

A GP's guide to Brisbane North PHN

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BRISBANE NORTH

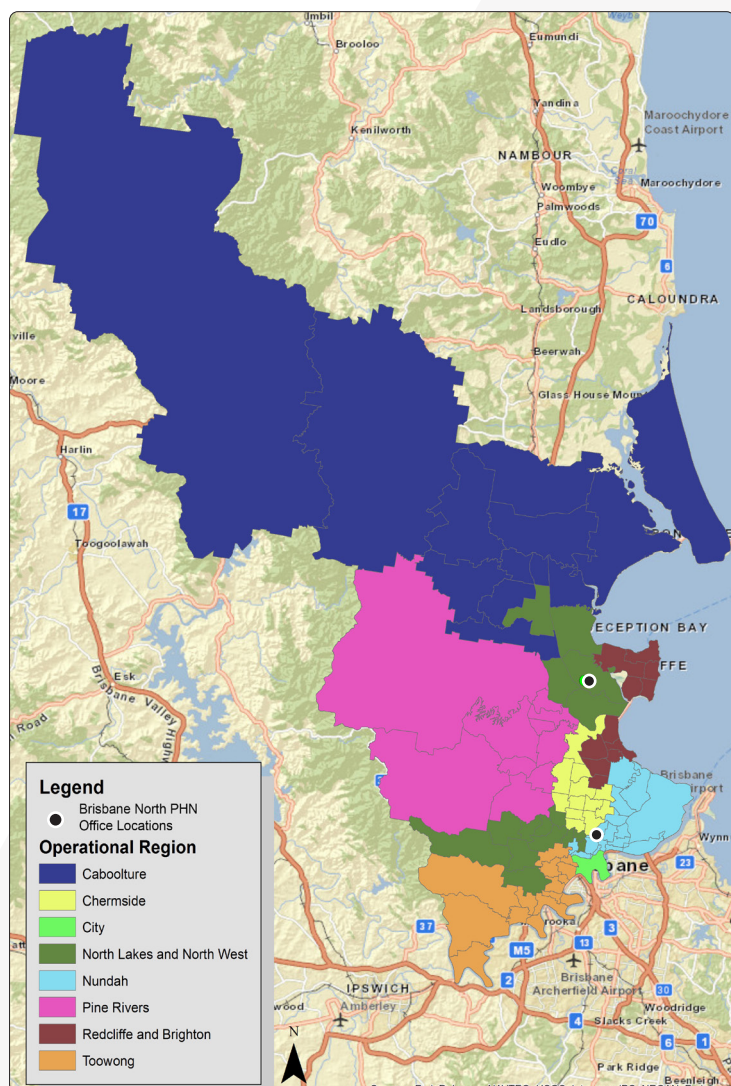
An Australian Government Initiative

2020/21

Brisbane North PHN delivers **local programs and services** and works with **Metro North Hospital and Health Service (the HHS)** to improve the integration of care.

Your first point of contact

Our team of Primary Care Liaison Officers (PCLOs) are available to provide direct support to general practices across the region.



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Pine Rivers
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North Lakes/North west
Donna Hayward
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Stephanie Thompson
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City
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Toowong
Michelle Casella
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Practice support

Our team of Primary Care Liaison Officers (PCLOs) are available to provide direct support to general practices across the following areas:

- **accreditation planning** – helping general practices undertaking accreditation for the first time, or those undergoing re-accreditation
- **policies, procedures and staff training** - supporting with vaccine management, sterilisation and infection control, risk management, workplace health and safety and practice induction
- **chronic disease management** - providing information and resources on how to support your patients with chronic disease management
- **MBS item numbers and updates**
- **digital health** – working with the Australian Digital Health Agency to support the My Health Record expansion and embed use and awareness across healthcare providers
- **eReferral templates** – assisting you to send and receive sensitive or confidential documents electronically via secure messaging by installing hospital templates
- **health data project** – using clinical tools to drive quality improvement activities within your practice
- **HealthPathways** - assisting you to find local services and referral information for a range of clinical conditions via HealthPathways
- **education and training** - keeping you informed of local events by the PHN and our partners
- **PHN programs** - providing updated information about local initiatives funded by the PHN (see below)
- **advertising local positions vacant** - listing your vacancies via our website.

To hear the latest news from the PHN and local hospitals, GPs can sign up to the GP Bulletin version of Network Link at www.brisbanenorthphn.org.au/page/publications/subscribe.

Our programs

Service navigation

Our **Service Navigator helpline** (1800 250 502) is available to health professionals for advice and information about health and community services in the North Brisbane and Moreton Bay region.

Team Care Coordination

Team Care Coordination is a locally-developed program offering care coordination services to general practices in our region for people with chronic and complex conditions.

Our team has the capacity to assist with care planning, to visit people either in their homes or at the practice, and to liaise with GPs, patients, hospitals and other health services.

