

MEDICAL SPECIALIST OUTREACH ASSISTANCE PROGRAM (MSOAP)

MSOAP aims to improve the access of regional, rural and remote communities to medical specialist services.

QDGP MSOAP funded Specialists provided 10,564 patient consultations in 56 communities. Of these consultations 942 were for Aboriginal & Torres Strait Islanders which accounted for 8.91% of all consultations.

TAKEAWAY MENTAL HEALTH

QDGP, in partnership with GP Connections, have developed the Takeaway Mental Health training package. The package will support and enable Divisions to provide and coordinate Level 1 skills training at the local level. The package contains full instructions including a facilitator's workbook, participant workbook, 3 DVDs, and a CD with all the printing a Division needs to roll the training out. All of the techniques are aimed at providing time limited strategies that can be utilised in the general practice setting.

NURSING IN GENERAL PRACTICE (NiGP)

The Nursing in General Practice Program facilitates Practice Nursing (PN) initiatives aimed at coordinating and funding training opportunities for practice nurses across Queensland and assisting in the development and maintenance of PN programs for Divisions.

- An additional 196 nurses have joined the general practice workforce in the previous 12 months bringing the total number of practice nurses working in Queensland to 1420.
- Uptake of the practice nurse PIP increased by 8% in urban areas of Queensland and by 3% in rural practices.
- The Nursing in General Practice program funded training that resulted in 625 practice nurses increasing their skills and knowledge in the areas of chronic disease management (including self management), mentoring and cervical screening.

ACCREDITATION & QUALITY

Following 9 months of intensive preparation which involved Board, management and staff, QDGP achieved certification to AS/NZS ISO 9001:2000 in May 2006. Two auditors from the Institute for Healthy Communities spent a day reviewing our systems relating to document and information management, management commitment, customer focus, program/project delivery, internal audits and continuous improvement. The auditors noted in particular our strong governance system:

COLLABORATIVE POLICY DEVELOPMENT

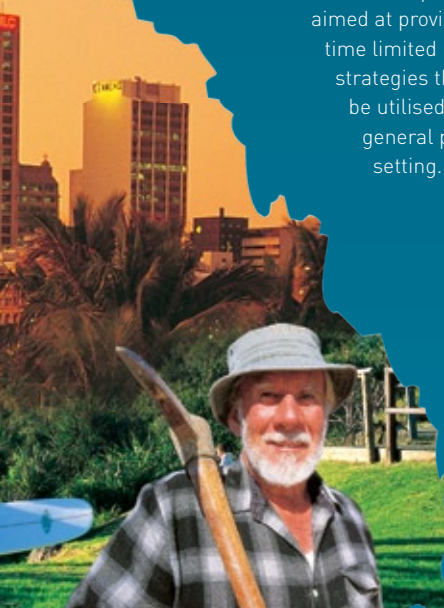
QDGP has initiated and progressed two major policy initiatives in collaboration with Queensland Divisions during 2005/2006.

Queensland Divisions Network Position Statement: The Role of General Practice in Primary Health Care

Commissioned by the Board Chairs, QDGP produced a position statement outlining the role of general practice in primary health care. This paper delivers a single, united and shared vision for the delivery of primary health care in our state. The position statement has stimulated discussion across the Divisions Network about the role that general practice has, and should have, in primary health care in Queensland. The position statement has also assisted in the development of meaningful partnerships with primary health care stakeholders and government investors in primary health care in Queensland.

Queensland Framework for Primary Mental Health Care: Partners in Mind

In consultation with key stakeholders, the Partners in Mind (PIM) project has developed a Queensland Framework for Primary Mental Health Care (PMHC). The Framework was developed in order to inform future policy direction and to guide local and regional implementation of activities in primary mental health care. It also provides a united voice for system reform in Queensland. This initiative was collaboratively funded by Queensland Health and the Australian Government Department of Health and Ageing and auspiced by the Queensland Primary Mental Health Care Collaborative.



"A STRONG GOVERNANCE SYSTEM HAS BEEN IMPLEMENTED WITH CLEAR REPRESENTATION OF CLIENT AND STAKEHOLDER INTERESTS IN PROMOTING AND SUPPORTING PRIMARY HEALTH CARE, WHICH IS CONSISTENT WITH THE AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH AND AGEING NATIONAL PERFORMANCE INDICATORS."

