

GP Service Coordination Workshop Presentation

ISEPICH

Kingston Bayside PCP

Monash DGP

Central Bayside DGP

Southcity GP Services

Dandenong & District DGP

South East PCP

Project Description

- Southern Metro Region GP Reference Group
- Promote GP awareness and use of VSRF and SSD
- Increase divisional capacity through staff training and development of GP training package
- Provide feedback to PCPs re GP experience of service coordination

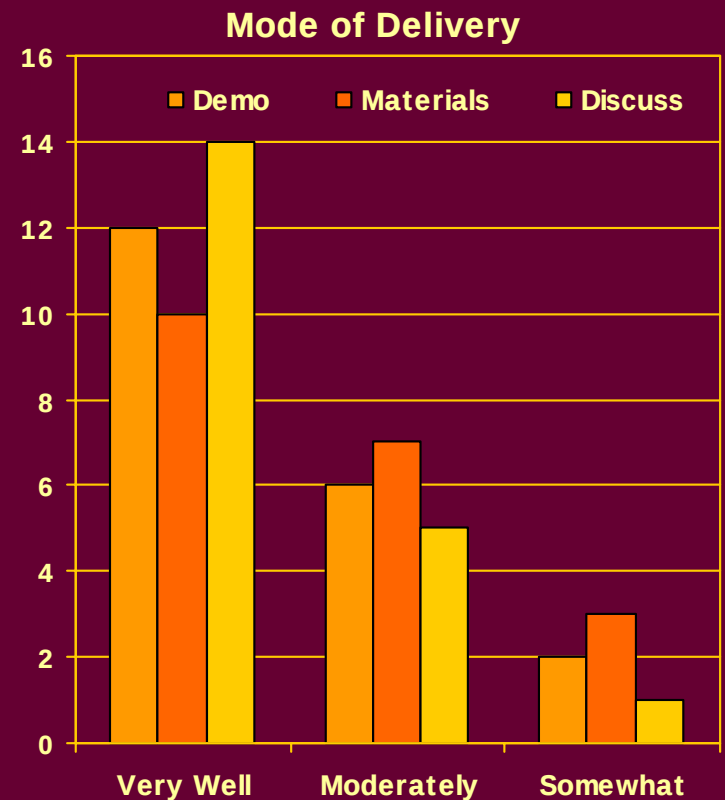
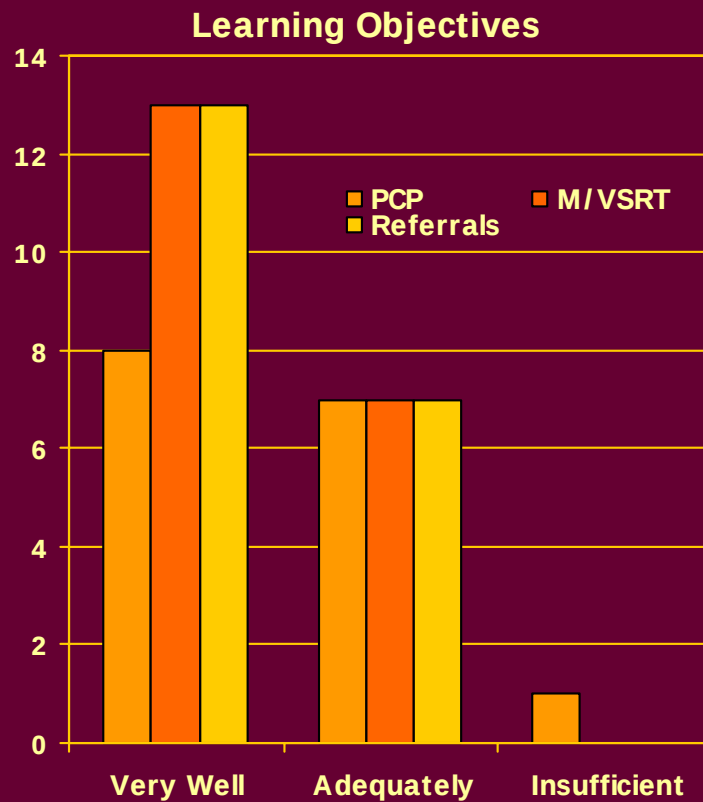
What we did

- **Developed the training package**
 - For use by trainer or as independent learner
 - Using Division IMIT expertise
 - From templates provided by DHS
 - Incorp feedback from GP ref group and PCP
 - Pilot tested with some ref group members
 - Ran train-the-trainer for Division staff

What we did (cont)

- **Practice-based training** (across both projects)
 - 20 practices: 23 GPs, 1 PN, 2 admin
 - Service provider-friendly GPs
 - Approx 45 minute session (paid)
 - Intro/discussion → demo → trainee practice
 - Did NOT cover SSD or Address Book

How we went



How we went (cont)

- **Feedback**

- 16 will use / 2 won't / 2 unsure
- Length of form and cost of printing
- Poor quality of existing data in MD
- Need to follow up with additional training
 - Eg Address book
- Happy to attend FG in a few months

What next?

- **Report back on uptake / experience**
 - Follow up visits
 - Focus group discussion
 - Findings to PCPs
 - Recommendations to DHS re template improvements
- **Broader dissemination**
 - As more agencies use the forms
 - Via newsletters and continued practice-based training
 - Other training opportunities, eg, PN Network