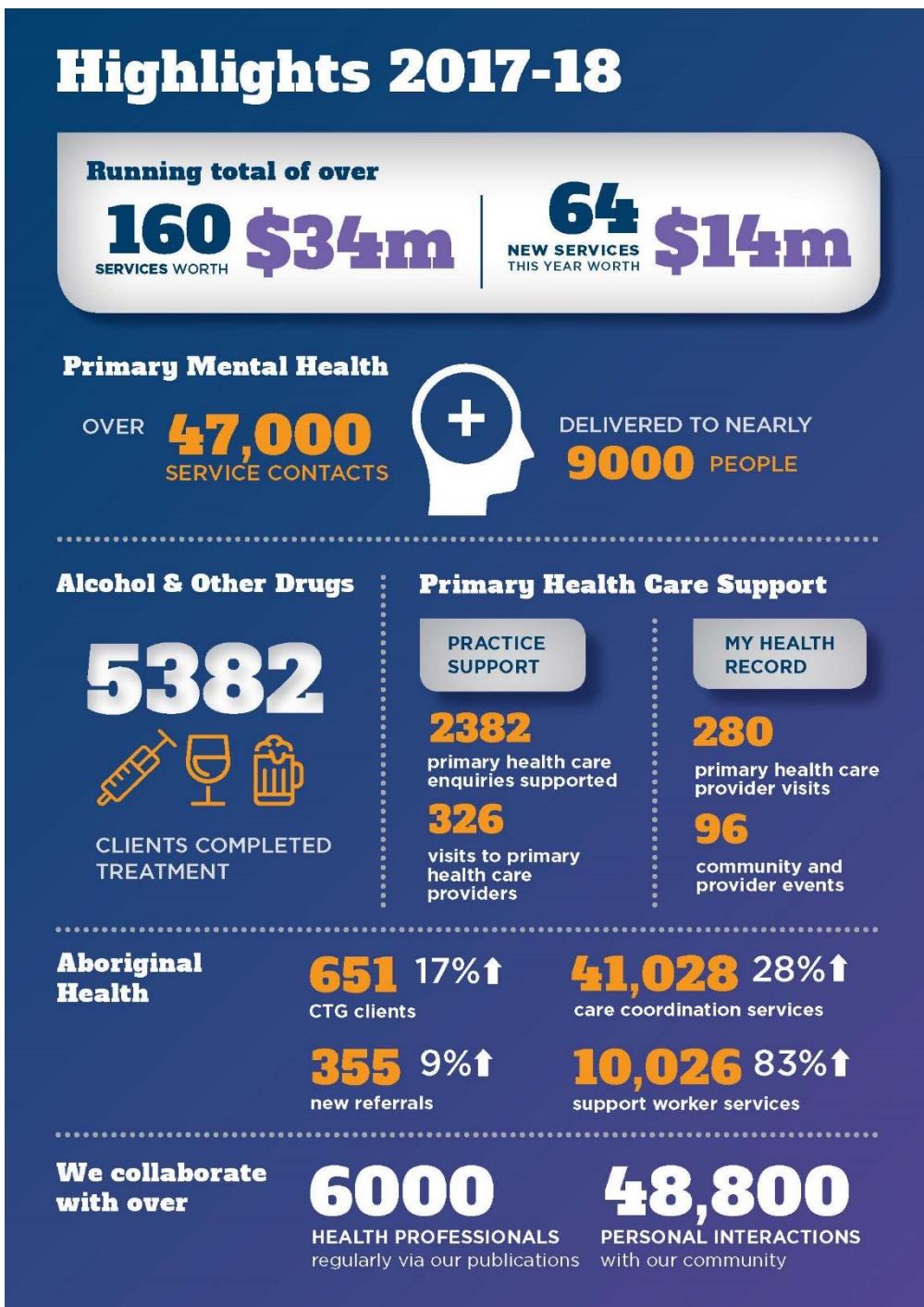


# Quarterly Update

November 2018

Adelaide PHN is committed to keeping our stakeholders informed about our activities. This update provides useful information about Adelaide PHN commissioned services and commissioning processes.

For more information about [commissioning](#), our [Needs Assessment](#) and [Activity Work Plan](#) please click on the links or visit our [website](#).



# Engaging with Members

## Adelaide PHN Membership Activities

### Membership Recruitment

All positions on the Clinical and Consumer Advisory Councils are now filled with 10 new members taking up positions on the Clinical Council and 13 on the Consumer Advisory Councils. The Adelaide PHN welcomes all new members and is excited by the diversity of skills and perspectives they will bring to our membership groups.

