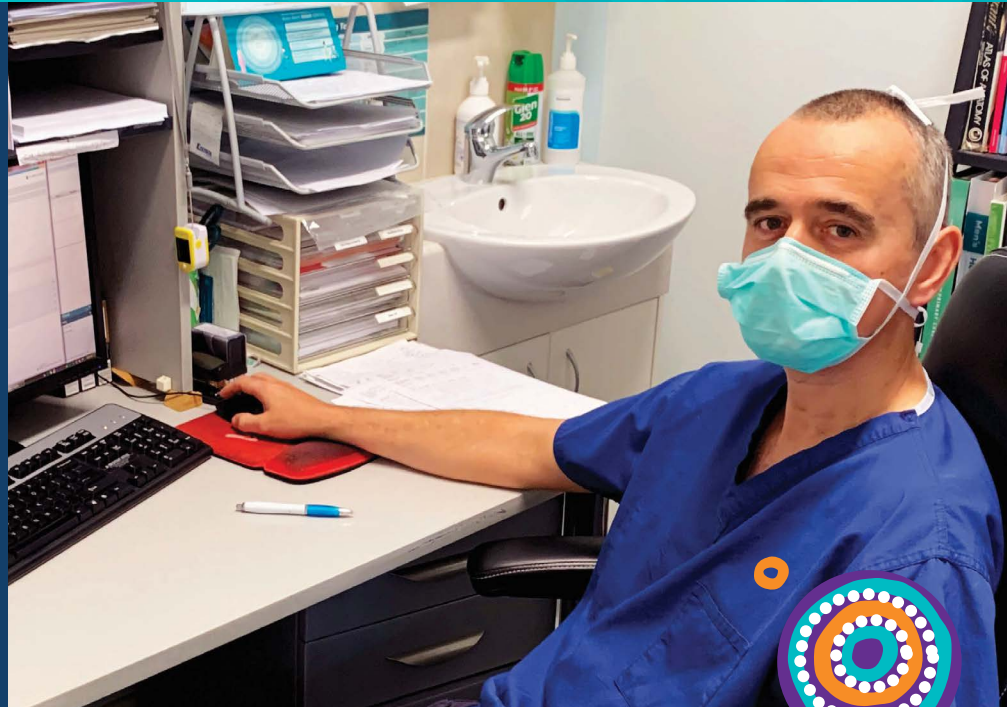


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Starting out with GP Smart Referrals

Local GP Dr James Martin, recently introduced to GP Smart Referrals by the PHN's Digital Support Officer Donna Hayward, said the program is changing the way he manages referrals.

Dr Martin, a GP at Pebble Beach Medical Centre at Sandstone Point, also works as a General Practice Liaison Officer for the PHN and Metro North Hospital and Health Service.

Dr Martin said the limited time GPs are able to dedicate to referrals was an initial hurdle to getting started with the new system, but since putting in some time each week he has been able to make the most of Smart Referrals.

"After I'd tried GP Smart Referrals a few times I had a visit from Donna and that was really helpful in ironing out a few problems and understand how to make the most of it," Dr Martin said.

"I love that you can submit a Smart Referral and it can't be declined from the hospital. Once it's complete, with all the criteria addressed, then it is on its way."

ABOUT NETWORK LINK

For submissions and advertising or to subscribe, visit brisbanenorthphn.org.au.

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Artwork throughout by Riki Salam, We Are 27 Creative.



GP Smart Referrals, rolled out by Metro North Hospital and Health Service and Brisbane North PHN in April, is now live in 133 general practices across the region. Another 68 practices are registered and ready to go live, which equals 71 per cent of practices within the North Brisbane and Moreton Bay region.

GP Smart Referrals allows those involved in patient care to better manage the patient journey, improve patient safety and reduce outpatient wait times.

Pebble Beach Medical Centre went live with GP Smart Referrals in June and Dr Martin has found that one of the benefits is a greater ability to quickly and easily modify existing referrals, compared to previous systems.

