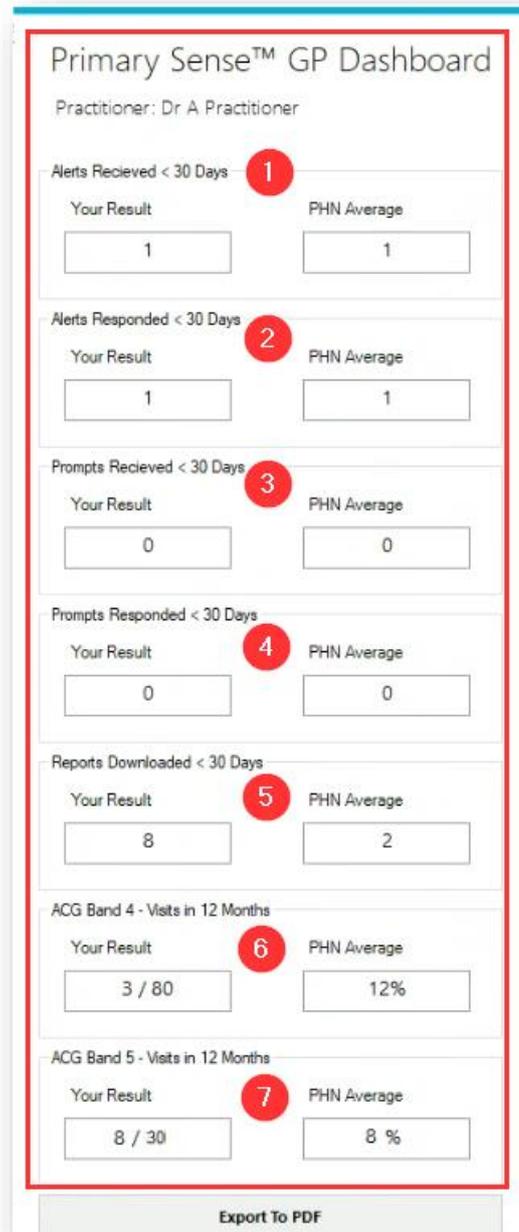
*If the verification does not display the GPs name, please ensure the GP is logged into the CIS and close and reopen Primary Sense.*



The dashboard presents the logged-in GPs results in comparison to the Primary Health Network average. The PHN average and individual GP interactions are refreshed daily overnight so data from the current day will not be included in the numbers.

**NOTE:** A high turnover of GPs can influence the average.

The left screen is fixed and displays the following statistics:



1. Medication Safety Alerts (Alerts) received in the last 30 days
2. Medication Safety Alerts (Alerts) responded to in the last 30 days
3. Prompts received in the last 30 days
4. Prompts responded to in the last 30 days
5. Reports downloaded in the last 30 days

6. The most complex patients with ACG band 4 that have visited (had a reason for visit documented by their regular GP) in the past 12 months / all patients of that band for that GP\*
7. The most complex patients with ACG band 5 that have visited (had a reason for visit documented by their regular GP) in the past 12 months / all patients of that band for that GP\*

**\*NOTE:** Only patients identified in Primary Sense with their GP logged into the dashboard as their Regular GP will be included in sections 6 and 7.



Primary Sense determines the **Regular GP** by evaluating the last five patient records accessed. If two GPs have each had two visits, the GP with the most recent consultation date is selected as the regular GP.



*High Complexity patients can be found in the Patients with High Complexity (5 and 4) report and recalled for the missing interventions listed in the report, and/or a care prompt may be triggered when these patients visit next.*

## Auto logging off the dashboard

After 5 minutes the dashboard will close and clear data, and the user will need to reopen it from the toolbar. This prevents other users from viewing individual GP data if they are away from their PC.

The GP dashboard will also close if the user is changed in the Primary Sense settings, or if the user is changed in the CIS (BP) via the Change User functionality.

## GP Accumulated Totals and Prompt Numbers

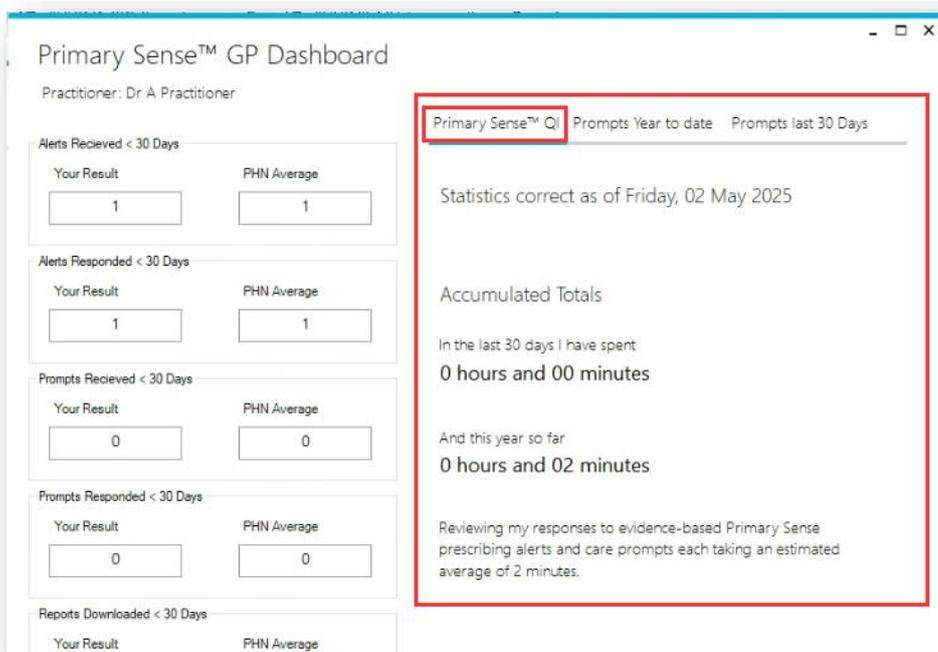
The right screen has tabs which can be switched to view data from Primary Sense QI , Prompts Year to date (response rate), and Prompts last 30 days (response rate).

