



General Practice Divisions - Victoria Annual Report 2005



Victorian Divisions of General Practice

Ballarat & District Division of General Practice - 325
Website: www.bddgp.org.au

Bendigo & District Division of General Practice - 326
Website: www.bgodivgp.org.au

Border Division of General Practice - 329
Website: www.bordergp.org.au

Central Bayside Division of General Practice - 313
Website: www.centralbayside.com.au

Central Highlands Division of General Practice - 318
Website: www.chdgp.com.au

Central-West Gippsland Division of GP - 323
Telephone: (03) 5126 2899

Dandenong Division of General Practice - 315
Website: www.dddgp.com.au

East Gippsland Division of General Practice - 328
Website: www.egdgp.com.au

Eastern Ranges General Practice Association - 320
Website: www.ergpa.com.au

General Practice Association of Geelong - 317
Website: www.gpageelong.com.au

The Goulburn Valley Division of GP Ltd - 327
Website: www.gvdp.com.au

Greater South Eastern Division of GP - 311
Website: www.gsedgp.com.au

Inner Eastern Melbourne Division of GP - 303
Website: www.iemdp.com.au

Knox Division of General Practice - 314
Website: www.knoxdiv.com.au

Mallee Division of General Practice - 332
Website: www.malleedgp.com.au

Melbourne Division of General Practice - 301
Website: www.mdgp.com.au

Monash Division of General Practice (Moorabbin) - 312
Website: www.monashdivision.com.au

Mornington Peninsula Division of GP - 316
Website: www.mpdgp.org.au

Murray Plains Division of General Practice - 331
Website: www.mpdgp.com.au

North East Valley Division of General Practice - 302
Website: www.nevdgp.org.au

North East Victoria Division of General Practice - 319
Website: www.nevicdgp.org.au

North West Melbourne Division of GP - 307
Website: www.nwmdgp.org.au

Northern Division of GP - Melbourne - 308
Website: www.ndgp.org.au

Otway Division of General Practice - 324
Website: www.otway.asn.au

South Gippsland Division of General Practice - 322
Website: www.sggp.com.au

Southcity General Practice Services - 304
Website: www.southcitygpservices.com.au

West Vic Division of General Practice - 330
Website: www.westvicdiv.asn.au

Western Melbourne Division of General Practice - 306
Website: www.westerngp.com.au

Westgate Division of General Practice - 305
Website: www.westgategp.com

Whitehorse Division of General Practice - 310
Website: www.wdgp.com.au

GPDV is a Company Limited by Guarantee, and all the Victorian Divisions of General Practice (and only Victorian Divisions of General Practice) are eligible to apply to be members. All Victorian Divisions have applied and are members.

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Mission Statement



As the peak body for divisions of general practice in Victoria, GPDV supports divisions in their endeavours to ensure a skilled, viable and effective general practice workforce, to improve the health and well-being of the people of Victoria.

Statement of core values

GPDV values the great potential of general practice to contribute to better health for all Australians and believes that –

Improving health

A skilled, viable and effective general practice sector is crucial to improving the health of Australians.

Consultation

Because of the frequency and nature of general practitioners' contact with the majority of the population, general practitioners are well placed to recognise where the current system can best meet patient needs. General practitioners should therefore be consulted at all levels of health policy decision-making.

Continuity of care

Co-ordination between general practice and other components of the health sector will contribute to improved health care delivery and to improved continuity of care. Divisions are the organisations best placed to systematically link general practice with the rest of the health system.

General practice education

General practice education and training is a core role for divisions to ensure the highest quality of general practice.

Access to services

Divisions are well placed to define opportunities for improving access to general practice services at the local level. This may include designing and implementing programs in ways that will be most effective for their target groups; increasing the viability and quality of practices to allow the public better access to services; and addressing general practice workforce issues.

Population health

A focus on population health will result in improved illness prevention and better health outcomes, particularly for those with chronic illnesses. Divisions are well placed to assist practices to implement population health approaches.