### Health Priority Network Activities

In addition to our formal membership groups the Adelaide PHN's Health Priority Network is an important vehicle to help health professionals and consumers connect with each other and with the Adelaide PHN. In August, the Network came together at an event which focused on the topic areas of Mental Health, Health Literacy and Reconciliation. Each topic area is called a Hub. The Mental Health Hub considered where to focus energies and it was decided that developing a Charter should be the priority in the short term. This is progressing with the Adelaide PHN approaching the SA Mental Health Coalition and the SA Mental Health Commission to seek their collaboration.

Participants on the Reconciliation Hub took time out to reflect on and have conversations about the value of reconciliation action plans. Ideas were shared at this initial meeting and the group will meet again in November to further consider opportunities that could be implemented at the organisational and worker level to support reconciliation activities.

The third in the Hub series was that of Health Literacy Hub. This group explored the attributes that contribute to making a health literate organisation. A further meeting is planned in the new year to consider a new localised tool currently being developed by Adelaide PHN titled *A Checklist for Health Literate Organisations*.

### Aboriginal Community Advisory Council

Adelaide PHN is now commencing the Aboriginal Community Advisory Council (CAC) for Aboriginal and Torres Strait Islander people residing in metropolitan Adelaide. The first meeting occurred on Thursday 25<sup>th</sup> October and we were delighted to welcome members Tanya Hunter, Frank Wanganeen, Rodney O'Brien, Jacob Keeler, Clinton Bennell, Briannah-Marie Kemp, Patricia Waria-Read and Susan Dixon.

The role of the Aboriginal CAC is to enable broad representation of the Aboriginal and Torres Strait Islander community members in the Adelaide PHN region, and provide a community perspective to the Adelaide PHN Board. CACs support Adelaide PHN to develop local strategies to improve the health care system for community members and facilitate effective primary health care provision. A central role of the group will be to provide advice and assistance in the development of our community engagement framework.

We look forward to working with the group and are grateful for their participation as we grow our engagement with community and deepen our understanding of issues which impact on their health and wellbeing.

## **Special Interest Area Activities**

The Childhood and Youth Special Interest Area met to consider Adelaide PHN mental health work in early intervention/prevention, adverse childhood events research, and to discuss how the members can support better integration with primary health care for better childhood and youth outcomes.

The Alcohol and Other Drugs Special Interest Area met to consider population health data on alcohol and other drug use, and to consider how the members could work together for more person-centred care and improved health outcomes.

## **Primary Health Care Support**

[Adelaide PHN Website Link - Health Connections - For Providers](#)

## **Primary Health Care Provider and Digital Health Support**

In addition to the programs described in this update, Adelaide PHN also provides:

- A General Practice and Primary Health Care Support Enquiry service on phone 8219 5900 and email [practicesupport@adelaidephn.com.au](mailto:practicesupport@adelaidephn.com.au)
- Face to face visits
- Digital health support and My Health Record support, information and training
- Primary Links, a fortnightly communication newsletter to over 5000 primary health care providers

Over the past three-month period:

- Over 174 face to face visits, including practice visits and meetings took place
- Over 928 general phone and email enquiries were received and responded to. The focus of enquiries was on mental health, alcohol and other drug services, requests to promote primary health care services, My Health Record, PenCS or requests to be added to our database

There are 130 general practices that have entered into an agreement with us to use a data extraction tool to support quality improvement and health service planning in primary health care. This is 44.2% of Adelaide PHN's digitally enabled general practices.

## **My Health Record**

My Health Record is a secure online summary of your health information. You can control what is recorded and who is able to access the information. The Australian Government has committed to creating a My Health Record for every Australian by the end of 2018, unless they choose not to have one. Adelaide PHN has been identified as a key delivery partner for supporting the My Health Record and Opt-out process.

In the Adelaide PHN region there are now over 276,000 consumers registered to participate in the My Health Record and over 6 Million people registered across Australia (latest stats August 2018), 291 General Practices, 220 Pharmacies, 18 Specialists rooms and 25 public/private hospitals. Over 160,000 clinical documents have been uploaded to consumers My Health Record in the last three months.

The My Health Record team have been actively engaging health care providers, various community organisations and their communities of interest. The team have met with 124 healthcare providers, including, Pharmacists, Specialists and Allied Health professionals, further to this the My Health Record

team have attended 94 community education session to assist with raising awareness of the My Health Record and how consumers can utilise their record to support their health.

For more information, please visit [www.myhealthrecord.gov.au](http://www.myhealthrecord.gov.au)

## Workforce Education

Education is a key area of service provision delivered as part of Adelaide PHN's General Practice Support. The purpose of the education services program is to increase the capacity of primary health care practitioners to provide quality health services to their communities.