Other benefits to using the system include an integrated service directory and automatic software updates.

"(The integrated) searches on the referral destinations have been helpful, and waiting times are easily available as well. Sometimes you see something (in the service directory) that you didn't expect.

"You don't have to keep updating templates, so from a practice management perspective it helps ease the administrative burden," he said.

"My colleagues haven't completely embraced GP Smart Referrals yet but it's just a matter of time. Looking at my own experience, I was enthusiastic about it but it has taken me a little while to get used to it, and we have just had so little wiggle room in terms of time.

The PHN's Digital Health Support Officer Donna Hayward said the rollout of GP Smart Referrals has been overwhelmingly positive from the PHN's perspective.

"We have been receiving some good feedback and GPs are enjoying the function allowing PDF attachments to be included in referrals.

"As this is a new system it does take a little bit of getting used to but once they do embrace it they love it," Ms Hayward said.

Documents or imaging, including clinical letters, ECG traces, spirometry reports and photographs can be attached to the referral; saving administration time with the elimination of faxing supporting documents or diagnostic testing.

"In the old referral systems, one barrier used to be not being able to attach documents so this function is really handy, although I haven't manage to master this just yet."

General practices in the North Brisbane and Moreton Bay region that have compatible software can register to have GP Smart Referrals installed.

The PHN is offering an online GP Smart Referrals training session on Tuesday 27 October 2020.

For more information contact our Digital Health Support Officers via GPSR@brisbanenorthphn.org.au or to register to attend visit brisbanenorthphn.org.au/events/gpsr-webinar.



Dr Martin's top tips for GP Smart Referrals:



Get some help from the PHN's Digital Support Officers to learn how to attach documents.



Master the keyboard shortcuts to help with copying and pasting information within fields.



Expand the small text boxes to provide more space while typing.



Cancer screening project session a success

Due to COVID-19 the Cancer Screening Project was temporarily suspended in March 2020. On Tuesday 15 September the project officially relaunched with a successful virtual information session.

With over 30 participants on the night, the session saw presentations from Dr Megan Appleton from True Relationships and Reproductive Health and HealthPathways Clinical Editor, Dr John Bennett.

The night focussed on prevention, early detection and implementation of the National Cancer Screening Guidelines.

The project is a collaboration between Queensland Health's Cancer Screening Unit (CSU) and Brisbane North PHN, aimed at improving the participation rates for the three national cancer screening programs:

- BreastScreen Australia
- National Cervical Cancer Screening Program
- National Bowel Cancer Screening Program.

Cancer is a leading cause of death in Australia—almost 50,000 deaths from cancer were estimated for 2019¹.

This project is an RACGP approved activity which attracts 40 points for GPs and six self-recorded hours for nurses.

Participating practices will receive resources and support throughout the duration of their six month participation.

General practices in the region can still get involved by contacting Primary Care Liaison Project Lead, Amie Horwood via amie.horwood@brisbanenorthphn.org.au.

¹ Australian Institute of Health and Welfare 2019. Cancer in Australia: In brief 2019. Cancer series no. 122. Cat no. CAN 126. Canberra: AIHW.

COVID-19 UPDATE

Brisbane North PHN continues to provide the latest COVID-19 information on our website. This includes information for general practice; the latest on PPE distribution, GP respiratory and fever clinics; news for aged care providers and PHN-funded service providers; and information for the community, including mental health resources.

Visit brisbanenorthphn.org.au/covid-19 to keep up-to-date with the latest news.





TAKE CONTROL OF YOUR WELLBEING DURING THE COVID-19 PANDEMIC

Neami National has launched Queensland Wellbeing Link, a telehealth, brief-intervention program, providing low intensity support to people experiencing distress due to the impacts of the COVID-19 pandemic.

The program offers free phone or video-based support to Queensland residents aged 16 and over, that identify the COVID-19 pandemic as impacting their mental health and wellbeing.

Peer wellbeing coaches provide support through the short term Health Matters program, identifying participants' goals, supports and strategies.