Institute for Healthy Communities, Auditors Tony Williams and Graeme Meyer, QDGP Report, 28 April 2006, Certification against AS/NZS ISO 9001:2000 (Quality Management System) Standard, page 9.

of general practice

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2006



QUEENSLAND DIVISIONS OF GENERAL PRACTICE

Annual Report 2006

REPRESENTATION

In the current environment of health reform in Queensland, QDGP and Queensland Health have worked collaboratively to ensure appropriate GP representation and input into key strategic policy and planning issues. Through funding provided by Queensland Health, QDGP has facilitated GP representation and strategic input around 22 initiatives including pandemic planning, nurse practitioner initiatives, the Health Contact Centre, bowel cancer screening, the chronic disease strategy, statewide services planning, continuity of care planning, statewide diabetes collaborative, E-health initiatives and the statewide mental health plan.

PERFORMANCE & DEVELOPMENT POOL FUNDING SUPPORTS GOVERNANCE TRAINING

Good governance is integral to the performance of Divisions. Thanks to total funding of \$100,000 from the Divisions Performance and Development Pool, the Queensland Divisions Network will be able to access high quality governance training and skills development in 2006. The funding proposal was developed in collaboration with Queensland Divisions and it is expected that Board members and CEOs from all 18 Divisions, together with QDGP will participate in the training, scheduled for October 2006.

BOARD CHAIRS & CEOS

The Board Chairs and CEOs of Queensland Divisions are a critical source of advice and expertise to QDGP Board and Management. This group brings together strategic leaders and managers that collectively have a great capacity to influence and inform decision makers and stakeholders.

HEALTH MINISTER VISITS TO GENERAL PRACTICE

The Queensland Health Minister, the Hon. Stephen Robertson has initiated a number of visits to general practices throughout Queensland during the past twelve months. These visits have provided the Minister with insights into the pivotal role of general practice in delivering comprehensive primary health care to Queenslanders.

\$2.5 MILLION QUEENSLAND GOVERNMENT FUNDING TO SUPPORT LOCAL PARTNERSHIPS

In June 2006, the Queensland Minister for Health, the Hon. Stephen Robertson confirmed funding of \$2.5 million to be provided to the Queensland Divisions Network to support the establishment of local partnerships across all 18 Queensland Divisions of General Practice. These partnerships will support collaborative approaches to the prevention and management of chronic disease.

STATE LEVEL PARTNERSHIPS

QDGP has provided advocacy and representation for all Queensland Divisions through membership of the following key state level partnerships:

- General Practice Advisory Council (GPAC)
- Queensland GP Alliance
- Queensland Aboriginal and Islander Health Alliance
- Queensland Community Care Coalition
- Queensland Public Health Forum
- Queensland Primary Mental Health Care Collaborative

\$300,000 TO IMPROVE CONTINUITY OF CARE

In June 2006, The Queensland Health Minister announced funding of \$300,000 to support the implementation of the GPAC Continuity of Care Planning Framework and the measurement of the GPAC key performance indicators for admission referrals and discharge summaries. A position based in each Area Health Service will work with Divisions and Districts at the local level to support continuity of care.



"The final story I want to tell in terms of my experience over the past nine months is that one of the most useful days that I have spent was with one of the Queensland Divisions of General Practitioners who took me on a Cook's tour around Brisbane and showed me a number of models of how general practices are now being organised. This morning Beres (Wenck) mentioned the importance of taking a multidisciplinary approach. It is inspirational to see what some Divisions are now offering in terms of care over the spectrum of disciplines."

The Hon Stephen Robertson, Queensland Minister for Health, in his closing address at the Obesity Summit, 4th May 06

FROM THE PRESIDENT – DR JOHN KASTRISSIOS

In the face of challenge and opportunity QDGP has made considerable progress in the past year. We have seen the furthering of a mature working relationship with Queensland Health culminating in the Health Minister's announcement of partnerships funding at the Queensland Division's Forum in Hervey Bay. Support for Divisions from the State Government is a welcome first step in securing a better health system for Queensland, but QDGP recognises the role we must continue to play at a state level.