SAPMEA and Sonder (previously known as NHN) continue to provide innovative, multi-disciplinary training and education and have commenced delivery of sessions under new contracts to December 2019, aligning with the end of the RACGGP triennium. To date they have delivered 12 events under this new contract with topics including:

- Menopause and MHT
- An update on Heart Failure and Pulmonary Hypertension in General Practice
- From exercise to stem cells, injectables and the rest: what to offer in early Osteoarthritis
- 'How sweet it is' - Type 2 Diabetes Update
- Teamwork Makes the Dream Work: How working together achieves community immunity

All education events can be found on our website: <http://www.adelaidephn.com.au/whats-happening/education-and-events>

## Immunisation

[Adelaide PHN Website Link - Immunisation - Adelaide PHN](#)

The Champion Nurse Immunisation Program is delivered by Health and Immunisation Management Services (HAIMS). This is an Adelaide PHN commissioned service and is in place to support providers and community with any questions or support they may need regarding immunisation. The latest quarterly report from HAIMS demonstrates a significant increase in referrals in comparison to the prior quarter. Referrals have increased from 105 to 165, coming from both immunisation providers and community.

## Interdisciplinary Health Practitioner Network (IHPN)

The Interdisciplinary Health Practitioner Network is a group of diverse practitioners who get together to discuss multimorbidity in their local context. The IHPN is developed and managed by Allied Health Professionals Australia and Mental Health Professionals Network, which is hosted and supported by Adelaide PHN. The regular meetings are popular and well attended with the most recent being an evening session on Wednesday 19<sup>th</sup> September, with 20 attendees. The topic was an *Exploration of the potential of interdisciplinary health practitioner partnership and promotion*, followed by facilitated group discussion.

Participants brainstormed and discussed how they integrate and collaborate with each other and others in the primary care space. Conversation focused on key themes of *connecting with others, exploring technology, learning about other services, communicating your services and talking about health services*. Within these themes participants shared what works, what doesn't work, how to do more of

what works and identifying potential solutions. The group identified a range of potential solutions and these will be further explored in future meetings.

**The next meeting date is:**

- Wednesday 5 December 2018

To find out more, or to join the Adelaide IHPN, visit:

<http://www.ihpn.org.au/your-network/adelaide-network-adelaide-phn-sa/>

## **Peer Support Networks**

Through the Peer Support Networks Program, Adelaide PHN provides resources to facilitate peer support and networking, with a focus on quality improvement, across the primary healthcare sector.

Grants will provide support to enable networks to meet four times per year within a 12-month period.

The list of Networks is available on the Adelaide PHN website - <http://adelaidephn.com.au/primary-health-connections/for-providers/network-opportunities/>

### **Cancer Council SA Professional Peer Support Network**

Adelaide PHN is proud to support Cancer Council SA, the first professional peer support network for GPs, nurses, pharmacists and allied health professionals.

Cancer-related distress can affect patients / clients as well as the health professionals who care for them. This network presents an opportunity for health professionals to debrief or learn from others, gain new perspectives from interdisciplinary perspectives and find peer support.

This network met for the first time on Wednesday 26 October 2018, with 20 health professionals from the north, south and east. Clinical Psychologist Dr Lisa Beatty presented on the topic of emotions and cancer, and the free online intervention she and her research team have developed called "Finding My Way". There was good engagement with the topic and lots of questions and discussion between clinicians on the evening.

Upcoming dates and further information about this network can be found here:

<http://adelaidephn.com.au/whats-happening/education-and-events/cancer-council-sa-peer-support-network-nov-7>

### **Southern Nurses Peer Support Network**

Adelaide PHN supports the Southern Nurses Peer Support Network Group which is organised and run by Sonder. The first meeting was held at Flinders University, Bedford Park on 19 September 2018. The topics discussed included Connecting Chronic Kidney Disease and Nurse Leadership in cardiovascular Risk Reduction.

### **Practice Managers in the South Peer Support Network**

Adelaide PHN supports the Practice Managers in the South Peer Support Network Group which is organised and run by members of the Chandler's Hill Surgery. This group of Practice Managers meets regularly to support each other and the topics they discuss are varied and diverse.

The first meeting was held on 25 September 2018 and was attended by 8 Practice Managers and a member of the Adelaide PHN. The topic on the agenda was Receptionist Mental Health and included discussions around reception training, debt recovery and employment contracts.

The second Practice Managers meeting is due to be held on 30 October 2018 again at Chandlers Hill Surgery. Further details about the Reception training will be finalised at this meeting.

### **Central Nurses Peer Support Network**

Adelaide PHN supports the Central Nurses Peer Support Network Group which is organised and run by Flinders University. The group meets regularly to discuss topics that are pertinent to General Practice Nurses.

The first meeting was held at the Adelaide PHN meeting rooms on 4 October 2018 and was attended by 12 nurses from various General Practices across the Adelaide CBD and a member of the Adelaide PHN. The guest speaker was Sue Gregory, an Osteoporosis Nurse Educator with Re-evaluating Fracture Risk Assessment, Management and Education (REFRAME). The presentation involved important steps in identifying patients prone to osteopenia and osteoporosis in General Practice.