Mental health clinicians can provide clinical counselling, brief interventions and referrals to community-based support, as needed.

Participants can self-refer or they can be referred by another person such as a GP, community service or family member with their consent.

Further information about the wellbeing link program is available at www.neaminational.org.au.

Get involved in new quality improvement project

Alcohol and other drug use is one of the major causes of disease burden in Australia, yet risk factors attached to it are modifiable and disease and sickness can be prevented.

COVID-19 has seen a significant rise in calls to crisis and support services, along with increased consumption of alcohol, cannabis and tobacco. There are strong links between the use of alcohol with adverse social health impacts, including domestic and family violence.

General practices in the North Brisbane and Moreton Bay region are invited to participate in the Alcohol and Other Drugs (AOD) project from October 2020. Participation will include complimentary education and training, and resources to support practices in implementing meaningful quality improvement activities related to screening for substance abuse. This project will support requirements for General Practice Accreditation and the Practice Incentive Payment (PIP) for Quality Improvement (QI).

To get involved in the project or more information email amie.horwood@brisbanenorthphn.org.au.



JOIN OUR PALLIATIVE CARE COMMUNITY OF PRACTICE

JOIN THE
BRISBANE NORTH
PALLIATIVE CARE
NURSE LEADERS
COMMUNITY OF
PRACTICE
TODAY!

The Brisbane North Palliative Care Nurse Leaders Community of Practice (BNPCNL CoP) is a network bringing together the palliative care nurse leaders who provide both specialist and generalist palliative care in the Brisbane North region, to support and encourage nurse leaders in this space.

A nurse leader is someone who can inspire others to work together in pursuit of a common goal, such as enhanced patient care.

Nursing leaders within the North Brisbane and Moreton Bay region who work in either specialist or generalist palliative care settings (including but not limited to aged care, general practice and disability) are invited to attend.

The BNPCNL CoP aims to bring together nurse leaders to improve connections; build relationships; nurture leadership skills and continuously improve the supports and services we all provide.

The BNPCNL CoP will include palliative care case study discussions, guest speakers and an opportunity to share information, new initiatives, latest resources, and research; identifying gaps; and sharing opportunities.

The community of practice meets online monthly and participants do not need to attend every meeting, but it is recommended that you attend at least one meeting a quarter to stay connected.

For more information email hello@palliativecareqld.org.au or phone 07 3842 3242.

Through covering some key items when referring to treatment, optimum outcomes are provided.



Enhancing referrals to alcohol and other drug treatment

By Kim Sander, Director of Allied Health Services | Metro North HHS Alcohol and Other Drugs Service

Patients with substance use issues need to be matched to the most suitable treatment type and service provider to maximise their outcomes and treatment engagement.

Representatives from seven Queensland PHNs with alcohol and other drug (AOD) programs recently met with Metro North Alcohol and Drug Service and Adis 24/7 Alcohol and Drug Support to discuss effective referral processes.

Simplifying referrals by GPs into Alcohol and Other Drug (AOD) treatment is key to ensuring enhanced matching of the patient to appropriate treatment options.

Through covering some key items when referring to treatment, optimum outcomes are provided.

Consultation with GPs in each of the PHN regions aims to ensure a list of key items to include in any referral for AOD treatment will be embedded in to general practice software systems *Best Practice* and *Medical Director*, to allow for easy prompts to these items when preparing written referrals.

It is proposed that the minimum details required for referral of your patient for alcohol and other drug treatment or seeking a medical addiction specialist opinion, to include the below:

1. General practitioner details

2. Patient details:

- a. name, DOB, Medicare number and contact details
- b. prescribed medications
- c. alerts/allergies
- d. what is the substance of concern?

3. Provide a background including:

- a. brief alcohol and/or other substance use history
- b. mental health history
- c. psychosocial issues
- d. what do you believe the problem is?

