



Team Care Coordination Consumer Newsletter

August 2025

Edition #02

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Bryan gains control over his health

Bryan, a 73-year-old man who lives with his wife Bev in a lovely home on the

northside of Brisbane, was recently diagnosed with Type II diabetes. Bryan's GP referred him to Team Care Coordination (TCC) for education and support to help him manage his new diagnosis.

Bryan was overwhelmed when he found out he had diabetes and didn't know where to start to manage his health. After an assessment with the clinical nurse, Bryan was provided with one-on-one education about his disease and given educational materials specifically developed for our clients.

During the time Bryan was involved with the TCC program, his confidence grew and he started to implement positive lifestyle changes including making improvements to his diet, losing a few kilos and starting an exercise program.

The TCC program aims to increase our client's ability to manage their own health and improve their quality of life. Bryan's participation in our program helped to increase his understanding of his chronic condition and feel more in control of his life and health.



Home Medicines Review

Did you know you can ask your doctor to arrange a Home Medicine Review? This is a free, in-home service with a specially trained pharmacist that can help you understand your medications better and ensure you are using these safely and effectively.

A Home Medicine Review can help you:

- get personalised advice and information
- gain confidence in taking, storing and disposing of your medicines
- identify and prevent medicine-related problems or side effects
- simplify your medicine routine and more easily manage your medications.

Supporting residential aged care

At our most recent Consumer Advisory Body meeting we had the pleasure of hearing from Marcelle from Brisbane North PHN's Healthy Ageing Team about some important projects her team is working on to improve health care in residential aged care homes.

This includes supporting residential aged care homes to introduce telehealth consultations by providing them with a range of equipment, Wi-Fi upgrades and training on the use of telehealth equipment.

This project has made a real difference to the quality of life of people living in aged care. Accessing telehealth for medical appointments



reduces the need for residents to travel to appointments and means they can be seen by a range of health care providers in the comfort of their home.

Another great initiative being delivered by the Healthy Ageing team is the after-hours project. When a person in aged care becomes unwell in the after-hours period it can be challenging to get them seen by a doctor.

This project has focused on developing resources and training materials for clinical staff to provide them with additional support in providing care in the after-hours period. The team have also been running a series of master classes to increase the skills of staff working in aged care, resulting in high quality outcomes for residents.



Have your say and join our Consumer Advisory Body

What is a Consumer Advisory Body?

It is a group of individuals who provide independent and expert advice, guidance, or recommendations from a consumer perspective to a specific organisation or program to help improve the quality of the services provided and ensure that the needs of consumers are being met.

Where can I get more information about joining?

You can talk to your clinical nurse or phone 1800 250 502 to find out more.

Increased safety and confidence with personal alarms

Some of our clients need to have a personal alarm to help them to be safe and independent.

We recently surveyed our clients who have been given an alarm to understand how this impacted on their safety and confidence.

The benefits to our clients included:

- increased confidence to do daily activities
- improved engagement in the community
- feels safer wearing alarm when gardening
- spouse and carers more confident to leave the person alone.

Feedback from this survey also helped to identify that some clients were experiencing difficulties setting up and using their alarm. Our team has put in place additional supports to assist clients with this process.

While some clients reported the alarms weren't useful to them, those that did felt more confident and safer to do things independently.

Welcoming our newest members

Our Consumer Advisory Body had the pleasure of welcoming two more members to our most recent meeting.

We are so grateful to our members who provide expert advice, guidance and recommendations about our program from a consumer perspective and are keen to welcome more voices.

If you are interested in joining our Consumer Advisory Body, please talk to your Clinical Nurse or call 1800 250 502 to find out more.

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Hear what consumers have to say about Team Care Coordination:

We had the pleasure of having a TCC Nurse come to our home and help us navigate a very complex health system. She genuinely listened to our concerns and assisted us in reaching out to other allied health professionals and was very understanding and respectful of our cultural needs and choices. I just wanted to take a moment to express my sincere gratitude for their help and constant support and for going above and beyond in their role.

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Watch the
‘Meet the team’
video resources



Visit bit.ly/meetTCC

Find out
more about
our services:



Team Care Coordination is managed by Brisbane North PHN
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