### **Northern Nurses Peer Support Network**

Adelaide PHN supports the Northern Nurses Peer Support Network Group which is organised and run by Sonder. The first meeting was held at Calvary Central Districts Hospital, Elizabeth on 4 October 2018 and was attended by General Practice Nurses from across the northern suburbs and a member of the Adelaide PHN.

The topics discussed included Connecting Chronic Kidney Disease and Nurse Leadership in Cardiovascular Risk Reduction.

## **Integrated Care**

**Adelaide PHN Website Link - [www.aphnintegratedcare.com.au](http://www.aphnintegratedcare.com.au)**

### **HealthPathways South Australia**

HealthPathways South Australia is one of the flagship programs under the Adelaide PHN's approach to integrated care which provides information and guidelines for General Practitioners (GPs) and health professionals to support the consistent management of patients in the community.

With new clinical pathways and referral information published regularly onto the live portal, HealthPathways South Australia is an evolving resource.

The following pathways were published on the live site in September 2018:

- Urinary Tract Infection (UTI) in Children
- Non-acute Paediatric Urology Assessment
- Paediatric Urology Advice

For this quarter (July – Sept 2018) the top 10 clinical pathways viewed by users to the portal were:

<b>July 2018</b>	<b>August 2018</b>	<b>September 2018</b>
Falls screening and prevention	Acute Otitis Media in Children	Acute Otitis Media in Children
Non-acute asthma in adults	Urinary Tract infection in children	Falls screening and prevention
Acute asthma in children	Falls screening and prevention	Urinary Tract infection in children
Immunisation – children aged <10 years	Abnormal liver tests	Red eye
Acute Otitis Media in Children	Otitis media with effusion (Glue Ear) in children	Non-acute asthma in adults
Immunisation – Children and Adolescents (aged 10 to 19 years)	CPAP Therapy	Abnormal liver tests
Acute Asthma in Adults	Acute asthma in children	Problem gambling
Chronic Pain	Dyspepsia and Heartburn / GORD	COPD assessment
COPD Assessment	Chronic Fatigue Syndrome	Coeliac disease – adults
Anxiety in Adults	Non-acute asthma in adults	Depression in adults

Further information such as pathway progress, reports, upcoming consultations can be found on the project site: <https://saproject.healthpathwayscommunity.org/>

Pathways scheduled for consultation in October/November 2018:

- Chronic Pain
- Medications in chronic pain
- Suicide risk
- Community Acquired pneumonia
- Reflux and GORD in children
- Coeliac in children
- Blood or Body Fluid Exposure

A reminder that consultation is a key part of HealthPathways South Australian process and provides an opportunity for health professionals to review and provide feedback on draft pathways during the development ('localisation') process prior to publication of the pathway on the live portal. If you are a GP, Practice Nurse, Allied Health, Pharmacist, or other health professional who works in South Australia and would like to be involved in the consultation process please send the team an email registering your interest: [SouthAustralia@healthpathwayscommunity.org](mailto:SouthAustralia@healthpathwayscommunity.org)

HealthPathways South Australia is a partnership between SA Health, Adelaide PHN and Country SA PHN.

## Care Connections

[Adelaide PHN Website Link - Adelaide PHN Care Connections - Adelaide PHN](#)

Care Connections utilises elements of the Patient Centred Medical Home (PCMH) model as a framework to enhance chronic condition management. Care Connections will give General Practices the opportunity to become Integrated Care Hubs and work at their own pace to explore what the PCMH

model could mean in their practice. General practices continued to undertake quality improvement (QI) activities outlined in their Improvement Plans.

A Local Medical Neighbourhood Implementation Plan provided by the Local Area Coordination Service will support Adelaide PHN to plan the next steps for the Care Connections Program.

## Health Care Homes

[Adelaide PHN Website Link - Health Care Homes - Adelaide PHN](#)

Adelaide PHN continues to work closely with 19 Health Care Home practices (a Commonwealth Government initiative). Practices remain involved, with a mix of independent, corporate and partnership practices continuing to participate.

