

AUGUST 2018

# CONNECT

*A highlight of Adelaide PHN's programs &  
local primary health care activities*



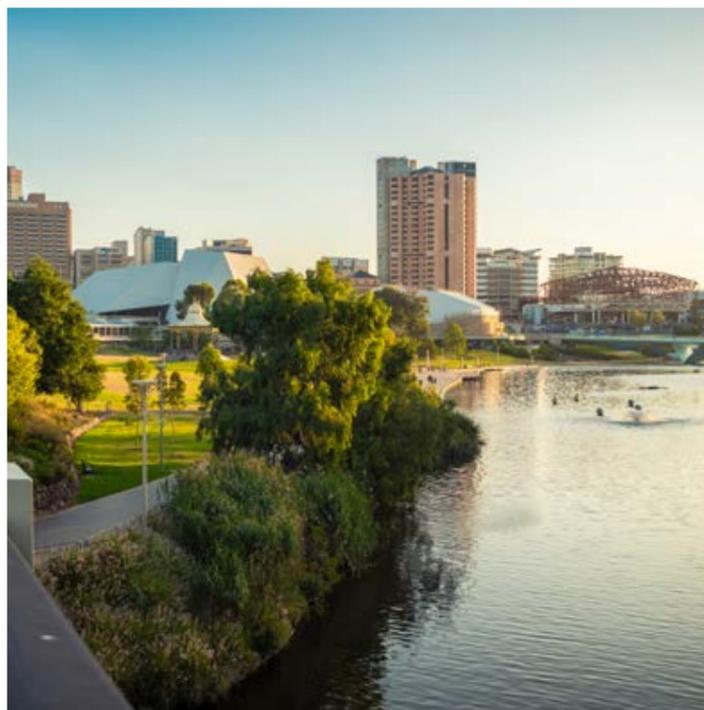
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Hallett Cove | Adelaide South



Torren River | Adelaide CBD



Hello! Winter is upon us and I do hope you are keeping warm and well!

Adelaide PHN has worked solidly with SA Health this year to put in place the beginnings of a joint Winter Wellness campaign. Together we have promoted winter wellness messages – urging our community to get flu vaccinations and to limit the spread of the virus by staying at home when unwell, keeping warm, eating well, hand washing and covering the mouth and nose when sneezing to reduce airborne contagion. Our [General Practice Winter Wellness checklist](#) - a resource which pulled together relevant guidelines, GP management plans, and tips for using practice software to better support patients throughout winter - saw high uptake via our Primary Links Newsletter.

Adelaide PHN has a great after hours Primary Care resource – [adelaideafterhours.com.au](#). Easy to use and available via desktop and mobile devices, this resource helps users find suitable health services open after hours across the Adelaide region - including GPs, pharmacies and other providers. Emergency Departments are always under strain at different times of the year and we can all play a part in reducing unnecessary load by accessing community-based services first. Remember Emergency Departments are for emergency health situations!

Alongside this strong partnership with SA Health and the metropolitan LHNs, we continue to expand our collaboration and connection of acute/tertiary and primary healthcare services. Adelaide PHN is proud to announce the selection of new providers for After Hours telephone and Self-Assessment and Referral services for mental health issues as well as a newly established General Practice Liaison Unit in the North - more details to come as we



finalise these contracts and connections with the LHNs involved.

Lots of activity in our Primary Health Care provider support areas, with our Immunisation website now live ([immunisationhub.com.au](#)), our recently commissioned Cultural Training for Primary Health Care Providers Program underway and the commencement of the My Health Record opt out period (see page 23).