The Primary Sense QI Tab will display the accumulated totals of time allocated for the last 30 days and for the year to date (commencing 1 January each year).

For Primary Sense **Prompts**, when GPs click on any action other than ‘Prompt not meant for me’ the total will accrue 2 minutes towards the time spent in quality improvement.

For **Medication Safety Alerts**, when GPs click on any action other than ‘Not relevant to me’ the total will accrue 2 minutes towards the time spent in quality improvement.

## Primary Sense QI Tab



Primary Sense™ GP Dashboard  
Practitioner: Dr A Practitioner

Alerts Received < 30 Days  
Your Result: 1 PHN Average: 1

Alerts Responded < 30 Days  
Your Result: 1 PHN Average: 1

Prompts Received < 30 Days  
Your Result: 0 PHN Average: 0

Prompts Responded < 30 Days  
Your Result: 0 PHN Average: 0

Reports Downloaded < 30 Days  
Your Result: PHN Average:

Primary Sense™ QI Prompts Year to date Prompts last 30 Days

Statistics correct as of Friday, 02 May 2025

Accumulated Totals

In the last 30 days I have spent  
**0 hours and 00 minutes**

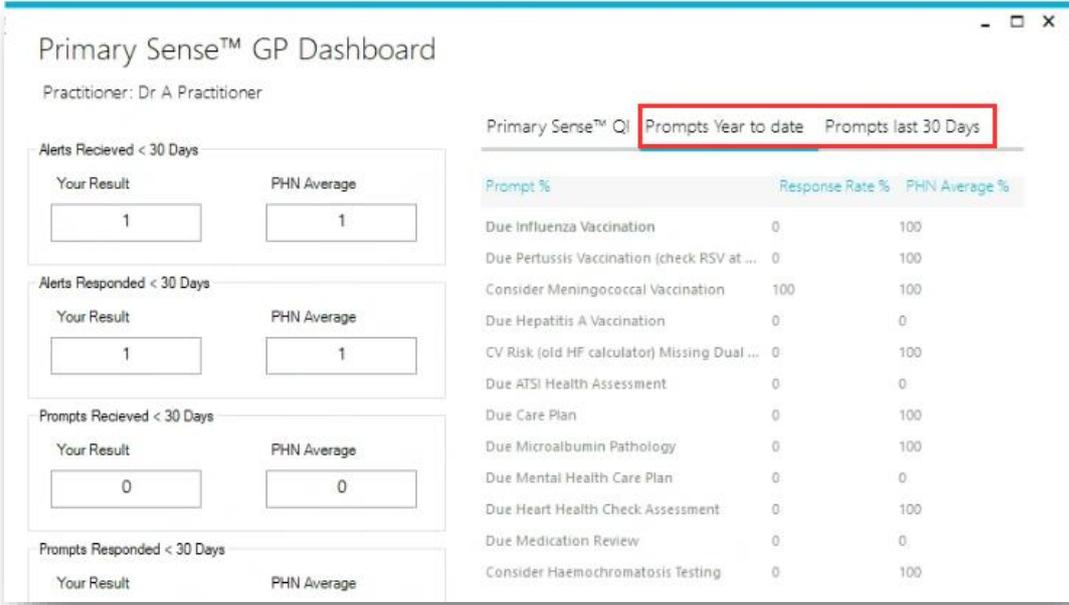
And this year so far  
**0 hours and 02 minutes**

Reviewing my responses to evidence-based Primary Sense prescribing alerts and care prompts each taking an estimated average of 2 minutes.

Time is displayed for the last 30 days, and the year to date from 1st January based on 2minutes per prompt of medication safety alert.

The accumulated totals may contribute towards CPD time under the RACGP category RP and MO.

## Prompts Year to date and Prompts last 30 days



**Primary Sense™ GP Dashboard**  
Practitioner: Dr A Practitioner

Alerts Received < 30 Days  
Your Result: 1 | PHN Average: 1

Alerts Responded < 30 Days  
Your Result: 1 | PHN Average: 1

Prompts Received < 30 Days  
Your Result: 0 | PHN Average: 0

Prompts Responded < 30 Days  
Your Result: | PHN Average:

Primary Sense™ QI | **Prompts Year to date** | Prompts last 30 Days

Prompt %	Response Rate %	PHN Average %
Due Influenza Vaccination	0	100
Due Pertussis Vaccination (check RSV at ...	0	100
Consider Meningococcal Vaccination	100	100
Due Hepatitis A Vaccination	0	0
CV Risk (old HF calculator) Missing Dual ...	0	100
Due ATSI Health Assessment	0	0
Due Care Plan	0	100
Due Microalbumin Pathology	0	100
Due Mental Health Care Plan	0	0
Due Heart Health Check Assessment	0	100
Due Medication Review	0	0
Consider Haemochromatosis Testing	0	100

Prompt data displays with the name of the prompt, the GP response rate, and the PHN average response rate.