Key achievements include:

- 19 practices have enrolled: 947 patients up to 10 October 2018 (one practice being encouraged to “unenroll”)
- Enhanced Access Grants for 15 practices have been submitted, approved, contracted and commenced
- Communities of practice have been consolidated into two – Northern and Southern/Central with 6 having been held. These are being well received by the practices as a useful way to network and share positive ideas.
- All 19 Practices are now using cdmNet as their preferred shared care planning software
- The Northern General Practice Liason Unit and Adelaide PHN have been working towards launching cdmNet in the Lyell McEwin CDM Unit – almost ready to go
- The Community pharmacy in health care homes initiative has begun its implementation in the Adelaide PHN region. Four pharmacies with existing relationships with six Health Care Homes have been identified by APHN for fast tracking led by the Guild and Pharmaceutical Society of Australia.
- Positive stories are beginning to emerge reflecting high patient satisfaction with the Health Care Homes model
- Evaluation has commenced with the first round of face to face interviews with practices and patient focus groups completed this month, with interim feedback being made available by Feb-Mar 2019

## People's experience of general practices commissioned services

Adelaide PHN continues to be proactive in recognising the need to obtain real-time, high-level feedback about people's experience of general practices and our commissioned services throughout the metropolitan area. Adelaide PHN is engaging with general practices and commissioned service providers to establish satisfaction levels of people accessing their services by using HappyorNot devices.

In October, headspace centres at Port Adelaide; Edinburgh North and Onkaparinga headspaces started using the devices. All services have access to peoples' responses to ensure continuous improvement. More information about the devices is available on the website [www.happy-or-not.com](http://www.happy-or-not.com)

# **Aboriginal and Torres Strait Islander Health**

[\*\*Adelaide PHN Website Link - Closing the Gap - Adelaide PHN\*\*](#)

## **Aboriginal and Torres Strait Islander Community Peer Support for Cancer Screening**

Cancer Council SA's Aboriginal Cancer Screening Project is aiming to increase participation in breast, bowel and well women's screening for Aboriginal and Torres Strait Islander people living in metropolitan Adelaide.

Cancer Council has recently recruited a Project Officer to the program and is seeking Community Ambassadors for the Aboriginal Cancer Screening Project to increase awareness of, and participation in, the free National Cancer Screening Programs to ensure Aboriginal and Torres Strait Islander peoples have a greater chance at preventing or surviving a cancer diagnosis.

The Aboriginal Cancer Screening Project requires 12 Community Ambassadors to support the delivery of Yarning Circles across Adelaide. These Community Ambassadors will be supported with accredited training provided to assist in the facilitation and delivery of the groups.

For more information about the project please go here: <https://www.cancersa.org.au/get-informed/atsi/aboriginal-health/aboriginal-cancer-screening-project>

## **Aboriginal Health and Youth Care Coordination Project (Formerly GP Outreach Project)**

This is phase two of the GP Outreach project, now named the Aboriginal Health and Youth Care Coordination project. The program provides comprehensive primary health care services in the southern region of Adelaide, with a focus on Aboriginal people with chronic disease and youth.

The aim of the Project is to engage and connect vulnerable communities to primary health care and to improve their health outcomes. This provides access to culturally appropriate GP services for Aboriginal people living in the southern metropolitan Adelaide region and provides a consistent GP service in the southern region which will improve patient outcomes by ensuring consistency and compliance surrounding the support of Aboriginal people with mental health issues and acute and chronic conditions.

The project offers outreach medical services and education sessions to high schools to increase awareness about relevant topics, including mental health and reproductive health and provide youth friendly medical services to help promote general youth and mental health awareness and increase timely access to a GP.

## **Aboriginal Cultural Learning Program**

Adelaide PHN have commissioned the cultural learning program, partnering with Linking Futures who are delivering and facilitating face to face sessions to all Adelaide PHN commissioned service providers, and more broadly to primary health care providers in the Adelaide regions.

Training sessions are being delivered targeting mainstream primary health care providers: GPs, allied health, pharmacy and general practice staff. This program aligns with the cultural safety criteria set by the RACGP National Faculty of Aboriginal and Torres Strait Islander Health and will be evaluated by Adelaide PHN. This program supports the delivery of all Adelaide PHN commissioned services to provide culturally safe services and improve access for Aboriginal people.

The cultural learning sessions explore life prior to and since colonisation, the diversity within Aboriginal culture and how health professionals can work within a culturally safe practice through interactive sessions delivered in a non-judgmental manner that encourages open participation by all.

This program will assist in improving the experience of Aboriginal people in accessing culturally safe primary health care, as identified by our Adelaide PHN Aboriginal Health Network members.

## **Integrated Team Care - Closing the Gap (ITC CTG)**

The program assists clients to better manage their chronic health conditions and assists accessing medical specialists and allied health providers. The program works at the local level by engaging with community, health care providers and Aboriginal organisations. Each service delivery site includes Care Coordinators and Aboriginal and Torres Strait Islander Outreach Workers working closely together engaging with clients referred to the program.

The program has achieved a marked increase in referrals Over the year, the Closing the Gap (CTG) program assisted more than 600 Aboriginal people in the Adelaide PHN region with more than half of these, as new clients requiring assistance. Care coordination, supplementary and clinical services for clients are undertaken by one lead agency - Sonder - in the northern, western and southern regions of Adelaide.

The program assisted with 28,947 care coordination services, 3579 supplementary services and 12,081 support worker services.

