

Topic #1 - Medicare Mental Health Services

SUMMARY	Members discussed access, referrals, and continuity of care.
CLINICAL COUNCIL KEY POINTS	<ul style="list-style-type: none"> • Patients that present to GP, while not meeting the threshold for hospitalisation, the condition could escalate rapidly; and which phone service to contact (Medicare Mental Health Care Phone Line or 1300MH Call). • GPs are generally unaware that the Medicare Mental Health Care Phone Line will assist to triage patients to appropriate mental health services. • A discreet resource on service access to guide patients that may present to allied health or other providers instead of their GP. • A lack of patient summaries provided to GPs detracts from recommending the Medicare Mental Health Care Phone Line. • Risk concerns arise when patients can't be reached.
NEXT STEPS	<ul style="list-style-type: none"> • Create a discreet service access guide. • Integrate triage tools into GP software. <ul style="list-style-type: none"> ◦ Ask services to send follow-up messages, share summaries with GPs/My Health Record (with patient consent), provide warm handovers and monitor referral follow-through.

"I would expect a warm handover back to GP, information on the pathway of care and services provided."

Anon, CC Member

Topic #2 - Primary Care Disaster Management

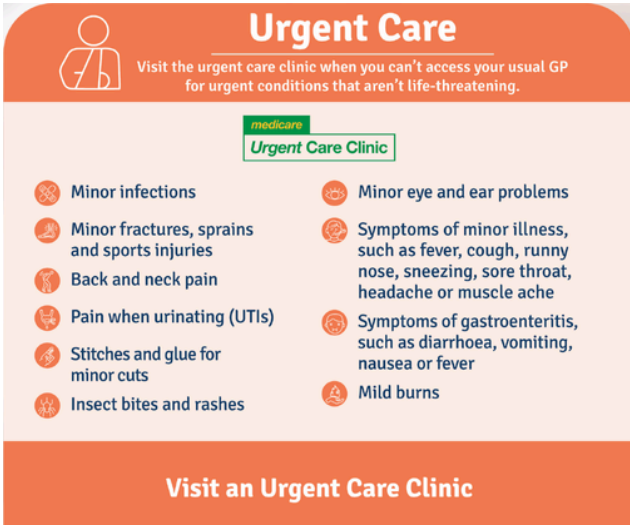
SUMMARY	Members reviewed the Ex-Cyclone Alfred response and GCPHN communications.
CLINICAL COUNCIL KEY POINTS	<ul style="list-style-type: none"> • GCPHN emails and social media were timely and helpful. • Evacuation centres lacked support for people needing carers or medical devices. Paramedics were stationed at major centres. • Hospitals saw increased presentations of people not needing hospital care. • GCPHN offered business continuity planning tools and grants. • GPs want to help in community settings during disasters.
NEXT STEPS	<ul style="list-style-type: none"> • Explore GP accreditation for emergency roles with Gold Coast Health and RACGP. • Support practices with business continuity planning. • Investigate a GP emergency response register.

"Great Source of information and support for both healthcare providers and the community"

Anonymous, CC member

TOPIC #3 - Medicare Urgent Care Clinics

SUMMARY	Gold Coast Urgent Care Clinics (UCC) have delivered 20,000+ services, avoiding 8,000+ ED visits. CC members were asked for their professional experience with the UCCs.
CLINICAL COUNCIL KEY POINTS	<ul style="list-style-type: none"> • GPs recommend UCCs for urgent, after-hours care. • Awareness is growing, but southern residents are less informed. • Members want clearer info on services and imaging availability. • Live wait times and extended imaging hours (especially Sundays) would help. • Promote UCCs in tourist areas during peak seasons. • UCCs are providing timely care summaries, and this is valued by GPs.
NEXT STEPS	<ul style="list-style-type: none"> • Advocate for extended imaging hours. • UCC promotion for locals and tourists
<p><i>“Knowing the waiting times to see a Dr, and the availability of out of hours services like radiology would be helpful when recommending UCCs to patients”</i></p> <p>Anon. members response to 'What would motivate you to recommend the UCCs?'</p>	



Urgent Care

Visit the urgent care clinic when you can't access your usual GP for urgent conditions that aren't life-threatening.

Urgent Care Clinic

- Minor infections
- Minor fractures, sprains and sports injuries
- Back and neck pain
- Pain when urinating (UTIs)
- Stitches and glue for minor cuts
- Insect bites and rashes
- Minor eye and ear problems
- Symptoms of minor illness, such as fever, cough, runny nose, sneezing, sore throat, headache or muscle ache
- Symptoms of gastroenteritis, such as diarrhoea, vomiting, nausea or fever
- Mild burns

Visit an Urgent Care Clinic

TOPIC #4 - Health Literacy Resource

SUMMARY	Recent discussions at the CC suggested that a post consultation resource would assist patients with their understanding of their health conditions and navigating care options.
CLINICAL COUNCIL KEY POINTS	<ul style="list-style-type: none"> • Support for a 'takeaway' resource covering medications, care plans, and referrals. • Mixed preferences on size; suggest both print and fillable digital versions. • Include GP/provider contacts and support services. • Pilot with practices and gather consumer feedback.
NEXT STEPS	<ul style="list-style-type: none"> • Update the resource with feedback. • Consult the Community Advisory Council on content and format.

CONSULTATION SUMMARY

We want to make sure you understand everything we discussed about your health today. This form summarises the key points from today's appointment.

Date:

What is the matter with me?

What should I do?

What else should I think about?

What are my next steps?

phn
GOLD COAST
An Australian Government Initiative

A health literacy initiative by Gold Coast Primary Health Network. Health literacy helps people understand and use health information to make good decisions about their health. Your healthcare provider can help you follow medical instructions, manage health conditions, and navigate the healthcare system.
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