Calculations reset on January 1st each year for the year to date.

The *Prompts Year to Date* and *Prompts last 30 Days* displays the prompt, the GP response rate, and the PHN average response rate.

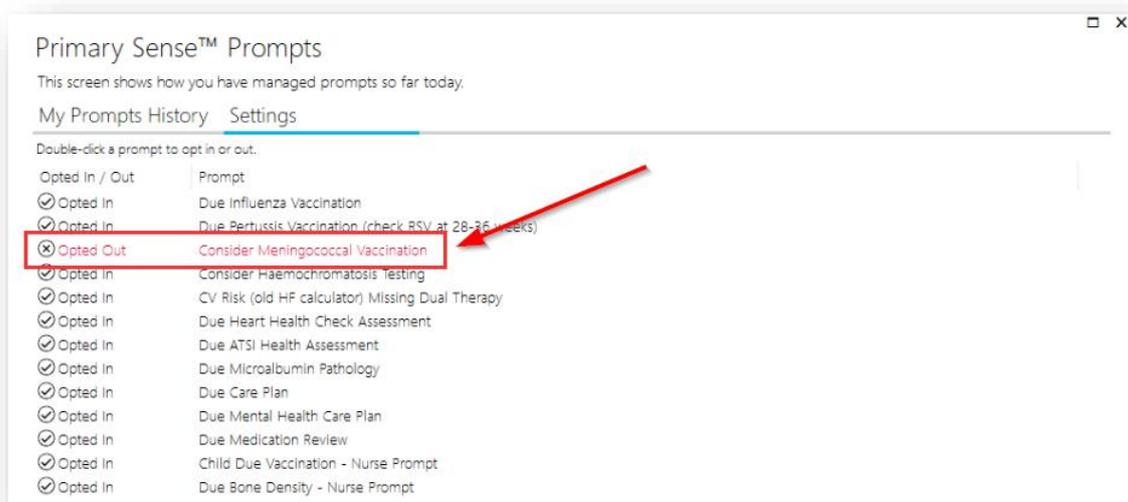


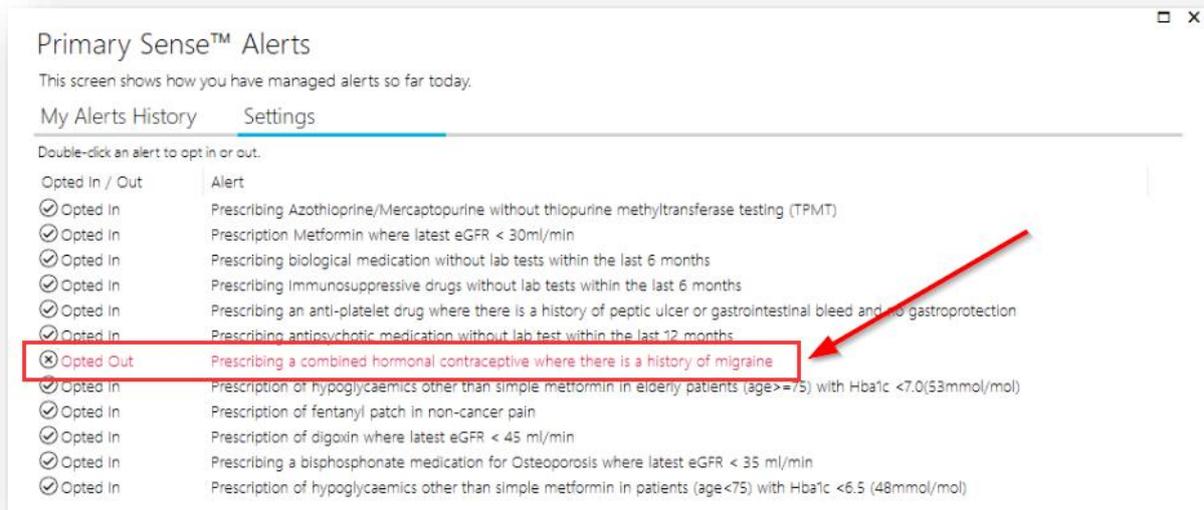
**NOTE:** *If the GP does not have any records returned, they may have opted out of receiving prompts and alerts.*

To check the GP opt out of prompts or alerts status go to the '**Prompts or Alerts > Settings**' tab. This is only relevant to the logged in user.