4. I am referring this patient for:

- Counselling/psychological support
- Assess for other suitable treatment options e.g. residential rehabilitation
- Withdrawal Management (Detox)*
- Opioid Replacement Therapy*
- Opinion from a Medical Addiction Specialist*
- Opinion on Schedule 8 medication*
- Management of Schedule 8 medication*

If selecting one of the last five options, please name the Medical Addiction Specialist from whom you are requesting the opinion or management (named referral).

For clinical advice regarding the management of patients with alcohol and other drug concerns visit www.bnphn.org/MNHHS-AOD-advisory-service.

Dementia training for general practice

REGISTER BEFORE
MONDAY
12 OCTOBER
2020



The Dementia Centre for Research Collaboration and Dementia Training Australia, supported by Brisbane North PHN, invites GPs and practice nurses to a workshop aimed to help in the recognition, diagnosis and management of dementia patients.

- Do you find the process of diagnosing and managing dementia in your practice challenging?
- Do you think your training in how to diagnose and manage dementia in your practice has not met your clinical needs?
- Would you benefit from a practical, step-wise approach to both the diagnosis and management of dementia in your practice?

Date: Saturday 17 October 2020

Time: 12.00 pm – 5.00 pm

Venue: Victoria Park Golf Club

309 Herston Road Herston Qld 4006

This workshop will attract RACGP QI&CPD Program Category 2 (8 points – pending approval) and 4 hours CPD for nurses.

The workshop aims to improve the knowledge and skills of those attending to assist them to more confidently diagnose and manage dementia in the general practice setting. This includes practice nurses experienced in caring for people living with dementia.

For more information or to register your interest email dta@qut.edu.au before Monday 12 October 2020.



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93% 93% of clinicians state that Dragon Medical One makes it easier to quickly capture the complete patient story.

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Dr Paul Adams
Head of Clinical Information Systems, Homerton University Hospital
NHS Foundation Trust

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or search **Dragon Medical One**

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Change, adapt and prepare: The three states of a hospital during a pandemic

Susan Walsh, Business Development Unit, St Andrew's War Memorial Hospital

The team at St Andrew's War Memorial Hospital, Brisbane have been working tirelessly since the COVID-19 pandemic began, ensuring the hospital is as prepared as it can be and to ensure the safety and wellbeing of patients, staff and doctors. Early on, St Andrew's set in place measures at all levels to achieve this state of preparedness.

Management worked closely with Infectious Disease Specialist, Dr Hugh Wright; the Medical Advisory Committee; intensive care unit specialists and our emergency centre doctors to deliver a coordinated clinical services plan that can be rolled out methodically when required.

The plan was developed to focus on key clinical areas including:

- **Intensive care unit**—where planned phases were put in place to manage capacity according to number of potential positive patients.
- **Isolation wing**—dedicated isolation wing for pending/positive COVID-19 patients.
- **Emergency centre**—isolation process for any potential COVID-19 patients for assessment.
- **Operating theatres**—a specific theatre for COVID-19 positive patients was identified and staff worked closely with our surgeons regarding case lists.
- **Allied health**—planning went into the clinical guidelines for referral process and treatment of COVID-19 positive patients.

Staff training was also elevated in relevant areas and nurses were upskilled in intensive care unit practices. Centralised personal protective equipment management and daily monitoring of essential supplies was implemented, as well

as temperature screening and QR code contact tracing measures.

Relevant, timely and consistent communication to staff and doctors has also been critical. With new directives from Queensland Health happening so regularly throughout this year, communication has ensured our team have felt 'in the know' and up to date at all times.

While we are well prepared, at the time of writing, we are yet to have a positive COVID-19 patient at St Andrew's.

St Andrew's War Memorial Hospital is open and safe for planned admissions or presentations to the emergency centre. For more information visit standrewshospital.com.au.



NEWS in brief

World evidence-based healthcare day

The inaugural World Evidence-based Healthcare (EBHC) Day is being held on 20 October 2020, spotlighting the global impact of EBHC on health research, policy, practice, and patient outcomes.