Practice quality

Divisions are the organisations best placed to provide ongoing practical support and direction for systems change that will improve the quality and organisation of general practice.

GPDV's strategic roles

GPDV provides a united and representative voice for Victorian divisions on state and national health policies and their interface, and on the implementation of policies as programs.

GPDV provides opportunities for communication, collaboration and networking, consensus building and professional development for people working at all levels in divisions.

GPDV functions as the central contact point between divisions and other organisations for health system development in Victoria.

(Authorised by the GPDV Board on 13/06/03).



GPDV is the peak body for the 30 divisions of general practice in Victoria.

The national purpose of the Divisions Network is to assist general practice to provide services to the community within the context of a broader primary health care system. As a local resource, divisions provide leadership and generate partnerships that link general practice with the rest of the health care system.

Since 1998 GPDV has received its core funding from the Commonwealth Department of Health & Ageing as a State Based Organisation (SBO) within the network with the purpose of

- providing leadership and advocacy for divisions with the state government to ensure that the state government is aware of opportunities that the Divisions Network provides to implement primary care initiatives relevant to general practice
- supporting divisions in continuing to build their organisational capacity for high quality program delivery.

GPDV is governed by an elected Board of Directors with equal representation from metropolitan and rural and regional divisions.

Our Services

- Consultation with and advocacy for Victorian divisions and general practice.
- Policy analysis and advice using a range of methods including consultation, background papers, submissions and policy issues papers.
- An extensive needs-based program of statewide forums, workshops and meetings aimed at providing divisions with access to policy and decision makers, innovative approaches, current trends and skills training.
- Resource development and dissemination.
- Individual consultancy to divisions.
- Regular communications with members and stakeholders through Newsletters, Updates, hosted email networks and our website.

Our commitment to Continuous Quality Improvement

In 2003 GPDV gained accreditation with the national Quality Improvement Council (QIC) against the QIC Health and Community Services standards. These standards are underpinned by a set of values about the features of a quality organisation which we share at GPDV.

QIC features of a quality organisation

The organisation is:	Services and programs are:
Efficient	Effective
Legal	Competent
Accountable	Safe
Sustainable	Accessible
Participatory	Fair
Reflective	Responsive
Integrated	Inclusive and culturally sensitive
	Coordinated

Consistent with our commitment to quality improvement GPDV has been implementing a three year Quality Improvement Plan. Progress against this plan is monitored regularly by Quality Improvement and Community Services Accreditation (QICSA).





It is with pleasure that I present this report to our members, the Victorian divisions of general practice. The past year has been notable for the recognition accorded to GPDV for its fine work and outstanding contribution to the Divisions' Network. This recognition has taken many forms. The work of individuals has been recognised through national awards. Dr John McEncroe, a GPDV Board member for seven years and a former Chairman was awarded the medal of the Order of Australia in the Australia Day honours "for service to medicine as a general practitioner and administrator with GPDV and for service to the community". Everyone at GPDV was delighted to see this national recognition of John's tireless work. Australian Divisions of General Practice (ADGP) honoured our CEO, Bill Newton, with the John Aloizos Medal for his outstanding contribution to the Divisions of General Practice Network. In announcing the award ADGP concluded "Bill has been a consistent and skilled advocate for divisions and for general practice, and has built a peak organisation for Victorian divisions that is regarded with great respect as a mature and dynamic organisation".

At an organisational level GPDV has consistently built a strong reputation among its members for leadership and representation. The results of the most recent national Annual Survey of Divisions conducted by the Primary Health Care Research and Information Service indicated that GPDV member divisions also recognise the quality of our work. "Victorian Divisions reported the greatest level of satisfaction with their SBO, with 67% reporting that they were very satisfied".