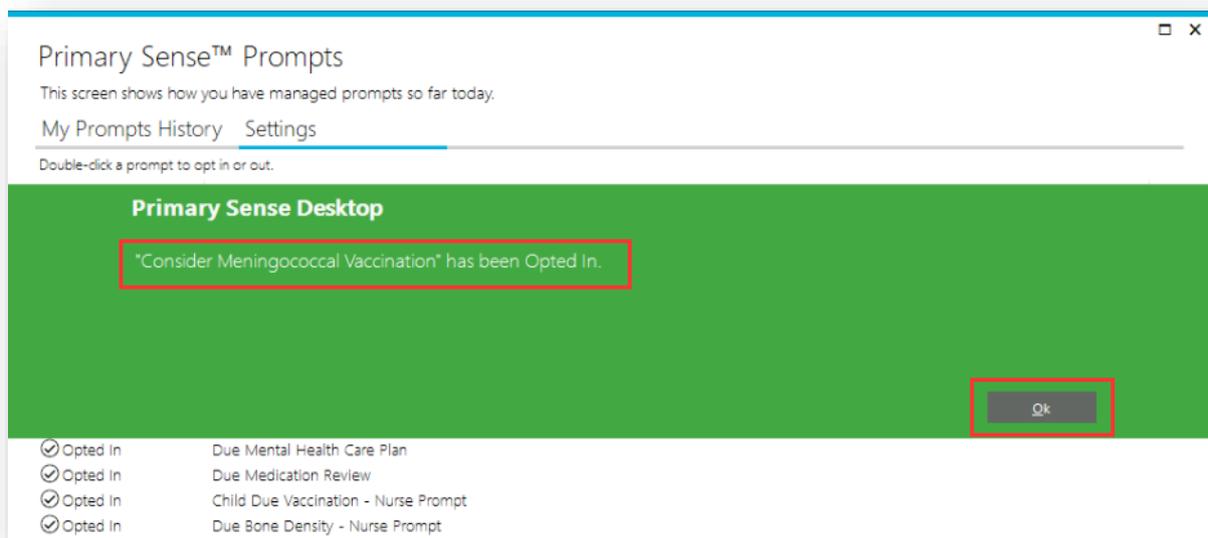


The list of prompts or alerts will display. Disabled prompts or alerts are displayed in **RED** as 'Opted Out.'





To re-enable or opt into a prompt or alert, double click on the name to receive confirmation.



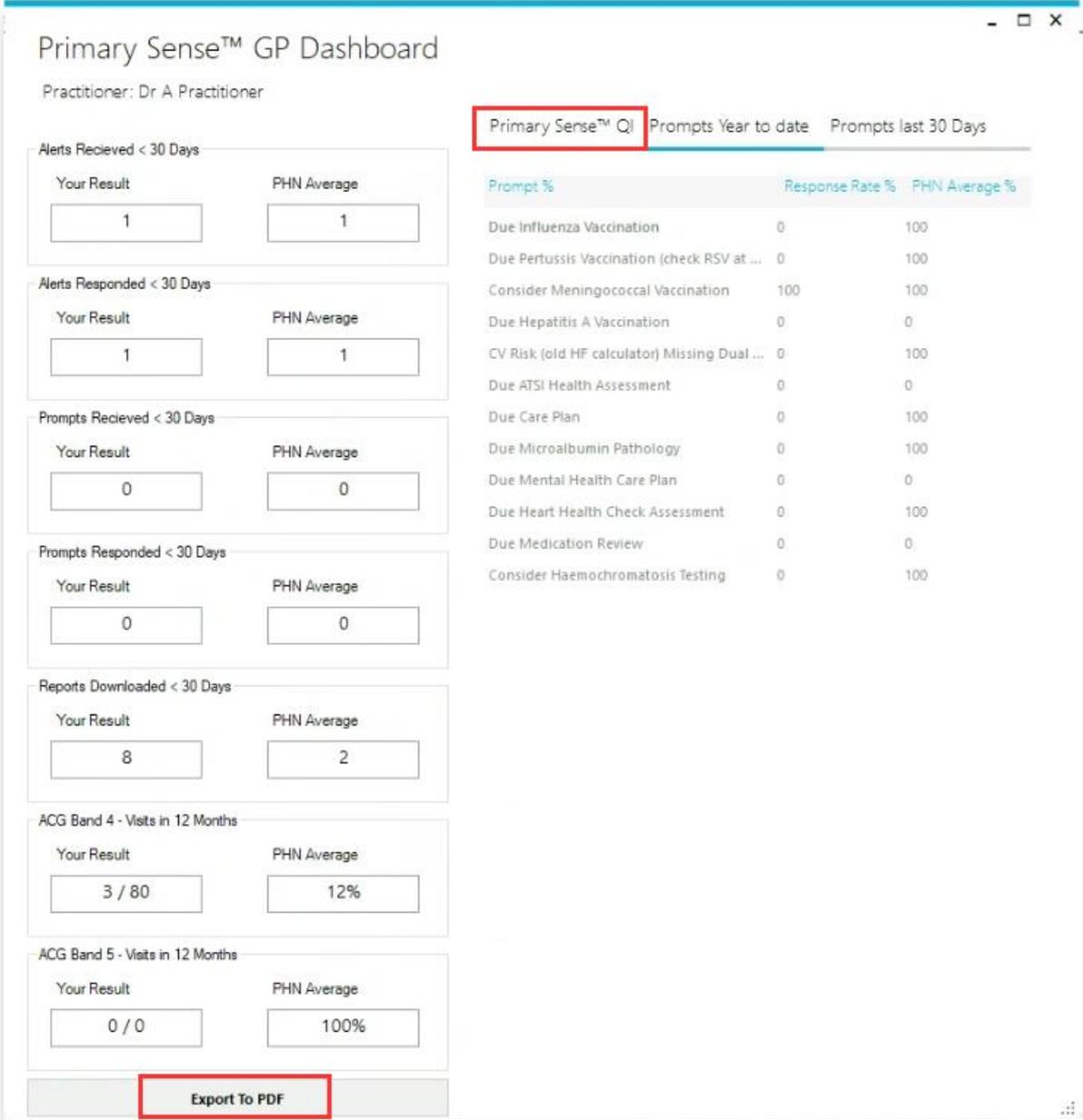
Select **OK** to opt back into the prompt.