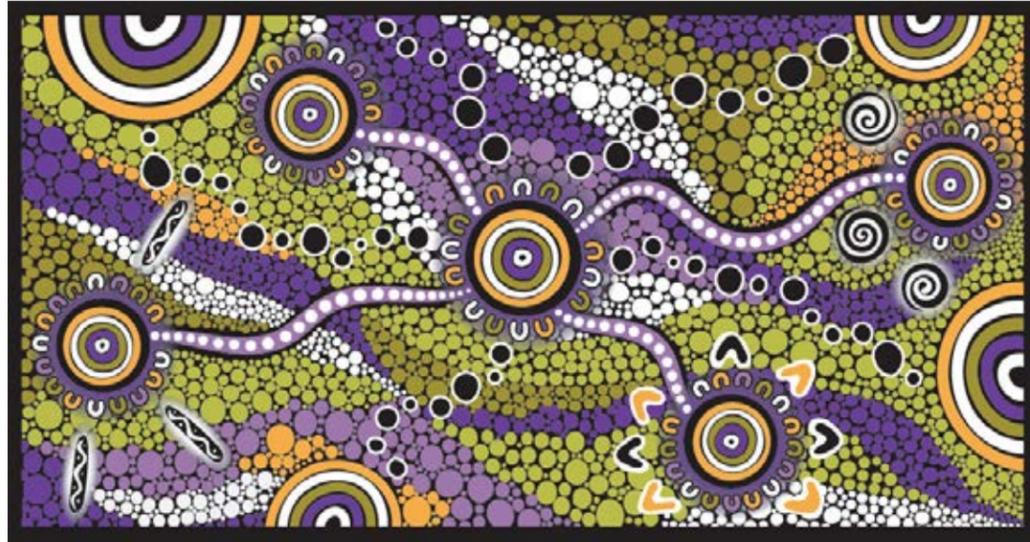
Between May and June, we rolled out a series of Commissioning Workshops for our stakeholders. These workshops were very well attended and provided a fantastic interactive forum for our staff to present our commissioning framework, answer questions and model examples to assist those applying to future tender opportunities – you can read more about this on page 6.

Finally, we are revamping our website – with a new one under construction. This revamp aims to assist users in finding what they need including information about the services that we fund, activities and collaborations we are involved in, our ever-growing list of partner organisations and practical resources. Keep your eye out for the launch of the new site (the URL address will stay the same) and let us know what you think – as always, we would love to hear from you.

- Deb

# From the CEO

Launching our  
**NEW ABORIGINAL ARTWORK**



*Have you visited the Adelaide PHN offices recently? If not, we encourage you to pop in and see our vibrant and expressive new artwork by local Aboriginal artist Allan Sumner.*

Aboriginal and Torres Strait Islander health is a core priority of Adelaide PHN. With recent commissioning activities aiming to build the capacity of local primary healthcare providers to deliver culturally sensitive services and care, we have also been undergoing a period of active reflection in regard to our own practises and spaces.

These reflections have manifested in our engagement of local Aboriginal artist Allan Sumner, who we have worked with to create this new artwork. The artwork shows our story in waveform representing cohesion and connectedness as an organisation. It reflects our commitment to reconciliation, to improved Aboriginal and Torres Strait Islander health and to creating a community that is inclusive and welcoming to all Aboriginal and Torres Strait Islander people. Each elements used in the artwork are underpinned with meaning - some of which are described on the next page.

The completed artwork is now on proud display in the centre of our Mile End office and elements of the artwork are being used to create a unique visual brand for our Aboriginal focussed publications and resources.



## Artist Bio

*Allan Sumner*

Allan is a descendent of the Ngarrindjeri people who come from the lower Murray and the lakes of the Murray River along the Coorong of South Australia. He is also a descendent of the Kurna people from the Adelaide Plains region and the Yankunytjatjara people from central Australia.

In addition to being an established musician, Allan is also an accomplished visual artist and graphic designer. Through love of his heritage, he facilitates cultural tours and is a popular provider of workshops in schools and community groups where he teaches Aboriginal arts and culture. He has also had extensive experience working in the health sector as an Aboriginal Health Professional.

## All in the details...

*exploring the meaning of elements used in this artwork*



**Innovation:** This element represents the commitment that Adelaide PHN has to encouraging and enabling new opportunities, new ideas and new ways of thinking in how health services can be better delivered, in partnership with Aboriginal and Torres Strait Islander communities.

**Integration & Partnership:** This element shows service providers working in partnership so that your health care journey is smooth and without barriers.



*A plaque exploring the meaning of all elements used within this artwork is on display at Adelaide PHN, we invite you to come in and take a closer look.*

# COMMISSIONING MATTERS

## INAUGURAL COMMISSIONING WORKSHOPS

Adelaide PHN held its inaugural commissioning workshops across May. These breakfast workshops provided an overview of Adelaide PHN's principles, described our commissioning process, and supported an interactive panel discussion.