Over this period QDGP provided regular input to key policy making bodies and participated in planning processes including areas such as mental health, the chronic disease strategy, E-health strategy, pandemic planning and bowel cancer screening. In addition QDGP has identified ongoing joint activities described in a work-plan developed in conjunction with senior Queensland Health staff.

QDGP has also fostered the development of other partnerships at a state level. The GP Alliance allows us to work with the GP representative groups to provide a collective voice to government with issues including workforce reform measures, doctor training, entitlements for prescribing and immunisation. In particular we acknowledge the work conducted through our relationship with QAIHC to further the cause of Aboriginal health. The General Practice Advisory Council (GPAC) has continued to progress issues such as the continuity of care agenda with its broader range of stakeholders.

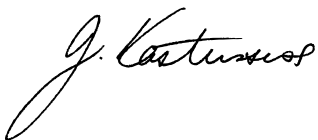
The development of policy has continued this year with The Role of General Practice in Primary Health Care, completed with the contribution of many members of the network. This document has guided QDGP in clearly presenting our principles and aspirations to government. QDGP has gone on to develop policy in more specific areas including in mental health with the Partners in Mind initiative leading to the production of another excellent piece of work in the Queensland Primary Mental Health Care Framework.

QDGP has continued to provide valued support to the Queensland Divisions, fulfilling our objective to build a stronger network. The Divisions Forums have again been of consistently high quality with excellent speakers, discussion panels, group-work and organisation. In particular Queensland Divisions strongly supported the governance training provided that will be continued and expanded later this year. The Board Chairs Network has been invaluable in supporting the consistent messages delivered to government through a strong policy development process. The CEO Network has again proved a vital mechanism in fostering the collaboration between member Divisions necessary to sustain a viable regional and state wide network.

The QDGP Board experienced considerable activity with involvement in the further development of the Board work-plan. This work has included the ongoing development of policy, contribution to QDGP accreditation, risk management assessment process, review of the community engagement plan, and constitutional review in preparation to progress to a company structure. Directors have continued to engage in training and identified development processes. The Board was pleased to be able to meet with local Division representatives in visits to Mt Isa and Hervey Bay. Individual Board members and the CEO have continued to accept invitations to attend many Division Board meetings. The Board is proud to recognise the great work of the CEO and staff of QDGP over a challenging year.

QDGP has also continued valuable interaction with other State Based Organisations and ADGP through regular communication and face-to-face coalition meetings. The work of the SBO-ADGP coalition has been important in building a united national Divisions Network and allowed us to present consistent views to the Department of Health and Ageing.

QDGP looks forward to an exciting future with a strong focus on work with Queensland Health that will build on our efforts on behalf of the Queensland Divisions.



"The Queensland Divisions Forums provide me with valuable professional development and networking opportunities"

Isabel Mazgay

Far North Queensland Rural DGP

"The highlight of the meeting (Queensland Divisions June 06 Forum) was meeting the current Minister and the Director General of Queensland Health, Uschi Schreiber (DG) who attended the dinner held on the Thursday evening, spoke widely with the group who were EOs, MDs and Board Chairs of the Queensland Divisions... Another highlight for me was a presentation by Cleveland Fagan, CEO Apunipima, Cape York Health, who spoke about the Aboriginal services that he was trying to put in, in Cape York.

Dr Ralph Smallhorn

President, Redcliffe, Bribie & Caboolture DGP, regarding the Queensland Divisions June 06 Forum held in Hervey Bay in the RBCDGP Newsletter

"As someone who has been around Divisions now for nearly 8 years I can only compliment QDGP on how the Forums have developed to become an important part of the Divisions' calendar. They provide a great opportunity for us all to get together. That is Boards, EOs and staff, to learn from each other and challenge each other. I think they continue to improve"

Christine Kardash



ADDING VALUE TO THE QUEENSLAND DIVISIONS NETWORK

The Queensland Divisions Forums

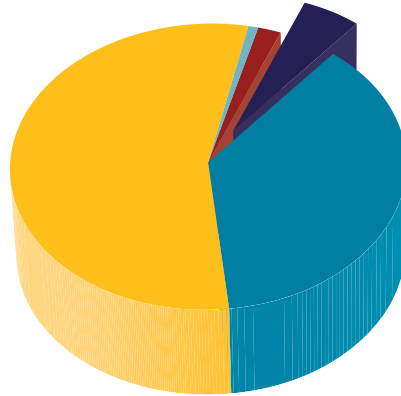
QDGP convenes three forums a year that provide opportunity for debate and discussion on contemporary policy issues. These Forums bring together leaders from the primary health care sector including representatives from the 18 Queensland Divisions of General Practice, General Practitioners, Divisional CEOs, program staff and Board Members. Delegates attending the forums include representatives from Australian Divisions of General Practice, other State Based Organisations, and representatives from both Federal and State Governments and community and consumer groups.

