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
• Review patient lists
• Share concerns
• Review patient lists
• Share concerns
• Ask for advice
• Review patient lists
• Share concerns
• Ask for advice
• Diversity of expertise
• Review patient lists
• Share concerns
• Ask for advice
• 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%
- 😞: 87%

Was your waiting time acceptable?
- 😞: 90%
- 😞: 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

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<th>Category</th>
<th>Percentage</th>
<th>View Guidelines</th>
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