*"these workshops were a step in the ongoing engagement with potential service providers, both big and small"*

Malcolm Ellis, Executive Manager Development & Commissioning

The workshops also saw us launch our new resource: [Commissioning Handbook: a Service Providers Guide](#).

## STATUS OF ADELAIDE PHN COMMISSIONING OPPORTUNITIES

*"This handbook not only articulates our expectations but also provides some useful tips to aid the commissioning process for our current and future partners"*

Malcolm Ellis



Collaborations Officer Ismael at the Workshops



Malcolm Ellis presenting at commissioning workshop



Our new commissioning handbook

*The following list describes the status of recent commissioning opportunities.*

Adelaide PHN advertises all opportunities via TenderLink, an online e-Procurement system. Register with Tenderlink to keep up to date with our commissioning activities: [tenderlink.com/adelaidephn](https://tenderlink.com/adelaidephn)

### MENTAL HEALTH SHARED CARE (MHSCS) PROJECT

#### REQUEST FOR PROPOSAL OPEN

This service will provide a psychological therapy service, as well as clinical care coordination and clinical care planning for those living with severe and complex mental health and associated co-morbid difficulties, predominately residing in targeted Local Government Areas of the outer-northern, outer-southern and western-central areas of metropolitan Adelaide.

*RFP guidelines* are available via the commissioning page on our website. Applications and enquiries via [TenderLink](#). RFP open until 12 noon 9 August.



## PALLIATIVE CARE QUALITY IMPROVEMENT PACKAGES

### APPLICATION ASSESSMENT UNDERWAY

These packages are intended to improve the capacity of participating Residential Aged Care Facilities to support residents to exercise choice and control over their palliative and end of life care and treatment.

## LIVED EXPERIENCE TELEPHONE SUPPORT SERVICE PROGRAM (LETSS)

### CONTRACTS SIGNED

Links to Wellbeing has been engaged for the delivery of the Lived Experience Telephone Support Service (LETSS). This program aims to provide consumers who have mental health service needs with real time information and support in the sociable after hours period regarding mental health issues, and assist them to navigate the mental health system. Access to the service will be via a single dedicated telephone number. Calls to the service will be free of charge (though mobile charges may apply) and callers can remain anonymous if they wish. The telephone number has yet to be finalised.

For more information, please see our [recent media release](#) about this project.

## EXTENDED PRIMARY CARE FOR PEOPLE RESIDING IN RESIDENTIAL AGED CARE FACILITIES (EPC4RACF) PROJECT

### CONTRACTS SIGNED

Adelaide PHN has commissioned Southern Cross Care to deliver the EPC4RACF Project. Southern Cross Care's Extended Primary Care team comprises of a project lead, nurse practitioner and a GP who will work with identified nurses identified as champions at the three sites involved in the program. Each site will operate a virtual ward model which will assess, treat and care for residents on site. The team will also liaise with the hospital to support early discharge for residents who require hospitalisation. The project will be underpinned by a broader multi-disciplinary team and a range of policies, protocols, training and support for staff will be a key component.

## PALLIATIVE CARE ACCESS TO MEDICINES (PCAM) PROJECT

### CONTRACTS SIGNED

Adelaide PHN has engaged the Pharmaceutical Society of Australia (South Australia Branch) to provide the PCAM project which aims to support palliative care in the community through enhanced planning and access to essential medicines to support people dying at home.

## PEER SUPPORT NETWORKS SMALL GRANTS PROGRAM

### CONTRACTS SIGNED

With a focus on quality improvement, these small grants will facilitate peer support and networking across the primary healthcare sector. The grants will enable networks to meet four times per year within a 12-month period. Successful applicants to the 2018-19 round of network grants are listed below:

- Practice Managers in the South, southern Adelaide
- SA Pharmacist Credentialed Diabetes Educator (CDEs) Network, metro wide
- SA Practice Pharmacists, east and outer southern Adelaide
- Central Nurse Network, central Adelaide
- The Northern Nurse Network, northern Adelaide
- Southern Nurse Network, southern Adelaide
- Northern Practice Managers Network, northern Adelaide
- Southern Practice Managers Network, southern Adelaide
- Metro Wide Practice Owners Network, metro wide
- The Cancer Forum, metro wide
- Southern Nurse Peer Support Network | southern Adelaide

For more information or to connect with a network please contact Mathew Booy, Executive Manager Data, Quality and Support - [MBooy@adelaidephn.com.au](mailto:MBooy@adelaidephn.com.au).

