



Bulli Medical Practice's response to the pandemic

COORDINARE recently spoke with Rebecca Jeffery, Practice Manager at Bulli Medical Practice and Travel Vaccination Centre about key learnings from the COVID-19 pandemic.

"Our biggest learning from the pandemic is that communication internally and externally is key. We learnt what we implemented one day might need to be changed the next," said Rebecca.

"I was part of the decision-making team throughout the pandemic. When necessary, the team met daily to decide on changes for the following day. Delegation to key people to ensure everything got done was important, as was clear decision-making responsibilities sitting with one person to lead the general practice response," said Rebecca.

"We set up regular all staff briefings and invited everyone to contribute suggestions. We ensured the key people manager was available for one-on-ones or team meetings to provide information and to also hear concerns. We also used an email trail so staff could see what had changed since they were last at work and set up a meeting room with a whiteboard where important information could be displayed."

Rebecca added, "Our goal was to maintain the safety of our staff and our patients whilst trying to provide as much service to our patients as possible. We kept referring to our goals and reminded ourselves that this will be a marathon and not a sprint – we are still dealing with the COVID-19 pandemic today."

"To keep everyone safe, we introduced screening of incoming patients when booking appointments and again on arrival to the practice. We even conducted COVID swabbing outside in a drive through clinic – weather permitting."

"We continue to offer telehealth consults to patients and are still screening patients at the time of booking and upon arrival at the centre. We are also providing respiratory clinics morning and afternoon each weekday, as well as some appointments on a Saturday.



Between March 2020 and December 2020

“Respiratory clinics enable us to see patients with any respiratory symptoms face-to-face but they are seen in a separate area of the practice where staff are wearing full PPE,” said Rebecca.

“In response to the next disaster we would work through some key questions in a systematic approach, meet with all key stakeholders regularly, twice daily if necessary, and delegate key roles to individuals within the practice,” she said.

Bulli Medical Practice’s question checklist:

- ✓ What is the issue/disaster that we are dealing with?
- ✓ What is the goal of our disaster response?
- ✓ What “normal” business will we stop doing?
- ✓ Who will be the disaster coordinator?
- ✓ Who needs to be in the daily meetings?
- ✓ Which key people can we delegate to?
- ✓ Who will manage internal and external communications?

If your practice would like to share their learnings from recent disaster and pandemic experiences, please contact communications@coordinare.org.au

Read additional tips and further information on COORDINARE’s [Primary health disaster preparedness and response webpage](#).

To register your interest or read more about volunteering in a disaster view this [link](#).

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- Rebecca