During 2005-2006, a total of 550 delegates attended the Queensland Divisions Forums. These increasing numbers and strong participation rates confirm that the three Forums held during 2005-2006 continue to be highly valued by Queensland Divisions and other key stakeholders.

Following the success of the Cairns Forum in 2005, the June Forum was again held at a venue outside of Brisbane. The Hervey Bay location was picturesque and the Forum program of a very high quality.

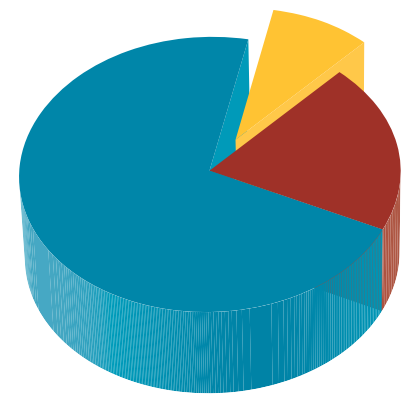
Key themes for the Forums during 2005-2006 have included building stronger collaboration with our primary care partners; community engagement; Aboriginal and Torres Strait Islander health; financial planning and reporting; health financing and economics; leadership and organisational culture; health systems reform; quality improvement and governance.

In addition to providing a forum to discuss and progress key policy issues, the Forums also provide an important mechanism for showcasing Divisional achievements. Divisional presentations during 2005-2006 have included Townsville Frequent Flyer Program; Implementation of Collaboratives Program across Queensland; South West Healthy Communities; Divisions Delivering Primary Health Care Services; Team Care II; Sunshine Coast Mental Health Program and the Wide Bay Division of General Practice collaboration with Queensland Health to solve local emergency department issues.



QDGP Total Income 2006

Interest	1%
Other	2%
QDGP Income	5%
State	37%
Commonwealth	55%



New Funding by Source for 2005 - 2006

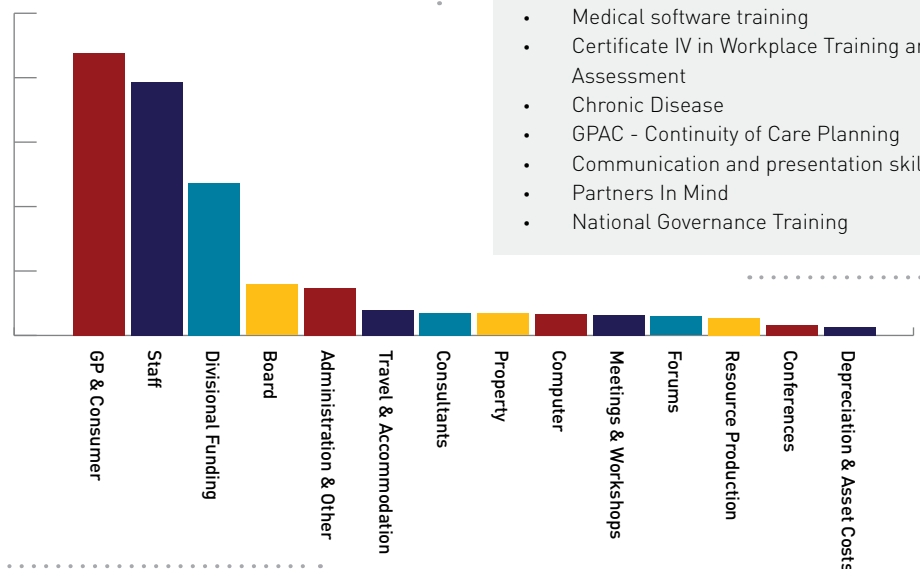
Commonwealth	9%
Other	20%
State	71%

Divisional workshops

QDGP facilitated 25 workshops for Divisional staff and GPs between July 2005 and June 2006. Almost 700 Divisional delegates from the 18 Queensland Divisions of General Practice attended these workshops which covered the following topics:

