

# Year in review 2023/24

Year in numbers

<p><b>90</b> activities delivered, generating over <b>367,000</b> service contacts.</p>	<p><b>9,787</b> clients supported through the CHSP program across <b>188,937</b> service contacts.</p>	<p><b>2,070</b> clients supported by Team Care Coordination, <b>79%</b> who had their goals fully met.</p>	<p><b>29</b> new HealthPathways published and <b>85 reviewed</b>.</p>
<p><b>1,911</b> people experiencing emotional distress accessed a Safe Space in our region, avoiding up to <b>900</b> ED admissions and negating <b>\$7.5 million</b> in ED-related costs.</p>	<p><b>183</b> psych therapy services and <b>25</b> health promotion activities delivered for people living on Norfolk Island.</p>	<p><b>540</b> Care Collective clients supported across the Caboolture and Redcliffe regions.</p>	<p><b>314</b> general practices supported in our region.</p>
			<p><b>13,517</b> occasions of alcohol and other drugs (AOD) services delivered.</p>

A journey towards better health outcomes

- June 2023**: Bribie Island after-hours GP pilot reaches six-month milestone.
- July 2023**: Launch of weekly GP Link bulletin to all regional GPs, registrars, clinicians and practices.
- August 2023**: Brisbane North PHN Board gives resolution in support of the Voice to Parliament.
- September 2023**: ASPIRE medication safety project launches.
- October 2023**: Annual Aged Care Forum is held.
- November 2023**: Brisbane North PHN Board farewells longstanding member Dr Anita Green and welcomes new guard of Directors.
- November 2023**: Commemorating 10 years of the Commonwealth Home Support Programme (CHSP) with the publication of a Diverse Stories Compendium.
- December 2023**: Northside 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**: Prime Minister backs new pathways for care when it's urgent, but not an emergency.
- February 2024**: Brisbane North PHN unveils 2024-2027 Strategic Plan.
- February 2024**: Engagement and Partnering Toolkit launched to support teams in commissioning well.
- 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.
- 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.
- March 2024**: New model of care offers new hope for women experiencing endometriosis and pelvic pain.
- April 2024**: GP WPP team continue engagement to inform the future of our GP workforce.
- April 2024**: Community clinics deliver COVID-19 and flu vaccines to protect our most vulnerable.
- May 2024**: Care Collective interim report delivers promising results.
- 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 seven 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.

- Launch of 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 brands.
- 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 were accepted.
- 5,757 assessments completed.
- 95.8% of clients satisfied or very satisfied with quality of service.

## Healthy Ageing

Community and aged care programs

**1,548** sessions of care finder support

were delivered to **646** highly vulnerable people.

- 2,268 Aboriginal and/or Torres Strait Islander, and 676 clients for whom English is a secondary language supported via the Commonwealth Home Support Programme.
- 277 people (214 identified First Nations) received a service under the Early Intervention umbrella of programs.

**Greater choice and improved access to palliative care**

- 32 community pharmacies committed to stocking core palliative care medicines to allow people choice in the setting of their care and death and avoid hospitalisation.
- 77 stakeholders, including consumers and carers, contributed to the development of a knowledge framework to support health and disability workers support people with disability through palliative care.
- Increased membership (31 to 48) to the Brisbane North Community Palliative Care Collaborative.

**Support for Residential Aged Care Homes (RACHs)**

- Implementation of an after-hours plan to support RACHs.
- 195 participants across 38 RACHs undertook business support training, increasing telehealth skills by 97%.
- Continued support to increase COVID-19 vaccination rates in RACHs across our region.

## 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 (GPLO) 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 National Needs Assessment Framework for PHNs, Health and Health Services (HHSS) and other agencies to jointly assess the health and service needs impacting regions across Queensland.
- Built upon our strong working relationship with Metro North Health to plan and develop the Joint Regional Needs Assessment (JRNA) and forged a successful path forward for future collaboration on 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.

## 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 service 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 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 delivery of Recognising and Responding to Distress in the Community workshops to 50 frontline community workers.

## 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.

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

## Priority Communities

- Up to 12,000 psychological 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 12-25 years

received a psychological or psychosocial service or therapy across **24,138** contacts.

- Over 440 people accessed low intensity psychological therapies.
- Negotiations established 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.