## HEALTHCARE HOMES ENHANCED ACCESS GRANTS

### CONTRACTS SIGNED

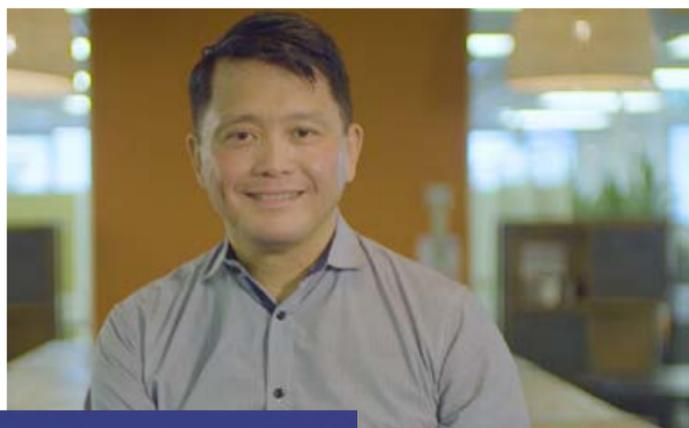
Adelaide PHN has provided several Health Care Homes practices with Enhanced Access Grants to implement changes in their practice which support patients to receive the right care, in the right place, at the right time. These grants further aid access to primary care which is a fundamental concept of the Patient Centred Medical Home Model of Care.

## PEOPLE'S EXPERIENCE OF GENERAL PRACTICES AND COMMISSIONED SERVICE PROVISION

### MEMORANDUMS OF UNDERSTANDING SIGNED

Several general practices across the Adelaide PHN region have entered memorandums of understanding with Adelaide PHN to measure people's experience and satisfaction. This is being implemented by using the HappyorNot© Smiley Touch devices to gather real time high level feedback. The information collected from this control group of general practices will enable a de-identified comparative analysis to be completed to support an environment of continuous improvement.

Should you wish to be involved in future opportunities, please contact [enquiry@adelaidephn.com.au](mailto:enquiry@adelaidephn.com.au).

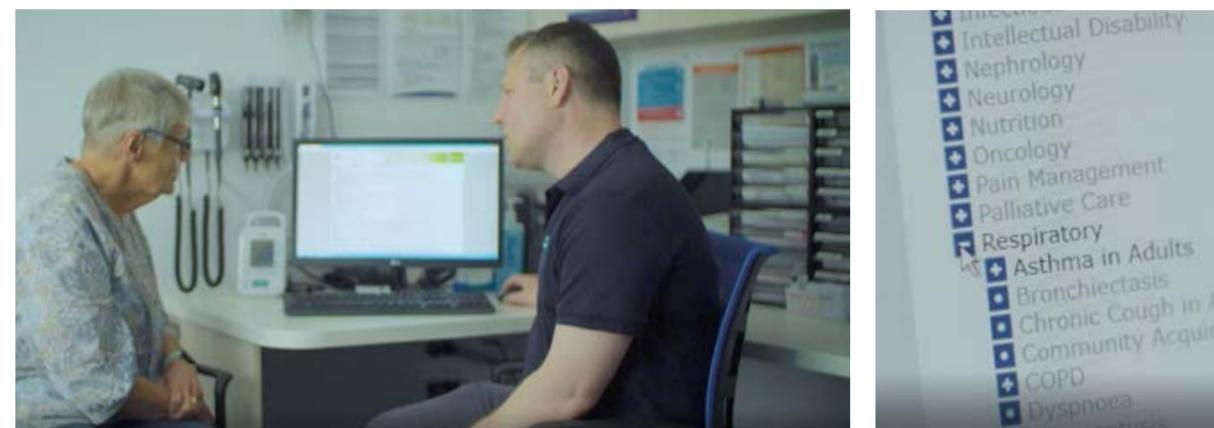


## FINDING OUR WAY THROUGH THE HEALTH SYSTEM:

*Dr Chris Moy discusses HealthPathways South Australia, a tool that can assist doctors in navigating our large and complex health system.*