In 2020, EBHC is a worldwide movement with hundreds of organisations and tens of thousands of individuals working tirelessly towards improving the science and practice of EBHC for the same aim: to improve health outcomes.

The need and demand for EBHC continues to grow rapidly due to increased availability of digital information, more informed patients, introduction of new technologies, increased healthcare costs, complex adaptive health systems and ageing populations.

For more information or to get involved visit worldebhcd.org.

Rates of sepsis are increasing in Queensland

In 2017–18, more than 20,000 people were treated for sepsis in Queensland public hospitals. More than 2,000 died with a sepsis diagnosis that year.

Sepsis is known as the ‘silent killer’ for good reason. With symptoms varying between individuals and mimicking other conditions such as the flu, sepsis is notoriously difficult to identify.

Sepsis mortality increases each hour without treatment, early diagnosis saves lives. GPs are critical in the role of identifying patients with sepsis and taking appropriate steps. Advise patients with infection about the symptoms of sepsis that may develop. When treating ill or injured patients, ask yourself, “Could this be sepsis?”

For more information visit <https://bnphn.org/QHCE-sepsis>.

NEW Australian Asthma Handbook

The National Asthma Council Australia today launched the *Australian Asthma Handbook V2.1*, which outlines important new recommendations that could affect many of the 2.7 million Australians with asthma.

Key to the new update is a focus on avoiding the underuse of preventer medicines by people with asthma and the corresponding over-reliance on reliever medications.

The full Handbook update also includes detailed guidance for implementation, practice tips and other updates as well as health professional education to help in the implementation of the new guidelines.

For more information visit www.astmahandbook.org.au.

Queenslanders encouraged to focus on mental wellbeing

A new mental health campaign targeting Queenslanders who have had their lives impacted by COVID-19 has been launched by the Palaszczuk Government.

Deputy Premier and Health Minister Steven Miles said the second phase of the *Dear Mind* campaign was focused on helping people build their resilience by focusing on the six building blocks of mental wellbeing.

People are encouraged to visit the *Dear Mind* website, which provides ideas and inspiration for incorporating mental wellbeing activities into their everyday lives, as well as links to wellbeing resources and support services.

The six building blocks of mental wellbeing are:

- **Get healthy:** Be active, eat well and get enough sleep.
- **Keep learning:** Challenge your mind and seek out new things.
- **Show kindness:** Giving brings joy to other people and strengthens your own mental wellbeing.
- **Connect more:** Develop relationships, stay connected and care for each other.
- **Take Notice:** Be mindful. Stay in the moment. Experience the world around you.
- **Embrace nature:** Step outside and connect with the natural world.

Find out more about the campaign at qld.gov.au/mentalwellbeing.

COVID-19 disability advisory service

The COVID-19 Health Professionals Disability Advisory Service provides specialised advice for health professionals delivering care in primary or acute care settings.

During COVID-19, some people with disability may become very anxious and may require adjustments to their healthcare to ensure they receive COVID-19 testing or treatment with minimum distress.

The service is designed to provide specific support to health care professionals in this situation to help them address communication and management issues, such as behaviours of concern and the reduction of risk to the patient and staff involved in the process.

Calls are answered by health professionals with disability service qualifications and experience working with people with disability.

Healthcare professionals can call the service from 8.00 am – 9.00 pm Monday to Friday on 1800 131 330.

NOTICEBOARD

COVID-19 MEDICAL WORKFORCE EOI

Mater Health is working to ensure there is an adequate clinical workforce during the COVID-19 pandemic.

This expression of interest is for registered GPs able and willing to work on a sessional basis in the Mater South Brisbane Fever Clinic.

These roles will enable the running of the clinic by ensuring access for patients to clinical testing services. Task will include clinical screening and follow up for relevant results.

Interested individuals with current registration and willingness to accept shifts on a sessional weekly rotation are encouraged to contact us for more details.

For more information contact General Manager of Mater Pathology, Deb Hornsby via 07 3163 5963 or deb.hornsby@mater.org.au.

