
State and National Call Centres: implications for general practice

Chair: Dr John Meaney
Facilitator: Ms Kris Honey

Sunday 21st May, 2006
10.00am to 1.00 pm
Registrations commence at 9.45am

To be held at

Arrows on Swanston
10th Floor, 488 Swanston Street,
Carlton 3053

Purpose: In February the Council of Australian Governments agreed on some proposals to improve the health system. One of these proposals is to establish a national call centre. ADGP will be consulting with divisions around Australia about the COAG proposals relevant to divisions of general practice. GPDV will pass on the discussion points from the Forum to ADGP as part of this consultation.

In Victoria, *Nurse On-Call* began in March and will begin operation as a 24-hour call centre in June 2006. This Forum will give divisions the opportunity to discuss how the call centres being established at state and at national levels can work best. Divisions will be able to give input to ADGP and to GPDV so that divisions' views can influence how these national and state policies are implemented.

What are the benefits of a national call centre? What are the risks? Will it provide a partial solution to the workload pressures and workforce shortages in general practice? Will it reduce the number of call-outs to GPs after hours? Will it provide information only or triage advice? Who will staff the service? Will it help relieve workforce pressures at the local level, or will it mean that local initiatives disappear? How will it differ from, duplicate or complement the Victorian *Nurse On-Call Line* – or will it replace it? What safeguards will be in place to ensure high quality health advice? What connections will there be with a caller's regular GP? What can we learn from divisions' experience so far with telephone advice for patients?

Target Group

This Forum is aimed at GPs, specifically Division Chairs, or other expert GPs associated with Division Boards who have a particular interest in after-hours issues or the operation of call centres. Divisions may also choose to send a CEO or other senior staff member.

Broad Aims

- To identify the services to be offered by the call centres proposed by the State and Commonwealth and the possible effects on general practice.
 - To identify Victorian divisions' responses to the intended operation of such call centres.
 - To identify what needs to be built into State and Commonwealth initiatives so that they address any division concerns.
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GPDV Quarterly Forum
21st May 2006

9.45am	<i>Registration – Refreshments available</i>
10.00am	Welcome Dr John Meaney – <i>Chair, GPDV</i>
10.05am	Introduction and Overview of Issues Bill Newton – CEO, GPDV
	The Victorian Picture: Nurse On-Call – how will it work? Janet Laverick, DHS and Julie Baker from McKesson Asia-Pacific, the contractor for the Victorian <i>Nurse-on-Call</i> Service
	The Divisions' Picture: Phone advice in Victorian divisions' after-hours projects – what have we learnt? West Vic Division of General Practice
11.25am	Morning tea
11.45am	Facilitated discussion with panel of speakers Facilitated by Ms Kris Honey.
	<i>Responses to the intended operation of the call centres will be identified by participants.</i>
	<i>Discussion will include suggestions on how concerns might be overcome by the funders and operators of such call centres.</i>
12.35pm	Summary of messages to inform ADGP and GPDV's advocacy or to use as a basis for further consultation
12.45pm	Hot Topic Discussion Supervision of Division 2 nurses in general practice (Nathan Pinskiar, Monash Division)
1.00pm	Close, followed by Lunch