Does this sound familiar? It's been a very long day...How did I manage to get half an hour behind?...It's okay...The receptionist said that the next patient, Mrs Smith, only wants a prescription...Uh oh ...I haven't seen one of these for years!...What's that physical sign that I'm supposed to try to elicit?... And what's that blood test I am supposed to order?...OK. I think I've got it...I need to refer...but to who?...Damn it, I only came up here to this practice to do a locum job for my friend. I have no idea about the local services that I can refer to...Thank, goodness...At least Dr Kelly down the corridor could tell me...She told me that there is a special referral form, but where is it?...Tick, tick, tick...10 minutes to find one lousy form behind the receptionist's desk!...OK. I've filled it in...But Mrs Brown is looking sceptical, because I've been a bit of a goose, running in and out of the room trying to find things, and she knows it...I'm sweating...So, it'd be good to give her a brochure or something - but where to find it?...Oh no! - I'm an hour behind now and won't get to the footy on time...Argghhhhhh!

*How did I manage to get half an hour behind?*



HealthPathways South Australia is a website that provides general practitioners and other health professionals with fingertip access to comprehensive, evidence-based assessment, management and localised referral resources for an array of health conditions.

From the home page, a GP can search for clinical pathways for assessment and management of a host of common conditions. Each pathway is laid out in a logical sequence with much of the information collapsed into boxes - which can be expanded with a click. Best of all, this is followed by information about local referral options - including referral criteria, contact information, and relevant forms and paperwork. There are also links to relevant resources for patients. And all of this information can be accessed with the patient sitting in the consulting room with the doctor.

HealthPathways South Australia is being developed by a local team which includes metropolitan and country-based GP clinical editors. These editors have the job of collaborating with other healthcare professionals to develop - or 'localise' - clinical pathways.

Access to HealthPathways South Australia is free for all doctors and other health professionals - all that is required is an online login and an internet connection. Jump onto the project site to register for access today: [saproject.healthpathwayscommunity.org](http://saproject.healthpathwayscommunity.org)

This article was adapted from an article written by Dr. Chris Moy - vice-president of AMA(SA) and GP clinical editor for HealthPathways South Australia. HealthPathways South Australia is being delivered via a partnership between SA Health, Adelaide PHN, and Country SA PHN.



Supporting

## PALLIATIVE CARE

*quality improvements in residential aged care*

Adelaide PHN is one of ten PHNs across Australia receiving Commonwealth funding through the *Greater Choice for At Home Palliative Care measure*.

Adelaide PHN will administer these funds to build capacity within Residential Aged Care settings to better support person-centred and directed palliative care services. The provision of palliative and end of life services often draws together a wide and diverse range of people from family and loved ones to GPs, nurses, carers, pharmacist, hospital staff and paramedics. There are times when each of these stakeholders can feel they are working in isolation despite the critical role they play together in supporting residents in their end of life care.

In recognition of this, Adelaide PHN will deliver the Palliative Care Quality Improvement Program which has been designed with resident dignity and choice in mind and a commitment to supporting collaboration across the care system.

### **So what will this program look like?**

A call has gone out to Residential Aged Care Providers to express interest in receiving a Palliative Care Quality Improvement Package. These packages will be delivered by highly skilled and experienced facilitators employed by Adelaide PHN. These facilitators will act as a resource for Residential Aged Care Providers and work alongside staff to identify and prioritise issues which support or get in the way of person centred and directed end of life care.

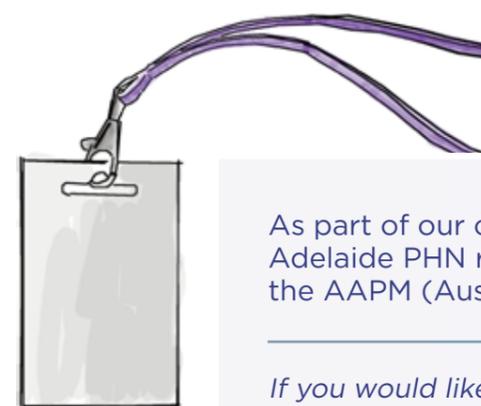
Each Quality Improvement Package will provide up to six weeks of tailored support for the residential aged care provider and will include a structured process for reviewing and reflecting on the systems and processes which support resident choice and control over their care. It is hoped that learnings from the program will be transferable from residential into home-care

settings to keep pace with the significant changes taking place across the sector.