For more information and training on using prompts and alerts, please refer to the User Guides and Quick Reference Documents available from the PHNs or the Primary Sense website.

# Exporting PDF summary from Primary Sense GP Dashboard

The *Primary Sense QI* tab enables GPs to print out their results for possible submission to RACGP.

From the *Primary Sense QI* tab, select 'Export to PDF' button.



**Primary Sense™ GP Dashboard**  
Practitioner: Dr A Practitioner

Primary Sense™ QI | Prompts Year to date | Prompts last 30 Days

Prompt %	Response Rate %	PHN Average %
Due Influenza Vaccination	0	100
Due Pertussis Vaccination (check RSV at ...	0	100
Consider Meningococcal Vaccination	100	100
Due Hepatitis A Vaccination	0	0
CV Risk (old HF calculator) Missing Dual ...	0	100
Due ATSI Health Assessment	0	0
Due Care Plan	0	100
Due Microalbumin Pathology	0	100
Due Mental Health Care Plan	0	0
Due Heart Health Check Assessment	0	100
Due Medication Review	0	0
Consider Haemochromatosis Testing	0	100

**Alerts Received < 30 Days**

Your Result	PHN Average
1	1

**Alerts Responded < 30 Days**

Your Result	PHN Average
1	1

**Prompts Received < 30 Days**

Your Result	PHN Average
0	0

**Prompts Responded < 30 Days**

Your Result	PHN Average
0	0

**Reports Downloaded < 30 Days**

Your Result	PHN Average
8	2

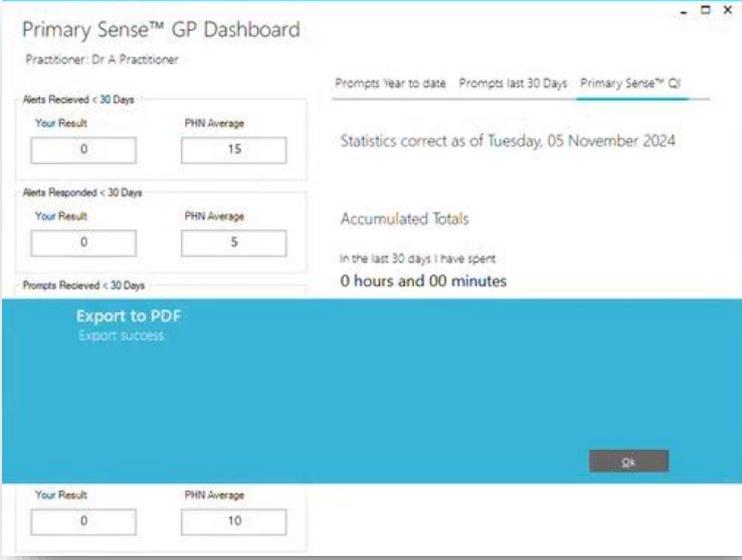
**ACG Band 4 - Visits in 12 Months**

Your Result	PHN Average
3 / 80	12%

**ACG Band 5 - Visits in 12 Months**

Your Result	PHN Average
0 / 0	100%

**Export To PDF**



The screenshot shows the Primary Sense™ GP Dashboard for Dr A Practitioner. The dashboard displays various performance metrics and a large blue banner indicating a successful PDF export. The metrics include Alerts Received < 30 Days (Your Result: 0, PHN Average: 15), Alerts Responded < 30 Days (Your Result: 0, PHN Average: 5), and Prompts Received < 30 Days (Your Result: 0, PHN Average: 10). The accumulated totals show 0 hours and 00 minutes spent in the last 30 days. The PDF export message states 'Export to PDF' and 'Export success' with an OK button.

Metric	Your Result	PHN Average
Alerts Received < 30 Days	0	15
Alerts Responded < 30 Days	0	5
Prompts Received < 30 Days	0	10

Export to PDF  
Export success

OK

Select *OK*.

Statistics will be exported showing the responded prompt and alerts data numbers.



### Dashboard Export for Practitioner: Dr A Practitioner

Statistics correct as of Monday, 24 March 2025

This year I have spent 0 hours and 56 minutes reviewing my responses to evidence-based Primary Sense prescribing alerts and care prompts each taking an estimated average of 2 minutes.