## **After-Hours**

**Adelaide PHN Website Link - Our Priorities - Adelaide PHN and click Potentially Preventable Hospitalisations**

## **After-Hours Consumer Awareness Resource**

The After-Hours Community Awareness flip chart has been sent out to over 48,000 households across the City of Port Adelaide Enfield region. This flip chart provides information to support self-triage, whilst raising awareness of available and appropriate after-hours services available in the western suburbs, to support better health choices.

A magnet translated into 8 different languages promoting the Adelaide After Hours website has been distributed to refugee and migrant health services across Adelaide.

An Adelaide After Hours radio advert is currently being played on popular Adelaide radio stations Fresh FM, Radio Adelaide and Hit 107 particularly targeting young parents. With this increased push in promotion of [adelaideafterhours.com.au](http://adelaideafterhours.com.au) we've seen over 600 visitors to the site and over 2,300 page views in the past month.

The mobile optimised website continues to target the entire Adelaide metropolitan region  
[www.adelaideafterhours.com.au](http://www.adelaideafterhours.com.au).

## Drug and Alcohol Treatment Services Program

[Adelaide PHN Website Link - Mental Health and Alcohol and other Drug Service Reform - Adelaide PHN](#)

Eleven commissioned Alcohol and Other Drug (AOD) treatment providers continue to meet targets for increasing access to alcohol and other drug services. The findings of service provider data submitted 2017-18, covering the sixteen treatment services funded by Adelaide PHN show the following treatment data:

- 5,382 'closed treatment episodes'
- 38% Female, 62% Male
- 6% identified as Aboriginal and/or Torres Strait Islander
- Age: 30-39 yrs (34%), 40-49 yrs (25%) & 20-29 yrs (23%)
- Main treatment type – Counselling 53%, Assessment Only 19%, Information & Education 17%
- Most Common Principal Drug of Concern – Alcohol 33%, Methamphetamine 30%, Cannabis 17%

The Adelaide PHN are working closely with the AOD providers for the next quarter to better understand the appropriateness and effectiveness of services delivered, through a quality improvement approach to the collection and analysis of client experience, outcome and access measures.

During the last quarter, the Commonwealth Department of Health announced that Hello Sunday Morning (HSM) would be directly funded for three years to support Australians to reduce their harmful alcohol consumption through its Daybreak 'mobile-app' Program. The funding being provided to HSM under this contract will see the national rollout of the Daybreak Program, making the app free to Australians who are seeking assistance for their at-risk drinking. Consequently, the Adelaide PHN and HSM Contractor Agreement was terminated by mutual agreement, freeing up funding allocated for 2018-19 for the identification of other priorities for local communities.

## Primary Mental Health Care Services

[Adelaide PHN Website Link - Mental Health and Alcohol and other Drug Service Reform - Adelaide PHN](#)

The Adelaide PHN has commissioned 13 organisations in the Adelaide metropolitan region to provide a range of Primary Mental Health Care Services (PMHCS) across the stepped care continuum.

During the reporting period of 2017-18, Adelaide PHN PMHCS delivered services to nearly 6,000 people, with many achieving demonstrable improvements in health outcomes. The average cost per person for psychological services was around \$1,064.

New activity conducted during the quarter includes:

- **Trojans Trek** - a peer to peer, adventure type camp for contemporary veterans and Australian Defence Force Personnel in the Flinders Rangers designed to help participants recognise and deal with issues such as post-traumatic stress disorder (PTSD), depression, anxiety and suicidal thoughts. This target group are considered particularly hard to reach and unlikely to engage, and Adelaide PHN has included an extended evaluation for the program to demonstrate its longer-term benefits.
- **Lived Experience Telephone Support Service (LETSS)** - LETSS is a peer-led telephone service where people with mental health issues and their carers can receive real-time information, navigation and support in the social afterhours period.

The number for the LETSS is 1800 013 755, and hours of operation are 5.00pm – 11.30pm, 365 days a year. The service commenced on 1 October 2018. A component of the Adelaide PHN After Hours Primary Mental Health Service strategy, the LETSS will assist in the reduction of inappropriate attendances at emergency departments and be proactive in the de-escalation of mental health distress, as well as assist with access to mainstream in-hours mental health services and other services as required.

- **Shared Care** - As of 1 October 2018, the new Shared Care program has been operational under the auspices of the Adelaide PHN. Individuals (aged 16 years and over) with conditions such as (but not limited to) schizophrenia and other psychotic disorders, severe anxiety and recurrent major depression, and personality disorders are eligible to access this service.

The focus of this service is the provision of clinical therapeutic interventions for clients with complex mental health needs; Shared Care clinicians can complement these interventions with clinical care co-ordination as clinically appropriate. Shared Care complements the suite of primary care mental health services adding another service to the complex (Tier 3) disorder component of the stepped care continuum.