ACCESS TO ORAL HEALTH SERVICES

Adults in Queensland can access free publicly funded dental care if they meet the following eligibility criteria:

- Queensland residents who are eligible for Medicare *AND*
 - » receiving benefits from a concession card
 - » eligible adults under the Forde Foundation oral health agreement
 - » refugee and asylum seekers in accordance with the Queensland Health Guideline.

General dental care and emergency dental care are available free of charge to all eligible children and young people in Queensland. This includes appointments for check-ups, preventive care, fillings and toothaches or accidents or emergencies. For more information call 1300 300 850 or email mnohs-call-centre@health.qld.gov.au.

MENTAL HEALTH TRAINING FOR GPs

The RACGP Rural online Focussed Psychological Strategies Skills Training (FPS ST) package provides essential mental health skills training for GPs so they can offer cognitive behavioural therapy-derived FPS counselling to patients without having to leave their practice or community.

The flexible, innovative training package is made up of four modules and uses a combination of technology, peer learning groups and locally available resources.

For more information visit bnphn.org/RACGP-FPS.

MELANOMA RISK CALCULATOR

Clinicians and their patients now have access to a series of online calculators which will assist in prevention, early detection and optimum treatment of melanoma.

Developed by researchers at Melanoma Institute Australia and based on published risk prediction models, the online risk calculators are designed to inform discussions between clinicians and their patients and to help facilitate specialised treatment plans according to their patient's specific risk.

For more information visit melanomarisk.org.au.

TELEHEALTH VIDEO INTERPRETING FOR CONSULTATIONS

In response to the growing demand for telehealth consultations, TIS National has launched a new booking capability for Telehealth video interpreting services. This service is currently only available to: GPs, medical specialists, nurse practitioners, and allied health professionals.

The *Telehealth video interpreting guide for agencies* is available at tisonline.tisnational.gov.au. The guide contains information about agency client eligibility and instructions on booking interpreters for telehealth video consultations.

MUSCULOSKELETAL AUSTRALIA CONSUMER SURVEY

This is the first national, consumer-driven survey for people with musculoskeletal conditions. It will be the first step in providing a broad-ranging understanding of the needs and experiences of this group.

Help spread the word by encouraging your patients, clients and community members with musculoskeletal conditions to respond to the survey via mskconsumersurvey2020.questionpro.com.au or for more information visit www.msk.org.au.

Please contact the relevant organisation for more information about the items above.

NEW STUDY EXAMINING COVID-19 POSITIVE CASES

The ATHENA COVID-19 study examining positive diagnoses of the virus in Queensland has now started. This study aims to describe outcomes in everyone diagnosed with COVID-19 across the state, over time and in relation to patient characteristics, by linking COVID-19 notification, hospital, general practice and death data. GP participation in this study is vital – the information you collect in the general practice setting contains detailed and up-to-date information on patient characteristics, including health conditions and medications at the time of infection.

This study has the support of the Queensland Chief Health Officer, the RACGP and PHNs across Queensland. For more information visit <https://bnphn.org/QH-athena-covid>.

ONLINE DEMENTIA SURVEY

The COGNISANCE Study (Co-Designing Dementia Diagnosis And Post Diagnostic Care) is seeking GPs and practice nurses to help inform a University of NSW project aiming to improve the experience of dementia diagnosis and post-diagnostic care from the perspectives of people living with dementia, their care partners and health and social care professionals.

To participate in the project complete the online survey via <http://unsw.to/cognisance1> or for more information email cognisance@unsw.edu.au.

Please contact the relevant organisation for more information about the items above.

PracticeHub, the trusted experts in practice operations

Gemma Gough
Australia Health Alliance Clinics
PracticeHub user since 2018

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Kerri Haines, Practice Manager, Thirroul Medical Practice

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^aAccurate as at 25.8.20. Terms and Conditions *The offer applies to the first years' subscription cost of PracticeHub. The additional three months will apply to the core PracticeHub module and Task Management module, when purchased before 15 December 2020. The offer is only available to new PracticeHub customers. We reserve the right to change the offer conditions at any time. **The offer applies to the ongoing annual subscription cost, and excludes the initial set-up costs of PracticeHub

MJN456 09/20 (DT-1596)

GP BULLETIN – OCTOBER 2020

News from General Practice Liaison Officers at Brisbane North PHN and Metro North Hospital and Health Service.
Please provide feedback to the GPLO program mngplo@health.qld.gov.au.