Team Care Coordinators can contribute to GP Management Plans and can be a member of the care plan team.

For more information contact the Team Care Coordination Service Navigator on 1800 250 502.





My Health for Life

We support the **My Health for Life** program, a Queensland integrated risk assessment and behaviour modification program that aims to assist participants to reduce their risk of developing chronic conditions such as type 2 diabetes, heart disease and stroke.

Medical Assisting

The PHN offers the nationally accredited Certificate IV in Medical Practice Assisting (HLT 47715) in Queensland in partnership with registered training organisation UNE Partnerships (RTO Code 6754).

Medical Assistants are multi-skilled members of the practice team, able to perform administrative tasks and front desk duties as well as a wide range of treatment room procedures.

Local mental health services

The PHN has commissioned **mental health, suicide prevention and alcohol and other drug treatment services** to meet local needs in the North Brisbane and Moreton Bay region.

All PHN-commissioned services are delivered within a stepped care framework. This means that people get the services and supports that are right for them, at the right time and in the right place. And when their needs change, the types of services and supports change with them.

For more information about referring to local services, view our PHN-commissioned services magazine, available at www.brisbanenorthphn.org.au/page/health-professionals/mental-health-services.

Supporting older Australians to stay healthy at home

The **Commonwealth Home Support Program (CHSP)** provides entry-level home support for older people who need help to keep living independently at home. CHSP services include domestic assistance, showering, social support, care coordination, nursing, allied health and transport.

We manage CHSP services in our region through the Healthy@Home consortium, which includes local providers and aged care consumer and advocacy representatives. We also lead Regional Assessment Service (RAS) consortium of local community care providers to assess people's eligibility for CHSP services.

The PHN is also working alongside the HHS and community organisations to improve the transition of older patients to and from hospital.

Integrated healthcare for Aboriginal and Torres Strait Islander peoples

We also work with the Institute for Urban Indigenous Health (IUIH) to deliver the **Integrated Team Care (ITC) Program**. The program provides access to coordinated, multidisciplinary care for eligible clients on healthcare plans.

Through the ITC program, the IUIH works with general practices to improve their services in a culturally sensitive way and helps to raise awareness about specific Aboriginal and Torres Strait Islander health issues and programs.



Connecting people to primary care

The PHN works with community organisations to connect vulnerable and disadvantaged people with primary health services. We work to increase access to **after hours care** and contract partner organisations to deliver **health screening** in outreach locations.

We can also provide resources and support general practices to link with services for vulnerable population groups such as:

- support with practice readiness and links to translation services for **patients from refugee backgrounds**
- information for GPs to support **patients with disability** to access the National Disability Insurance Scheme.

Working with our local hospitals

To hear the latest news from the PHN and local hospitals, GPs can sign up to the GP Bulletin version of Network Link at www.brisbanenorthphn.org.au/page/publications/subscribe.

General Practitioner Liaison Officers

The PHN and the HHS has a team of **General Practitioner Liaison Officers** who work across primary care and hospital settings to identify improvements in health services. These doctors work closely with hospital outpatient departments, community health centres and primary care to reduce waiting list times and improve the patient's experience.

For more information about the GPLO program, contact MNGPLO@health.qld.gov.au.



GPLO and HealthPathways Clinical Editor Dr John Bennett

HealthPathways

The PHN and the HHS work together to support the development of clinical pathways for a range of conditions.

HealthPathways provides clinicians in our region with access to patient assessment and management, as well as local referral and service information all in one place.

Local pathways build in statewide Clinical Prioritisation Criteria and referral guidelines covering multiple surgical and medical specialties .

Access Brisbane North HealthPathways

<https://brisbanenorth.healthpathwayscommunity.org>

Login username: Brisbane

Password: North



Almost 80 GPs attend the PHN's National Disability Insurance Scheme GP Readiness event in February 2018

GP education

Led by our GPLOs and specialists at the HHS, we facilitate a program of RACGP-accredited education events to ensure GPs are up-to-date with the latest clinical guidelines and hospital processes and are aware of local services and referral options.

Recent events have addressed common challenges in primary care, across areas such as mental health, back pain and haematology and oncology. We have also partnered to deliver the GP Alignment Program with workshops on maternity care, gynaecology and paediatrics.

For more information about upcoming GP education, visit the Brisbane North PHN events calendar: www.brisbanenorthphn.org.au/page/news-and-events/events/.

GP with a Special Interest

The PHN is supporting the HHS to expand the GP with a Special Interest (GPwSI) model of care. Under the guidance of specialists, GPwSI deliver a range of services to patients in specialist outpatient clinics in a safe, more timely and cost-effective manner.

For more information about working as a GP with a Special Interest (GPwSI), contact MNGPLO@health.qld.gov.au.

Other initiatives

We work closely with the HHS on a range of other initiatives to improve the integration of care between hospital, community and primary care.

For more information speak to your Primary Care Liaison Officer.

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