- GP Leadership
- Nursing in General Practice
- Mental Health
- Information Management
- LifeScripts
- Health Economics
- Medical software training
- Certificate IV in Workplace Training and Assessment
- Chronic Disease
- GPAC - Continuity of Care Planning
- Communication and presentation skills
- Partners In Mind
- National Governance Training

“The QDGP website was designed to be user friendly to both visitors and staff but also so that updates could be made internally. This ensures that we maintain up-to-date information for people accessing the site. We currently get an average of 330 hits per day. One of the main pages visited is the QLD Divisions page



QDGP Total Expenditure 2006

OUR MISSION:

To advance the role and influence of Div

SUPPORTING & ENHANCING THE CAPACITY OF DIVISIONS

Queensland Vaccine Management Project

To support the extensive changes in immunisation, including the introduction of the National Vaccine Management Guidelines (Strive for Five) and amendments to the National Immunisation Program Schedule, Queensland Health funded QDGP in March 2006 to coordinate the Queensland Vaccine Management Project. The project will provide local Divisions of General Practice and vaccine service providers with resources, education and support to improve vaccine management in Queensland.

Pandemic Influenza Planning

QDGP recognises the resource challenges faced by Divisions to undertake pandemic planning. QDGP was successful in securing \$40,000 from Queensland Health to support the Divisions across Queensland to conduct pandemic influenza information sessions. These information sessions have been supported by local public health units and experts.

- 14 Divisions have expressed interest in participating.
- 16 workshops have been conducted, 14 workshops are scheduled for the coming months.

Divisions Support Strategy

The Division Support Strategy provides the framework to ensure that QDGP, as a member focused organisation, has support strategies that are relevant, effective and targeted to the needs of all Queensland Divisions. A key component of this strategy is a structured Divisional visiting program. The first structured Division visits occurred in April 2006. Issues identified through the Division Support strategy are essential in informing QDGP support activities for Divisions in the future.

Supporting Accreditation

As at 30 June 2006, six Queensland Divisions as well as QDGP have been formally certified for accreditation. A further three Divisions received formal notice of certification in July 2006. QDGP will continue to offer support and assistance to other Queensland Divisions to support their efforts to become accredited. This will help to ensure that by June 2008, all Divisions in Queensland will be accredited.

E-Health Initiatives

QDGP works with local Divisions of General Practice to promote the Broadband for Health Initiative to General Practices. There are over 600 practices in Queensland registered for the

program. Access to Broadband facilitates the use of online services such as TeleDerm (an online Dermatology service) and Radiology Online. The TeleDerm website has 869 enrolled users and Radiology Online has 320 users.

Information Management (IM) Summit - May 2006

QDGP facilitated an IM Summit which was attended by 52 participants from 17 of the 18 Queensland Divisions. The Summit focused on three key areas:

- IM in General Practice
- IM in Divisions
- Connectivity

The outcomes from the IM Summit will form the basis for QDGP's IM Strategic Business Plan.

Lifescrpts

QDGP launched Lifescrpts in February 2006. 17 out of the 18 (94%) Divisions in Queensland have since incorporated the Lifescrpts initiatives with existing programs. Aged care, chronic disease and mental health programs have been the common synergies with Lifescrpts.



Divisions Information System (DIS)

In 2005-2006, QDGP made significant progress in the implementation of the Division Information System. DIS is now used by over 45 Divisions across Australia and 9 Queensland Divisions. DIS has become an integral component in the everyday operations of QDGP and two specific modules (Policies/Key Documents and MSOAP) have now been developed to further its use. QDGP are currently in the process of developing a Quality Module and also a module for helping the information management requirements of the Nursing in General Practice program. Some of these modules are now available to other members of the Divisions network who utilise DIS.

"In-Brief, QDGP's monthly newsletter is sent electronically to over 90 individuals and organisations. It contains the latest news on programs and education opportunities and also gives the Divisions monthly updates from the Board. In-Brief also contains numerous links to other sources of information and a brief snapshot of one of our Staff members"

LEADERSHIP, REPRESENTATION & ADVOCACY

Overview

A key focus for QDGP in the 2005/06 period has been a commitment to leadership, representation and advocacy on behalf of the Queensland Divisions Network. This includes a strong commitment to collaborative policy development and policy input into key strategic areas in Queensland. Key achievements in these areas are listed below.