Many factors contribute to this level of satisfaction. Divisions highly value opportunities to come together state-wide to share their knowledge and experiences and GPDV invests heavily in facilitating such opportunities. Across 61 events convened over the past year GPDV staff achieved extremely high ratings from participants for the quality of event design and facilitation. One such event, a forum for Division Chairs on *The Coming Workforce Crisis* led divisions to call for the development by GPDV of a Policy Issues paper on *The Need for a National Primary Health Care Policy* which has now been widely circulated for discussion and comment. We have opened up new areas of involvement in the GP/Pharmacy interface, developing links with the Pharmacy Guild and the Pharmaceutical Society of Australia and a most interesting forum was held to explore future possibilities for these links. We have initiated the involvement of General Practice in the important area of emergency response planning with the Department of Human Services. These are examples of a second factor contributing to member satisfaction: strong representation. The list of GPDV representatives given later in this report highlights the investment made in this important function across a wide range of issues.

I would like to express my gratitude to our CEO, Bill Newton, whose expertise and dedication is invaluable to GPDV and to our staff who are also consistently outstanding in their performance. I would also like to thank my fellow Board members for their wisdom, their wit, their camaraderie and their stamina and to the Board members, CEOs and staff of divisions across Victoria and all GPs involved – thank you for a great year.



John Meaney
Chairman

Dr John Meaney



For the Divisions Network this has been a year when the changes proposed by the Phillips Review have begun to take some real shape. The year has been dominated by the work of the Review Implementation Committee (RIC) and its many working groups, in which GPDV and Victorian divisions have been well represented.

At the state level GPDV has continued to work on our two core roles – the support of Victorian divisions in the development of their capacity to achieve their objectives and the greater integration of general practice into the state-based health system. Our work in these two core areas is founded on the policy that GPDV has no purpose separate from divisions and that everything we do must be aimed at enabling divisions to work most effectively for their practices and GPs.

At the national level GPDV has joined with the other SBOs and ADGP to work together more effectively since the appointment of the new CEO at ADGP and are well placed to help divisions make the most of the opportunities offered by DoHA's wish to develop the Network into an effective change mechanism across the whole country.

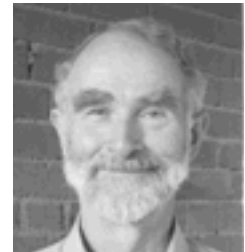
At both state and national levels there has been a growing recognition of the Divisions Network as the only effective way to reach GPs and of the value of divisions as partners in the development of new ways to deliver the health services needed by Australians.

In Victoria this has been demonstrated by the large increase in requests from DHS for our input to strategy and policy papers which indicates recognition by DHS that general practice has a significant role to play in state health services. There has also been a sharp increase in requests for our Working with Divisions workshops for external stakeholder organisations such as the Cancer Council, National Heart Foundation, Eye and Ear Hospital and Primary Care Partnerships which indicates a growing awareness of the value of divisions as partners. At the end of the period we were pleased to hear that DHS has agreed to fund GPDV to cover the cost of providing GP representatives to its committees and working groups, another indicator of the value the state's health department attaches to general practice. This will further raise the profile of general practice within DHS and result in a substantial increase in our capacity to influence its programs.

The steady continuing development of our relationship with DHS at all levels and across many branches of the department is recorded below in this report.

The striking achievement for Victorian divisions in the year has been the progress in accreditation, with six divisions already accredited at the year's end and all other Victorian divisions registered for accreditation with one of the three providers endorsed by DoHA. GPDV has been consistent in our support for accreditation of divisions, having ourselves experienced the benefit of achieving external accreditation in June 2003, and we have advocated successfully at the RIC and to DoHA for external accreditation to be a recognised as a key performance indicator for divisions. The success in accreditation has been matched by Victorian divisions' continuing enthusiastic uptake of our Star Boards governance training program, with the result that 60% of Victorian divisions' current board members have now participated. In June our experience in this area was recognised when DoHA contracted with GPDV to roll out our governance training program nationally.