Building communication and relationships between residential aged care, GPs, hospitals and specialist palliative care services will be key to ensuring providers are able to implement the positive actions they identify. To this end, the program will be supported by an Intersectoral Group of experts who will consider matters identified through the program and work together in a spirit of collaboration to overcome any barriers.

Each of the program strategies, the Quality Improvement Packages, facilitators and Intersectoral Group, have been established to ensure any learnings about existing and emerging issues, resources, policies, models of care and workforce needs are shared among the many stakeholders involved in end of life care. Ultimately, they are about working together to support residents to maintain, to the greatest extent possible, active control over their own life and the care and treatment they receive at end of life.

To find out more about this program, contact Rapsodie Barbour, Collaborations Officer: [rbarbour@adelaidephn.com.au](mailto:rbarbour@adelaidephn.com.au)



ADELAIDE PHN

## SPONSORSHIPS

As part of our commitment to workforce support and capacity building, Adelaide PHN recently sponsored 40 local practice managers to attend the AAPM (Australian Association of Practice Managers) session.

If you would like to hear about upcoming sponsorship opportunities like this, [sign up](#) to Primary Links (our fortnightly e-update for primary care providers).

## TRANSITIONING the SHARED CARE PROGRAM

*Ensuring continuity of care for clients with severe and enduring conditions.*

Mental Health Shared Care (MHSC) is a clinical therapy service funded by SA Health. Individuals who present with Tier Three diagnoses (including but not limited to - schizophrenia, bipolar affective disorder, severe anxiety and depression) and who are suitable to be managed in a primary care setting, are eligible for this service.

Going forward, SA Health will contract Adelaide PHN to commission the program. This program will be operational as of the 1 October 2018. As with all other commissioned programs, the referral pathway for the Shared Care program will be through the Adelaide PHN Centralised Referral Unit (CRU) 1300 580 249.

In the interim period July to September 2018, the existing providers (GP Partners and Sonder) will not be accepting any new referrals for the Shared Care program. As such, any new referrals should be faxed to the CRU into the suite of other Adelaide PHN commissioned services.

*If you have any questions about this service, please contact Kelly Stewart, Capacity Building and Development Coordinator:  
[KStewart@adelaidephn.com.au](mailto:KStewart@adelaidephn.com.au)*

## the INTERDISCIPLINARY HEALTH PRACTITIONERS NETWORK

*Connecting and collaborating with others to improve the care for patients living with multi-morbidity.*

The Interdisciplinary Health Practitioners Network (IHPN) was established by the Mental Health Professionals Network and Allied Health Professionals of Australia. In South Australia, Adelaide PHN auspices the Adelaide IHPN, a network of varied health practitioners who come together to share information and discuss ways that they work together for their patients.

The Adelaide IHPN meet quarterly. The last meeting facilitated a conversation about team-based care; participants were encouraged to talk to others working in different disciplines and explore concepts such as sharing patient goals, communicating with referrers and each other, and how changing technologies fit into the picture.

Participants raised issues and opportunities which included investigating geographically local interdisciplinary meetings, using video technology to share vignettes on special interests and a need to understand and respect any overlap of professional boundaries.

### JOIN US FOR THE NEXT IHPN

>> Wednesday 19 September 2018

>> Wednesday 5 December 2018

Find out more or to register to join the Adelaide IHPN:  
[ihpn.org.au/your-network/adelaide-network-adelaide-phn-sa/](http://ihpn.org.au/your-network/adelaide-network-adelaide-phn-sa/)

*Need medical help after hours?*  
**adelaideafterhours.com.au**



The Adelaide After Hours website - [adelaideafterhours.com.au](http://adelaideafterhours.com.au) - is an easy to use web directory of Adelaide's after-hours medical services.

Keep your eyes and ears out over the coming months for promotion of Adelaide After Hours including adverts on radio and at the Royal Adelaide Show!