#### Alerts Received

Alerts Received < 30 days	Alerts Received PHN Average
2	2

#### Alerts Responded < 30 days

Alerts Responded	Alerts Responded PHN Average
1	1

#### Prompts Received < 30 days

Prompts Received	Prompts Received PHN Average
26	26

#### Prompts Responded < 30 days

Prompts Responded	Prompts Responded PHN Average
14	14

#### Reports Downloaded < 30 days

Reports Downloaded	Reports Downloaded PHN Average
1	1

#### ACG Band 4 - Visit Percentage in 12 Months

ACG Band 4 - Visit Percentage in 12 Months	ACG Band 4 - Visit Percentage in 12 Months - PHN Average
100%	100%

#### ACG Band 5 - Visit Percentage in 12 Months

ACG Band 5 - Visit Percentage in 12 Months	ACG Band 5 - Visit Percentage in 12 Months - PHN Average
0%	0%

Prompt	Response Rate 30 Days (%)	PHN Avg 30 Days (%)	Response Rate YTD (%)	PHN Avg YTD (%)
Due Influenza Vaccination	50	50	50	50
Due Pertussis Vaccination	50	50	50	50
Consider Meningococcal Vaccination	50	50	50	50
Due Hepatitis A Vaccination	50	50	66	66
CV Risk (old HF calculator) Missing Dual Therapy	50	50	66	66
Due ATSI Health Assessment	50	50	50	50
Due Care Plan	66	66	66	66
Due Microalbumin Pathology	66	66	66	66
Due Mental Health Care Plan	50	50	50	50
Due Heart Health Check Assessment	50	50	50	50
Due Medication Review	50	50	50	50
Consider Haemochromatosis Testing	50	50	50	50

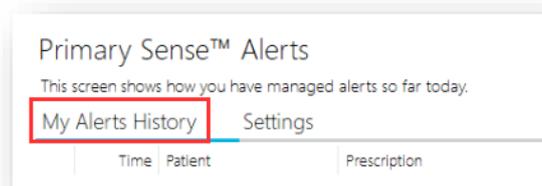
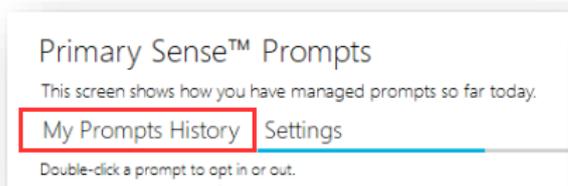
## Reviewing Care Prompts and Medication Safety Alerts

GPs can view their prompts and alerts history and from the ‘*My Prompts History*’ or ‘*My Alerts History*’ tabs.

**Prompts > My Prompts History**

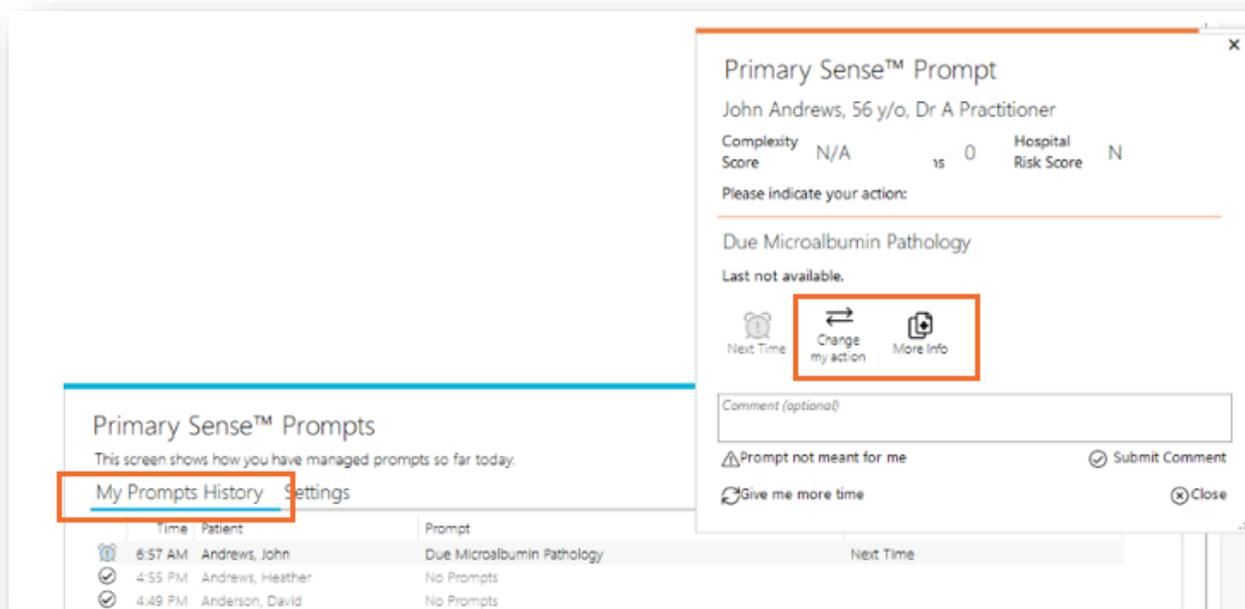
or

**Alerts > My Alerts History**



The prompts will disappear from the History tab when the GP has logged off or after 24 hrs.