Our work with Victorian divisions over the years has always been made much easier by our very good working relationship with the staff of the Victorian State Office of DoHA. This year has been no exception and we are grateful to them for their help and support.



Bill Newton - Chief
Executive Officer



John Aloizos Medal

Bill Newton was awarded the Divisions Network's highest honour at the ADGP Forum in 2004, receiving the John Aloizos Medal for an exceptional contribution to the Network. In accepting the award, Bill said that the award was recognition of the work of the staff and board at GPDV and of the united and co-operative Victorian divisions. Dr. John Aloizos, in presenting the medal to Bill, said that Bill had been instrumental in forging collaboration between primary health care providers to enhance health services provided to the Victorian community. "He has led systemic changes in areas such as the General Practice Register to help support better information flow to general practice".



Bill Newton



John McEnroe

John was also a finalist in the John Aloizos Medal in 2004.

Order of Australia Medal John McEnroe

Dr John McEnroe, board member and former Chair of GPDV, and board member and former Chair of Inner Eastern Melbourne Division received an Order of Australia Medal in the 2005 Australia Day Honours list for his services to general practice and the health of the community. John has been on his division board since 1995, and the GPDV board since 1998. In the past three years he has worked particularly closely with DHS through its Hospital Admission Risk Program (HARP), trying to improve the communication between the acute sector and General Practice. His other major involvement is with General Practice Training and he is currently chair of the Victorian Metropolitan Alliance, the largest of the regional training providers.

GPDV recognised for strong levels of member satisfaction

Once again the data from the national Annual Survey of Divisions conducted by the Primary Health Care Research & Information Service at Flinders University confirms that GPDV is highly rated by member divisions and validates the commitment of GPDV to continuous quality improvement. The results of the 2003-04 survey published in 2005 show seventy percent of Victorian Divisions made 'a great deal of use' of General Practice Divisions Victoria (GPDV) whereas only 33% of Divisions nationally indicated they made 'a great deal of use' of their SBO. Sixty-seven percent of Victorian Divisions were 'very satisfied' whereas only 25% of Divisions nationally were 'very satisfied'. Eighty-six percent of rural Victorian Divisions were 'very satisfied' with their SBO whereas only 26% of rural Divisions were 'very satisfied' nationally.

The proportion of Victorian Divisions that perceived that their SBO provided effective leadership at state level 'to a great extent' was much greater for Victorian Divisions (70%) than for Divisions nationally (33%).

GPDV staff awarded Primary Health Care Research and Evaluation Development (PHCRED) Fellowships

Lenora Lippmann was awarded a PHCRED Fellowship in the Department of General Practice, The University of Melbourne, and is analysing the role of Victorian public sector GP liaison officers and their achievements in relation to the initial expectations of hospitals and Divisions.



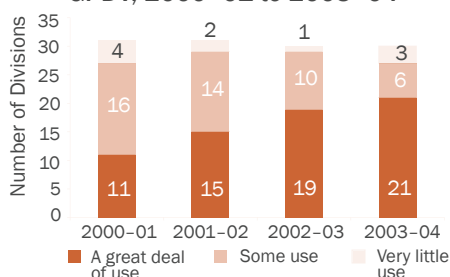
Lenora

Belinda Caldwell's PHCRED Fellowship at Monash University Department of General Practice, focused on researching "Practice Visiting as a methodology for enhancing practice capacity for chronic disease care".