HEALTHPATHWAYS UPDATE

Newly released HealthPathways:

- thyroid disease in children.

Login at: brisbanenorth.communityhealthpathways.org or phone 07 3630 7300 for login details.

To submit feedback about HealthPathways, please contact administration.integration@brisbanenorthphn.org.au.

HealthPathways is now integrated with GP Smart Referrals

You can now open relevant HealthPathways from GP Smart Referrals. For more information about GP Smart Referrals speak to your practice liaison officer or visit brisbanenorthphn.org.au.

COVID-19 updates

Find local information on testing criteria, FAQs on COVID-19, how to preserve PPE, current services available and more on the COVID-19 HealthPathways.

Visit: brisbanenorth.communityhealthpathways.org.

To receive regular COVID-19 email updates visit www.bnphn.org/subscribe and please share this link with colleagues who may like to subscribe to updates.

Virtual GP education

- **28 Oct** – Impact of COVID-19 on COPD
- **7 Nov** – GP alignment program: Maternity workshop
- **Nov date TBC** – Children and adolescents' mental health

To register for these events visit brisbanenorthphn.org.au/events.



This is an initiative of the General Practice Liaison Officer Program.

EMERGENCY ADVICE OVER THE PHONE

The Metro North HHS Virtual ED Service supports GPs to “phone a friend” when they require emergency advice or if they intend on sending a patient to the ED. It supports all Metro North hospitals and operates Monday to Friday 8.00 am-5.00 pm on 1300 847 833.

Find more information at health.qld.gov.au/metronorth/refer.

REDCLIFFE FRACTURE CLINIC ADVICE LINE

Redcliffe Hospital fracture clinic service allows GPs to call for advice on patient fracture management. It is available Monday to Friday, 8.00 am-4.00 pm on 07 3049 9787.

For acute advice GPs can call the on-call general surgery registrar on 07 3049 3464 (Monday to Friday, 8.00 am-4.00 pm).

THERAPEUTICALLY ENDORSED OPTOMETRISTS

Over 60 per cent of Queensland optometrists are therapeutically endorsed. Optometrists with therapeutic endorsement are qualified and equipped to provide a range of primary eye care services and to prescribe topical preparations to facilitate the management of acute and chronic eye conditions.

If you are looking for a therapeutically endorsed optometrist visit www.optometry.org.au/find-an-optometrist or call 07 3839 4411.

WORKING WITH PEOPLE WITH PERSISTENT PAIN

Persistent Pain ECHO Network can support GPs through case-based learning and topic discussions. It is free to access presentations on pain management and case discussions, and GPs can submit de-identified cases for advice from the ECHO network.

The next community of practice meetings take place on 15 October, 12 November, 10 December 2020 at 7.30 am-8.30 am. For more information visit www.bnphn.org/ECHO-pain.

COVID-19 TEST RESULTS

GPs can access patient results for those who have been tested for COVID-19 at a hospital fever clinic via The Viewer/ Health Provider Portal. GPs can register at www.health.qld.gov.au/hp-portal once your practice has updated your GP (STS) details with the hospital.

GP respiratory clinics also perform COVID-19 testing and patients can book themselves in for these appointments, which may save them from a long queue at the hospital. For information on all regional COVID-19 testing centres visit brisbanenorthphn.org.au/covid-19.

DISCHARGE SUMMARY SURVEY NOW OPEN

A doctor at Prince Charles Hospital is currently undertaking research into discharge summaries and inviting GPs to participate in a survey supporting this research.

For more information or to participate in the survey visit www.bnphn.org/MNHHS-discharge.