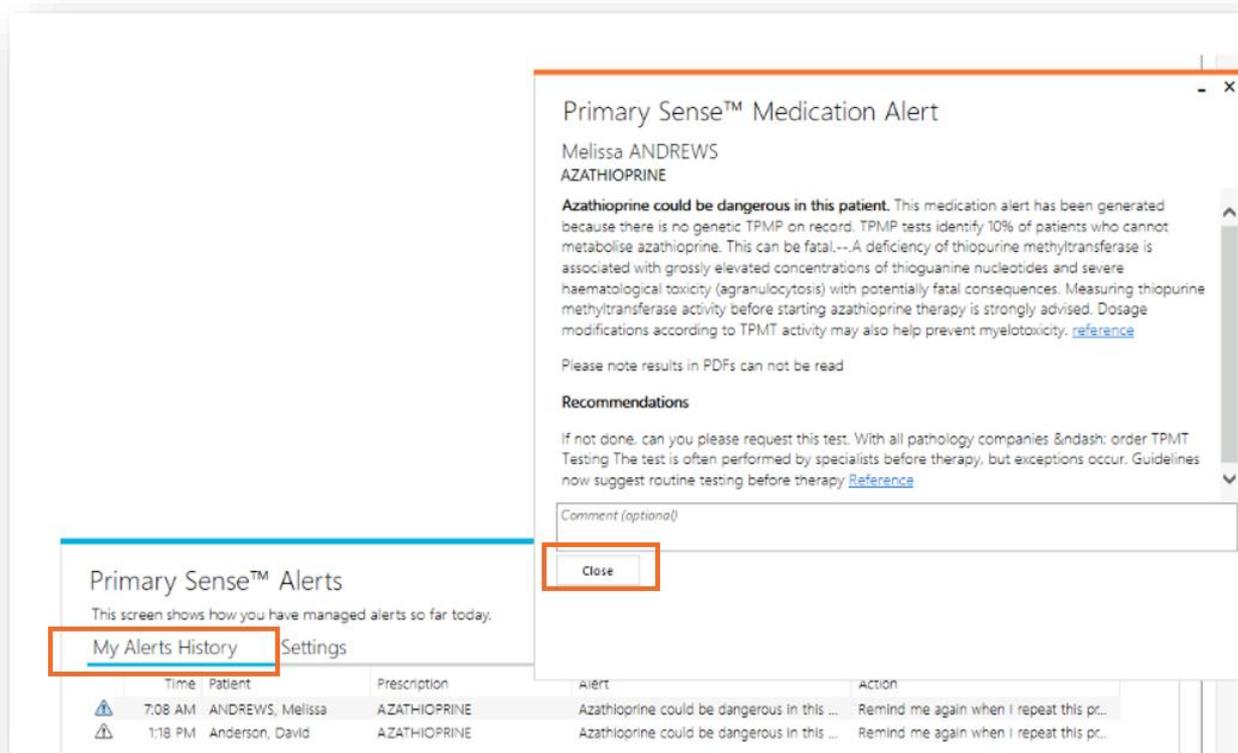
Double clicking on a **Prompt** will retrieve the record for the GP to change their selection and/or see additional information about the prompt.



Primary Sense™ Prompt  
John Andrews, 56 y/o, Dr A Practitioner  
Complexity Score N/A 15 0 Hospital Risk Score N  
Please indicate your action:  
Due Microalbumin Pathology  
Last not available.  
Next Time **Change my action** More Info  
Comment (optional)  
⚠ Prompt not meant for me Submit Comment  
🔄 Give me more time Close

Time	Patient	Prompt
6:57 AM	Andrews, John	Due Microalbumin Pathology
4:55 PM	Andrews, Heather	No Prompts
4:49 PM	Anderson, David	No Prompts

Double clicking on a **Medication Safety Alerts** will retrieve the record for the GP to review the More Info contents, but the action can't be changed.



**Primary Sense™ Medication Alert**

Melissa ANDREWS  
AZATHIOPRINE

**Azathioprine could be dangerous in this patient.** This medication alert has been generated because there is no genetic TPMP on record. TPMP tests identify 10% of patients who cannot metabolise azathioprine. This can be fatal.---A deficiency of thiopurine methyltransferase is associated with grossly elevated concentrations of thioguanine nucleotides and severe haematological toxicity (agranulocytosis) with potentially fatal consequences. Measuring thiopurine methyltransferase activity before starting azathioprine therapy is strongly advised. Dosage modifications according to TPMT activity may also help prevent myelotoxicity. [reference](#)

Please note results in PDFs can not be read

**Recommendations**

If not done, can you please request this test. With all pathology companies &ndash; order TPMT Testing The test is often performed by specialists before therapy, but exceptions occur. Guidelines now suggest routine testing before therapy [Reference](#)

Comment (optional)

Close

**Primary Sense™ Alerts**  
This screen shows how you have managed alerts so far today.

My Alerts History Settings

	Time	Patient	Prescription	Alert	Action
⚠	7:08 AM	ANDREWS, Melissa	AZATHIOPRINE	Azathioprine could be dangerous in this ...	Remind me again when I repeat this pr...
⚠	1:18 PM	Anderson, David	AZATHIOPRINE	Azathioprine could be dangerous in this ...	Remind me again when I repeat this pr...

For more information and training on using prompts and alerts, please refer to the User Guides and Quick Reference Documents available from the PHNs or the Primary Sense website.

## ACG Complexity Bands

The ACG® considers patient demographics and diagnoses recorded in the past 12 months as an ICPC2+ code, or long-term condition as an ICPC2+ code determined by the University of Sydney. Conditions and diagnoses are assessed for risk within the ACG tool.

ACG categories are designed to represent clinically logical categories for persons expected to require similar levels of healthcare resources (i.e., resource groups). For example, a pregnant woman with significant morbidity, an individual with a serious psychological condition, or someone with two chronic medical conditions may all be expected to use approximately the same level of resources.