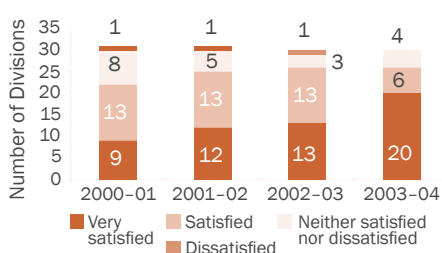


Belinda

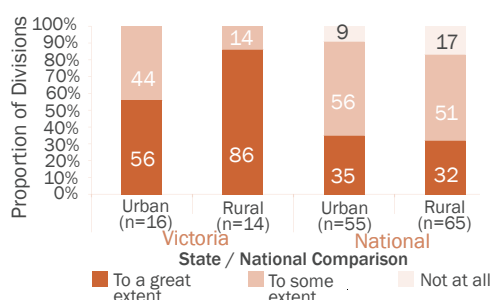
Victorian Divisions use of GPDV, 2000-01 to 2003-04



Victorian Divisions' satisfaction with General Practice Divisions Victoria, 2001-01 to 2003-04



Urban & rural Divisions' perceptions regarding the extent SBOs provided effective leadership, state and national comparison





2004

9 July: Bill Newton CEO and Rosemary Fenech. Aged Care Panels Consultant met with the Victorian Minister for Aged Care, Gavin Jennings to brief him on the GP Aged Care Panels Initiative.

14 July: First *Introducing Divisions* Workshop presented to other health service providers, covering what divisions are and do, and protocols for working with divisions. 90 participants attended the four workshops.

4 August: Bill Newton joined the newly established national Divisions Review Implementation Committee as a Committee member. Bill is the Chair of the Structural Efficiency Working Group, a member of the Funding Agreement Working Group and the Funding Formula Working Group. Susan Webster is a member of the Governance Working Group and the Program Planning and Reporting Framework Working Group.

15 August: GPDV Forum: The Coming Workforce Crunch, which identified the need for a planned response to the looming workforce crisis in General Practice and the development of a national primary health policy.

26 August: Melbourne Division's Practice Nurse Recruitment & Induction Kit, which was developed with support from GPDV, was launched by the Federal Minister for Health, the Hon. Tony Abbott.

27 & 28 August: GPDV and Australian Practice Nurses Association (APNA) Conference.

30th September: Rosemary Fenech was invited by Aged Care Australia of Victoria to be a panel member at their Executive Development Forum to speak about the GP Panels Initiative and the role of divisions to leaders in Aged Care. GPDV was provided with opportunities throughout 04/05 to reach VAHEC members also, with an article in the Winter '05 VAHEC news, provision of two 'orientation to divisions' workshops and presentations to aged/acute interface and residential task force meetings.

18 November: Workshop with allied health state peak bodies: Australian Physiotherapy Association, Dietitian Association of Australia-Vic Branch, Australian Diabetes Education Association, Speech Pathology Australia, OT Australia, Audiological Association, and Chiropractors' Association to inform them of the new Medicare allied health items and to discuss their implementation, to ensure a smooth process for GPs.

21 November: GPDV Forum: The Need for a Primary Healthcare Policy. Victorian division chairs advanced the debate on the need for and issues that a primary healthcare policy should address.

26 November: Joint GPDV and RACGP Mental Health Forum, on State engagement with general practice and building relationships across the specialist and primary care sectors in mental health. The Forum recommended that the Commonwealth Government, in consultation with the States and Territories, develop a Primary Mental Health Care Policy to:

- articulate the directions of the Third National Mental Health Plan, and
- identify the areas where joint funding, identified patient health outcomes and agreed performance measures can be applied.

2005

20 February: GPDV Forum: Pharmacy Interface: Cooperation or Competition? Attended by the Pharmacy Guild of Australia - Victoria Branch and the Pharmacy Society of Australia - Victoria Branch.

4 May: GPDV Policy Issues Paper No. 22: *The Need for a National Primary Healthcare Policy* published and disseminated for consultation.

15 May: GPDV Forum: Division-based Responses to Emergency Situations and Public Health Alerts highlighted for DHS the opportunities to involve General Practice in state-wide emergency response planning.



Future Workforce Challenges Forum August 2004



Launch of RN Division 1 Practice Nurses Recruitment and Induction kit by Federal Minister Hon. Tony Abbott August 2004



APNA Workshop August 2004



Joint GPDV and RACGP Mental Health Forum - November 2004