

Year in review 2023/24

Year in numbers

90

activities delivered, generating over **367,000** service contacts.

1,911

people experiencing emotional distress accessed a Safe Space in our region, avoiding up to **900** ED admissions and negating **\$7.5 million** in ED-related costs.

9,787

clients supported through the CHSP program across **188,937** service contacts.

183

psych therapy services and **25** health promotion activities delivered for people living on Norfolk Island.

2,070

clients supported by Team Care Coordination, **79%** who had their goals fully met.

540

Care Collective clients supported across the Caboolture and Redcliffe regions.

29

new HealthPathways published and **85 reviewed**.

314

general practices supported in our region.

13,517

occasions of alcohol and other drugs (AOD) services delivered.

A journey towards better health outcomes

June 2023

Bribie Island after-hours GP pilot reaches six-month milestone.

August 2023

Brisbane North PHN Board gives resolution in support of the Voice to Parliament.

October 2023

Annual Aged Care Forum is held.

November 2023

Commemorating 10 years of the Commonwealth Home Support Programme (CHSP) with the publication of a Diverse Stories Compendium.

July 2023

Launch of weekly GP Link bulletin to all regional GPs, registrars, clinicians and practices.

September 2023

ASPIRE medication safety project launches.

November 2023

Brisbane North PHN Board farewells longstanding member Dr Anita Green and welcomes new guard of Directors.

December 2023

Murrumba Downs Medicare Urgent Care Clinic (UCC) opens its doors for same-day, episodic care.

January 2024

Redcliffe consumers benefit from new Health Alliance approach to complex care coordination.

February 2024

Brisbane North PHN unveils 2024-2027 Strategic Plan.

March 2024

Practice Support website is launched and exceeding 10,000 visits per quarter.

March 2024

Healthy Ageing team hosts Palliative Care Evening for Primary Care.

February 2024

Prime Minister backs new pathways for care when its urgent, but not an emergency.

February 2024

Engagement and Partnering Toolkit launched to support teams in commissioning well.

March 2024

New model of care offers new hope for women experiencing endometriosis and pelvic pain.

March 2024

Caboolture mums and bubs starting well thanks to local joint initiative.

March 2024

Successful completion of ISO9001 Quality Management Systems and ISO2701 Information Security, Cybersecurity and Privacy Protection recertification.

April 2024

GP WPP team continue engagement to inform the future of our GP workforce.

May 2024

Care Collective interim report delivers promising results.

March 2024

Brisbane North PHN and Footprints celebrate success of local social prescribing program.

March 2024

Practitioners attend Palliative Care Evening for Primary Care.

April 2024

Community clinics deliver COVID-19 and flu vaccines to protect our most vulnerable.

May 2024

Building Momentum with stakeholders at the Metro North Health Forum.

Program highlights

Australian General Practice Training (AGPT) Workforce Planning and Prioritisation (WPP) program

Shared Services

- Delivery of the second and third Workforce Need and Training Capacity Reports for Queensland, providing independent planning and prioritisation advice to inform the distribution and placement of GP Registrars training on the AGPT program. Prioritisation recommendations cover the states 163 GP Catchments within 7 PHN regions.
- Extensive regional and state level stakeholder engagement and consultation to 1,512 stakeholders across Queensland.

In the North Brisbane and Moreton Bay region by the local team:

- Events included a face-to-face forum (August 2023), a stakeholder consultation breakfast (April 2024), and a virtual forum (May 2024) with a combined 44 attendees.
- Consultations elicited input and feedback from 110 stakeholders.

Communications and Engagement

Increased political engagement with federal and state MPs

88 CONTACTS across the year compared to **39** in the previous year.

- Launched the Engagement and Partnering Framework, Toolkit and related Community of Practice to help embed best practice engagement and partnering for PHN staff.
- Launch of weekly GP Link bulletin to enhance and streamline communication with clinicians, with open rates remaining above 60% (from a target of 22%) across 46 editions.
- Completed a refresh of the PHN brand identity, including updated resource suites.

Corporate Services, Finance and Executive

- \$92.9 million in grant income – a 13% increase from last financial year.
- \$73.7 million paid to contractors and commissioned service providers.

Health Alliance

- \$2.4 million in funding directed to general practices via the Care Collective program.
- Establishment and successful pilot phase of the SPAN initiative for Caboolture and North Lakes with Metro North Health to provide better access to persistent pain services in the community.

OVER 250

patients referred from specialist waitlists to community-based services

With an average reduction in wait time from 510 days to 21 days, and average 600 kilometre reduction in distance travelled by each patient (improving attendance and satisfaction).

Care Coordination

Team Care Coordination

- 3,163 referrals received, including for falls and frailty, cardiovascular disease and cognitive decline.
- 19,251 case interactions, 1,379 more than last financial year.
- 98.5% of clients rated the quality of service as very good or good.