With most PMHCS coming to the end of the first three-year funding cycle in June 2019, Adelaide PHN has commenced planning to formally review all services to facilitate timely decisions about future commissioning, de-commissioning (if required), re design and funding cycles.

## **headspace Centres**

### **Transition of headspace Adelaide and hYEPP**

The Australian Government Department of Health has requested Adelaide PHN to approach the market and transition to a new Lead Agency for headspace Adelaide and headspace Adelaide Youth Early Psychosis Program (hYEPP) by 30 June 2019. The current Lead Agency for headspace Adelaide and Adelaide hYEPP is headspace Services Limited.

Adelaide PHN, headspace National Youth Mental Health Foundation (hN), headspace Services Limited (hSL) and Orygen - The National Centre of Excellence in Youth Mental Health (Orygen) are committed to

continuing to provide the best possible service options and experiences to South Australian young people needing to access the headspace Adelaide Centre and the hYEPP component.

All Stakeholder updates and announcements in relation to this transition can be found here:  
<http://adelaidephn.com.au/primary-health-connections/for-providers/transition-headspace-adelaide-hyapp/>

### **51.8 million funding for headspace centres and eheadspace**

On Sunday 14 October 2018 Prime Minister Scott Morrison announced new funding for headspace services nationally.

\$39 million will go towards services and staff, including \$33 million over four years commencing in 2018-19 to support the existing national network of headspace services to address demand for headspace services; and \$6 million over three years commencing in 2019-20 to support capital works improvements for the existing headspace network, such as refurbishing or relocating premises.

This additional funding will supplement existing funding provided to PHNs to ensure continuity and sustainability of current headspace services. It will assist PHNs to address increased demand across the network from young people seeking help, provide additional clinical services, reduce waiting times and improve service delivery.

\$12.8 million over 2 years has also been announced to ensure headspace National can continue to run their digital service, eheadspace, an extension of current funding levels.

## **Central Referral Unit (CRU)**

All health professionals are required to provide referrals through the CRU.

### **Central Referral Unit Fax 1300 580 249**

A centralised referral service receiving and allocating referrals from health professionals to the most appropriate Adelaide PHN commissioned provider (No fees payable).  
9.00am to 4.00pm Monday - Friday (excl. public holidays)

### **Mental Health Enquiry Phone Line 1300 898 213**

Both community and professionals can receive information and referral support regarding local Services.  
9.00am to 5.00pm Monday - Friday (excl. public holidays)

## **National Psychosocial Support Measure**

Adelaide PHN has recently conducted community consultations, including two client workshops, a service provider and a broad community survey to inform how we design the National Psychosocial Support (NPS) measure for the Adelaide region.

### **The consultations aimed to:**

- Discover the challenges and issues involved in using and accessing effective and culturally appropriate support services

- Determine the most important type of support services for clients, why and how they should be delivered

The consultations and engagement with the sector will inform Adelaide PHNs Needs Assessment for the NPS measure and future commissioning of services.

Adelaide PHN will continue working with key partners to help address the implementation of the NPS measure in a flexible and carefully planned way, which complements continuing and new State investment in psychosocial support and does not duplicate support available from existing programs, including those transitioning to the NDIS.

**Key points:**

- In the 2017-2018 Budget, the Government committed \$1.2 million per year for SA for the NPS measure
- The new NPS measure will provide funding for people with severe mental illness who are not more appropriately supported through the National Disability Insurance Scheme (NDIS)
- It will help people from whom the NDIS was not designed, but who will benefit from specialised non-clinical psychosocial services, such as individual, group assistance and rehabilitation, ensuring these people don't miss out on crucial support
- Commissioned services to commence by early 2019

If you have any enquiries, please contact our Collaborations Officer, Ismael Lara on 8219 5900. More information will be available on our website and through our Connect newsletter in the coming months.

## Get Screened and Get on With Living

Adelaide PHN has teamed up with Country SA PHN, Cancer Council SA and SA Health to launch a new campaign that encourages South Australians to get screened and get on with living. This is the first time that the partner organisations have joined together to invest in a state-wide promotional campaign.

Early detection of cancer improves health outcomes, reduces overall costs to the health system and – most importantly – saves lives. For women diagnosed with breast cancer, the risk of death was 42% lower among those diagnosed through screening versus those who had never screened. 90% of all bowel cancers can be successfully treated if caught early, and recent research shows that the combination of the Cervical Screening Test and HPV vaccination is set to virtually eradicate cervical cancer in Australia by 2035.

Despite this, many of us are still putting off routine cancer screening. In 2015-2016, less than half of eligible people completed their free, at-home bowel screening test, around a third of eligible women didn't have a mammogram and 40 percent of eligible women didn't have a Cervical Screening Test. It's statistics like this that highlight just how important changing our screening behaviours are and is why we're launching this new campaign. This campaign aims to influence attitudes towards screening and encourage South Australians to have a conversation with their GP about cancer screening – a key influencer in the uptake of screening behaviours.