ACG Bands are defined as:

- 0 - No or Only Invalid Dx
- 1 - Healthy Users
- 2 - Low
- 3 - Moderate
- 4 - High
- 5 - Very High

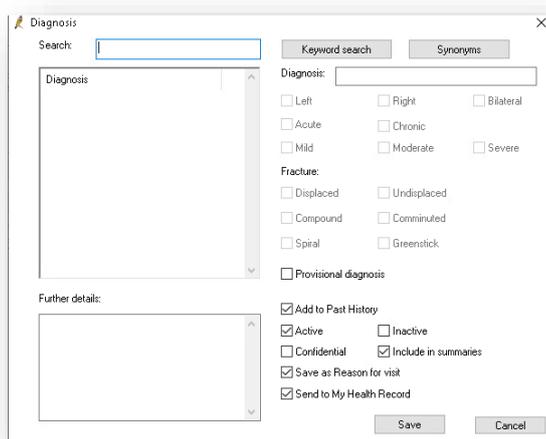
The results are imported into the Primary Sense database. **Anything added to the progress notes as text cannot be extracted or analysed;** therefore, it is important that practice staff use the drop-down selections in their clinical software.

## Best Practice

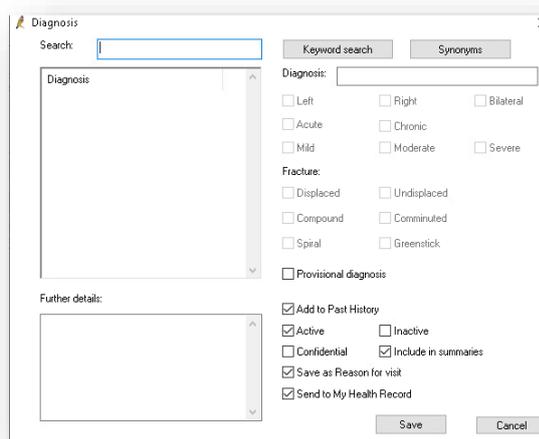
### Demographics

- Age and sex

### Diagnosis recorded



### Long-term condition

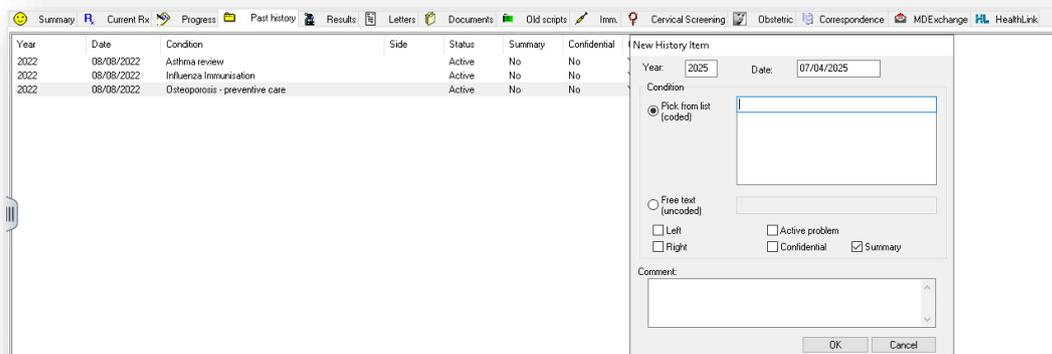


## Medical Director

### Demographics

- Age and sex

### Diagnosis recorded



Year	Date	Condition	Side	Status	Summary	Confidential
2022	08/08/2022	Asthma review		Active	No	No
2022	08/08/2022	Influenza Immunisation		Active	No	No
2022	08/08/2022	Osteoporosis - preventive care		Active	No	No

**New History Item**

Year:  Date:

Condition

Pick from list (coded)

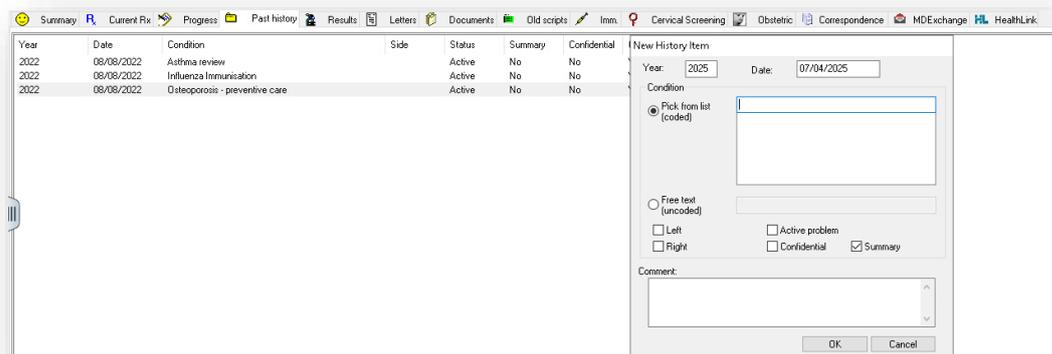
Free text (uncoded)

Left  Active problem  Confidential  Summary

Right

Comment:

### Long-term condition



Year	Date	Condition	Side	Status	Summary	Confidential
2022	08/08/2022	Asthma review		Active	No	No
2022	08/08/2022	Influenza Immunisation		Active	No	No
2022	08/08/2022	Osteoporosis - preventive care		Active	No	No

**New History Item**

Year:  Date:

Condition

Pick from list (coded)

Free text (uncoded)

Left  Active problem  Confidential  Summary

Right

Comment: