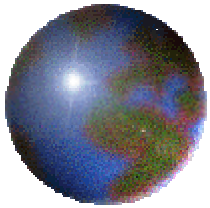


Electronic Service Directory (ESD)

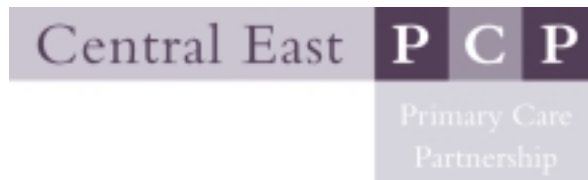
Usage in General Practice

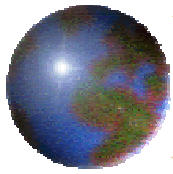


Central East Primary Care Partnership

Whitehorse Division of General Practice

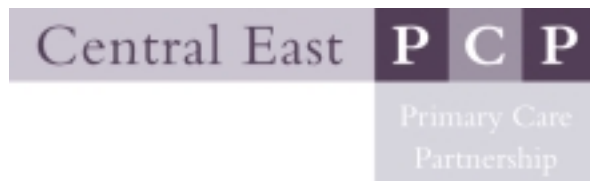
Greater South Eastern Division of General Practice

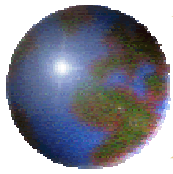




Context

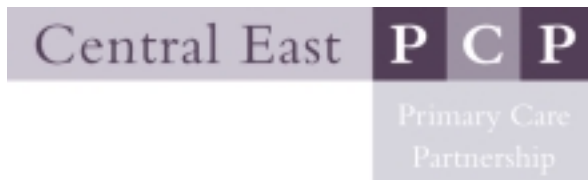
- CE PCP had promoted the ESD widely with agencies updating information
- Whitehorse Division now using ESD for all specialist information (saving of approx \$10,000)
- Discrete manageable project using Division expertise
- A total of 8 practices were chosen (43 GPs)

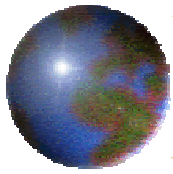




Project Aim

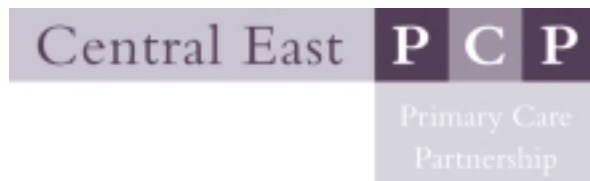
- The aim of the project was to test the usefulness of the ESD and to gauge the usage within the context of the busy GP practice environment

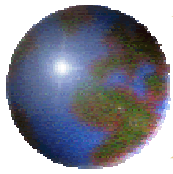




Project structure

- Divisions invited 8 GP practices to participate
- CE PCP trained Division staff in the use of ESD
- Division staff provided individual training to GPs and Practice Managers
- Practices trialled the ESD (6 weeks)
- Evaluation process and examination of usage

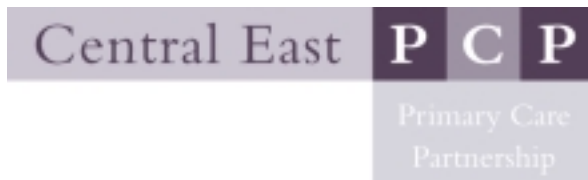


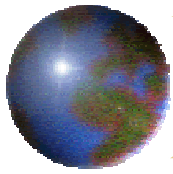


Evaluation

A Questionnaire was developed locally and covered:

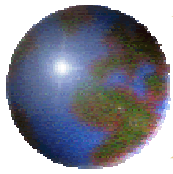
- Quality of training
- Uptake
- Frequency of ESD usage and purpose
- Functionality of the ESD





Results

- Training – quality was high to very good, with GPs rating slightly less so
- Uptake and frequency of use – 7 of the 8 practices continue to use the ESD on an occasional level (1-5 times a week)
- Purpose - GPs
 1. To assist with referral purposes
 2. To provide information on services to patients
 3. To increase knowledge of services for themselves



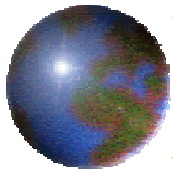
Results – Functionality

General Practitioners

- Features – easy to use, good info on allied health practitioners and provides quick access
- 4/8 GPs took time to show others in practice
- Poor interface with GP software

Practice Managers

- Features – speed, search specific requests & user friendliness
- 7/8 continue to use
- 4/8 also use *Better Health Channel*



Recommendations:

- Promising results but still early days, need to increase general awareness of ESD
- Current development of PCP Statewide directory consider interface with GP software
- Divisions consider using the ESD as an alternative to creating their own specialist directories