### How can you get involved?

The campaign was launched on 28 October 2018 across South Australian radio, newspapers and social media.

Workplaces, community groups and General Practice are welcome to support the campaign by sharing information with their staff, patients and community. To access free social tools, resources and further information, please go here: <https://www.cancersa.org.au/get-screened-and-get-on-with-living>

## Strengthening Care in the Community

### Living Well with Persistent Pain Program

Adelaide PHN Website Link - [The Living Well with Persistent Pain Program - Adelaide PHN Referral templates](#)

Adelaide PHN has commissioned two locally accessible services in the northern and central western suburbs to support people living with persistent pain.

The Living Well with Persistent Pain program is facilitated by a team of healthcare professionals including GPs, physiotherapists, dietitians, pharmacists, pain educators and psychologists. It begins with free education forums and then one-on-one sessions with the pain management team. Both the northern and central western services are receiving lots of interest from GPs and are well on track in terms of registrations for the education component of their programs which provide people with information to better understand their pain and to utilize tools which improve their quality of life and minimise the impact of their pain. The service is due to run until June 2019.

### Palliative Care Access to Medicines Project

Adelaide PHN is committed to supporting palliative care in the community through enhanced planning and access to essential medicines for end-of-life care.

The Palliative Care Access to Medicines project has been designed to build the capacity of GPs and pharmacy to ensure timely access to end-of-life medicines in the community. A key aspect of the project is raising the awareness of GPs and community pharmacists of the importance of planning and working together to better manage symptoms at end of life and to better support people dying at home.

A project officer has been appointed through the Pharmaceutical Society of Australia and work has begun on building relationships between general practices and community pharmacies. This project will be delivered across the Adelaide metropolitan region.

### Extended Primary Care for People Living in Residential Aged Care Facilities

Adelaide PHN has commissioned two aged care providers to deliver programs which support GP access and availability in the after-hours period, reduce unnecessary hospital admissions and build the capacity of staff to improve the coordination of care for residents. Eldercare deliver the **Dandelion Project** across two sites in Adelaide's southern suburbs and Southern Cross Care deliver the **Assess Treat Stay Project** across two sites in the north and west. Both projects use multi layered strategies involving GP

and staff training, liaison work with local hospitals, ambulance services and enhanced on-site clinical support with a focus on improved resident care, particularly at the end of life. These projects are tracking well in terms of showing reductions in hospital presentations.

## **Enabling Choice for South Australians**

Enabling Choice for South Australians (ECSA) is the Adelaide PHNs response to the Greater Choice for At Home Palliative Care measure. ECSA aims to build on existing resources and programs to support capacity building and continuous quality improvement in residential aged care settings around the planning and delivery of palliative and end-of-life care.

Adelaide PHN has developed Memorandums of Understanding with six aged care organisations to deliver palliative care quality improvement packages across 21 residential aged care sites. Two Quality Improvement Facilitators will work directly with each organisation to build organisational, workforce, resource and partnership capacity to improve resident choice around treatment and care at end of life. An Intersectoral Collaboration Group representing key stakeholders and partners has been established to facilitate collaboration across primary, aged, acute and specialist palliative care sectors. The project is due to get underway with site visits commencing in mid-November.

## **Respiratory Health Project**

The Adelaide PHN Respiratory Health Project will support the development and/or delivery of solutions which aim to improve outcomes for people living with COPD and asthma, build the capacity of service providers to deliver safe and effective care and demonstrate reductions in preventable hospitalisations for COPD and asthma in the Adelaide PHN region.

Adelaide PHN has commissioned Asthma Australia to undertake this project with support from Lung Foundation Australia. The Steering Committee continues to meet monthly; four general practices and 12 pharmacies have been recruited; data cleaning and patient identification has commenced; asthma and COPD training is underway, and resources are being developed and finalised. Collaborative training events are taking place quarterly with co-located general practices and pharmacies, which are being warmly received and are attracting good numbers.

## **Northern Adelaide GP Liaison Unit**

Adelaide PHN has established a GP Liaison Unit (GPLU) in partnership with the Northern Adelaide Local Health Network (NALHN). The GPLU will work to improve the care of people who have frequent contact with hospital services by facilitating and strengthening collaboration, communication and integration between hospital and general practice.

All staff have now been recruited. The Unit will now focus on undertaking a roadshow across northern practices to link up with NALHN's services that seek to keep people out of hospital: Hospital in the Home, Quick Access Clinics, etc. The Unit is also focused on promoting HealthPathways as a clinical decision tool, with localised pathways for access to specialist and allied health services.