Regional Assessment Service

- 7,360 referrals accepted and actioned.
- 5,757 assessments completed.
- 95.8% of clients satisfied or very satisfied with quality of service.

Integrated Care

- 95 clients, including 45 older people, in the Caboolture region supported via the Footprints Community Social Health Connect social prescribing program.
- Two Medicare Urgent Care Clinics (UCCs) commissioned and opened in our region at Murrumba Downs and Northside (Kedron).
- Continuing support delivered to Morayfield Minor Accident and Illness Centre, delivering 45,094 episodes of care to 26,564 patients with a satisfaction rating of 4.6 out of 5 across its 24 months of operations. 62% of patients would have otherwise attended an ED.
- 51.24% of referrals received by Metro North were received via GP Smart Referrals.
- The General Practitioner Liaison Program (GPLPO) delivered 10 events to 262 GPs, and published 112 GP focused articles in GP Link and Practice Link.

Information Services

- Increased risk of cyber threats has been mitigated, and systems and data safeguarded, through collaborative and proactive measures. Regular security updates and training helped us identify and mitigate threats early.
- Enhanced encryption protocols and data handling practices, ensuring compliance with industry regulations to protect data.

Knowledge, Performance and Planning

- Lead participation by the Queensland PHNs in the development of the Joint Regional Needs Assessment Framework for PHNs, Health and Health Services (HHS) and other agencies to jointly assess the health and service needs impacting regions across Queensland.
- Built upon our strong working relationship with Metro North HHS to plan and develop the Joint Regional Needs Assessment (JRNA) implementation.
- Developed a range of resources, like the Commissioning Roadmap, to support day-to-day ways of working and drive consistency and quality in commissioning.
- Supporting innovative practices through taking lead roles with data driven initiatives and collaborative opportunities at both state and national level.

Primary care for refugees and priority communities:

- 295 vaccines delivered to 206 patients at three community vaccine clinics in Kilcoy, Caboolture and Woodford.
- 78 people of refugee background received a client service.
- 10 new participating practices providing services to patients of refugee background.
- 18 GP clinical support sessions conducted by PHN Refugee Health Clinical Lead.
- 40 allied health professionals registered with the Translation and Interpreting Service.

General business and quality improvement:

- 274 practices in our region are accredited.
- 295 practices supported via the Strengthening Medicare GP Grants Program.
- 163 Primary Sense training sessions conducted.
- 73% of practices registered for MyMedicare.
- 46 general practices onboarded for COVID Recalls and Reminders Grant.

People and Culture

- Joined Communications and Executive to form a People, Culture and Communications (PCC) team under the newly created Executive Manager | People, Culture and Communications.
- Created a People of Working with the leadership teams and delivered 13 leadership development sessions to enhance their skills.

64 new team members

were recruited, welcomed and onboarded.

- Our people completed 1,274 modules of self-directed learning
- In consultation with staff developed the People and Culture Strategy 2024 and beyond.
- Developed a new Domestic and Family Violence Policy and trained all leaders in this area.
- Developed and implemented a new Wellbeing toolkit to support psychosocial safety in the workplace.
- Issued 470 contracts.
- Supported 21 Flexible Work Arrangements.

Mental Health Reform, Strategies and Partnerships

- 1,796 enquiries received to the Head to Health phone service. Head to Health partnered with the Queensland Police to facilitate referrals.
- 21,982 occasions of service delivered to 1,533 people across our Integrated Mental Health Hubs, which implemented a physical health project.
- Expansion of The Way Back Support Service (TWBSS) to include The Prince Charles Hospital Catchment with 11,549 occasions of service delivered to 222 participants. TWBSS Back is a non-clinical support service focused on providing practical psychosocial support to people experiencing a suicidal crisis or who have attempted suicide, including provision of assertive psychosocial outreach support for up to three months for eligible clients.
- Establishment of headspace satellite on Bribie Island.
- Establishment of Compassionate Villages as part of the Safe Spaces Network, including deliver of Recognising and Responding to Distress in the Community workshops to 50 frontline community workers.

Priority Communities

- Up to 12,000 psychological therapy and psychosocial services delivered under the Brisbane MIND and Brisbane MIND4Kids programs to support people experiencing moderate mental health symptoms.
- 4,600 young people aged 12 to 25 years received a psychological or psychosocial service or therapy across 24,138 contacts.
- Over 440 people accessed low intensity psychological therapies.
- Negotiations to establish a Brisbane North headspace Centre that is First Nations focused.
- Commissioning of specialist youth mental health service with Brisbane Youth Service.
- Commissioning of Trans Femme program at Open Doors Youth Service.

Primary Care

Practice Support:

- 753 face-to-face practice visits.
- 435 email enquiries from general practice.
- 674 phone enquiries from general practice.
- 1,257 significant (tailored) instances of logged email or phone support.