Stepping stones

Bega Valley

- Town of 5,000
- Mostly farming community
- Lower SES
- Poor literacy

Bega Valley Medical Practice

- Small Pt cohort as most practitioners are part time

- Two clinicians work in A&E, two as GP Obstetricians and two as GP Anaesthetists.

- Three work for the ANU rural clinical school

- 16 children under 12

Clinical staff

- Four fellows
- Four awaiting fellowship (two still on maternity leave)
- Two registrars preparing for their final OSCEs
- Three nurses (2 FTE)
- Podiatrist
- Four psychologists (1.5 FTE)

History

- The primary care collaboratives

- Taught us to measure what we do

- Audit our work

- Chronic disease was best managed as part of a team

Current model of care

- Involves two components, the Team meeting and timely access.

- Developed because of our workforce

- Supported by history with collaboratives

Team meeting

- Clinical team meeting 8:30

- Includes 4-5 GPs

- Two RNs

- One or two psychologists

- Review patient lists

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- Share concerns

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- Diversity of expertise
- Safety net our patients

Access

- Do today's work – today!

- On-the-day appointments become available on the website at midnight

- Daily walk-in clinic from 9-10

- Acute problems and offered follow up appointments if more involved

Patient education

- Patients are fully informed that we work as a team.

- Their care can often benefit from a number of clinicians expertise - not just one

- Patients are educated how
online appointments and the walk in clinic
work so they can use them wisely

Practice Nurses

- Backbone of the team, without them we would have no team.

- It's not just a question of knowledge – but wisdom

Reception

- First and last point of contact

- They are the public face of our practice

Measurement

- Pencat
- PCPIT (COORDINARE)
- RACGP electronic tool kit
- Own benchmarking with 360 degree work based survey
- Automated Exit questionnaire
- Topbar

Satisfaction survey (April n=239)

DID YOU FEEL WELCOME TODAY?

90%

WAS YOUR WAITING TIME ACCEPTABLE?

87%

ON A SCALE OF 1 - 10 WOULD YOU RECOMMEND THIS PRACTICE?

1 2 3 4 5 6 7 8 9 10

Data Quality Dashboard   **Report Date: 02/04/2017 2:43 AM**

Practice Name: Bega Valley Medical Practice

Data is taken from the Data Completeness Report and Duplicate Patients Report.

Filtering By: Active Patient

Allergies and adverse reactions	🟢	87.13 %	View Guidelines
Medicines	🟠	80.96 %	View Guidelines
Medical History	🟢	98.38 %	View Guidelines
Health Risk Factors	🟠	75.82 %	View Guidelines
Immunisations	🟠	61.14 %	View Guidelines
Relevant Family History	🟠	83.31 %	View Guidelines
Relevant Social History	🟠	73.76 %	View Guidelines
Non-Duplicate Patients	🟢	98.23 %	