Joint Board Meeting between Queensland Health Executive Management Team- February 2006

For the first time, in February 2006, the QDGP Board held a joint planning meeting with the Queensland Health Executive Management Team. The key outcome of this planning meeting was agreement to progress a QDGP – Queensland Health Joint Work Plan. This will provide a strong focus for collaborative activity between the Queensland Divisions Network and Queensland Health.

Community Engagement

Discussions continued throughout the 2005/2006 financial year about the type of community engagement and consumer involvement that QDGP and the Queensland Divisions Network require. Building on the results from staff, consumer, community focus groups, and Divisions' input at the Queensland Divisions February Forum, a Community Engagement Framework was endorsed by the QDGP Board in June 2006. Eight priority actions are identified for the 2006/2007 financial year.

Statewide Mental Health Plan

QDGP participated in the process to develop the Queensland Mental Health Plan 2006-2011. This plan sets the reform agenda for mental health in Queensland over the next 5 years. QDGP participated as a key member of the primary care sub group and strongly advocated for the key role of general practice in the primary mental health care system.

Council of Australian Governments (CoAG) Announcements

In February 2006, CoAG agreed on a National Reform Agenda which included a significant focus and investment in health. QDGP has played a key role at the state level in informing the implementation of a number of key CoAG announcements. This will be a continued focus over the coming 12 months.

Queensland Government Engagement Strategy

QDGP has had a strong focus on regular engagement and liaison with key senior staff from the Department of Premiers and Cabinet and Queensland Health. Regular meetings have occurred with the Queensland Health Minister and his advisors, Queensland Health and various members of the senior executive over 2005-06.

Aboriginal and Torres Strait Islander Health – QAIHC/QDGP Collaboration

The QDGP/QAIHC Board held a joint board meeting in February and identified priority issues for collaboration. At the Queensland Divisions Network February Forum, a joint meeting between Community Controlled Health Services and Divisions' CEOs was held. QDGP also participated in the Queensland Aboriginal and Islander Health Partnership Planning Working Group and has supported the establishment of 10 Regional Health Forums across Queensland.

National Policy Network

QDGP is an active participant in the National Policy Network. The initial focus of this network included policy input to the AGDHA budget process, the Council of Australian Government's (CoAG) health reform agenda, general practice funding models, and Aboriginal and Torres Strait Islander Health.

General Practice Advisory Council (GPAC)

In 2005/06, GPAC focused its efforts on evaluating the effectiveness of strategies to implement the GPAC Continuity of Care Framework, piloting key performance indicators for continuity of care in partnership with 5 local Divisions of General Practice and District Health Services, and actively contributing to strategies and activities that support the Australian Pharmaceutical Advisory Council (APAC) guiding principles to achieve continuity in medication management.

Policy Input

QDGP has continued a strong focus on strategic policy input at the state level during 2005-2006 providing policy input in 14 areas. Key achievements in this period have included:

Submission to the Forster Review

QDGP, on behalf of the Queensland Divisions Network, provided a comprehensive submission to the Forster Review that was particularly focused on primary and community care, and identified both barriers and opportunities for improved working relationships between Queensland Health and general practice.

Solutions through Divisions Submission to Queensland Health

QDGP, on behalf of the Queensland Divisions Network, outlined how Queensland Divisions of General Practice, through its Divisions Network, could partner with Queensland Health in the implementation of the proposed reforms in key areas outlined in the Queensland Health Systems Review Final Report (Forster Report).

Recommendations to support the Queensland Government Health Action Plan

QDGP coordinated a response to the Queensland Health Minister and Queensland Health executive on the role of the Queensland Divisions Network on implementing the Queensland Health Action Plan. This included submissions on: models of care to manage demand; proposals for formal partnerships; and models of primary health care within Divisions.

Other key focus areas have included key workforce initiatives (Nurse Practitioner policy including amendments to the Radiology Safety Act, area of need review and other workforce planning consultations), refugee health, ADGP Primary Health Care Position Statement, chronic disease, mental health, the Productivity Commission's study, *Australia's Health Workforce*, and to the review of the Medicare and PBS privacy guidelines.



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