# CULTURAL LEARNING

*a program for Adelaide Primary Health Care Providers*

Adelaide PHN is pleased to have commissioned Linking Futures and AOGP to deliver the Cultural Learning for Primary Health Care Providers Program.

This program will see the facilitation of face-to-face sessions to a broad range of primary health care providers in the Adelaide region including GPs, allied health, pharmacy and general practice staff. The program will also support the delivery of all Adelaide PHN commissioned services and work closely with the Integrated Team Care Program (Closing the Gap).

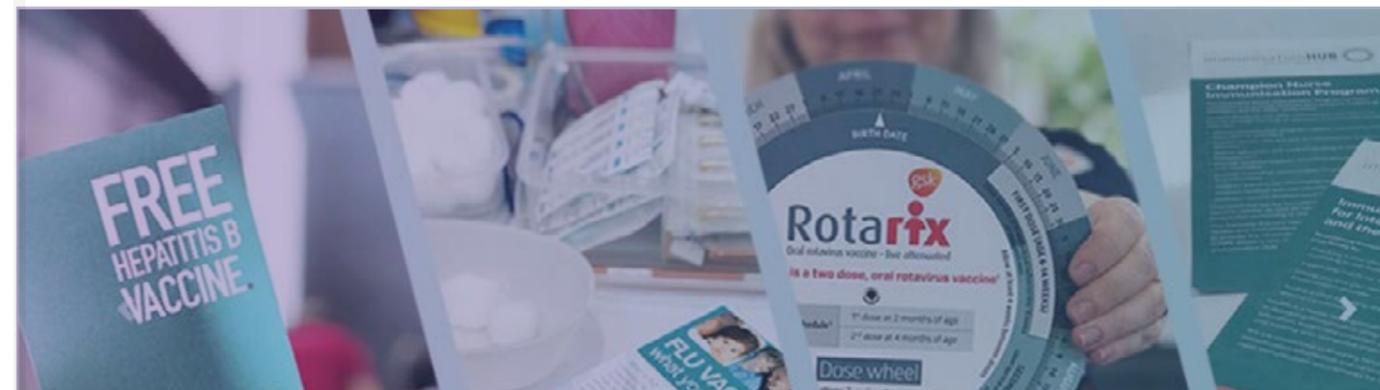
Cultural learning sessions will explore topics including life prior to and since colonisation, diversity within Aboriginal culture, as well as highlight the current specific health priorities and standards relevant to the delivery of primary health care services for Aboriginal and Torres Strait Islander people. Sessions will encourage active participation, be delivered in a non-judgemental manner, and will ultimately support Health Professionals to develop culturally safe practices as well as skills to engage appropriately with members of Aboriginal communities.

The program aligns with the cultural safety criteria set by the RACGP National Faculty of Aboriginal and Torres Strait Islander Health and has accreditation for CPD points from the RACGP, ACRRM, and AAPM.

Register to participate today at:  
[aogp.com.au/cultural-awareness/](http://aogp.com.au/cultural-awareness/)



Mark Elliott, Linking Futures; Michele Robinson, Adelaide PHN; and Parry Agius, Linking Futures



new  
website

## For the **Immunisation Hub**

Adelaide PHN is pleased to announce the new online home for the Immunisation hub - a joint program of Adelaide Primary Health Network (Adelaide PHN) and Country SA Primary Health Network (CSAPHN).

The program works to improve vaccination coverage for all South Australians via activities such as providing education sessions to new and experienced immunisation providers, assisting providers with their uploads to the Australian Immunisation Register (AIR), and promoting vaccine awareness in the community.

Jump on the website today and explore the services this program provides, browse the resource library, or learn about networking events happening across South Australia.

Visit [immunisationhub.com.au](http://immunisationhub.com.au)

more than  
5 million  
Australians  
already have  
a My Health  
Record



Pharmaceutical Society of Australia (PSA) & Careers Expo | Talking to Future Pharmacists



Forest Place Village | Talking to Community



Stall at Harbour Town | Talking to Community



Nunga Tag | Talking to Community



SANDAS Event | Talking to those involved in the Drug & Alcohol Sector



Relationships Australia | Talking to Community Health Sector Workers



PHAA National Immunisation Conference | Talking to Those Working in the Immunisation Sector



Golden Grove Lifestyle Village | Talking to Community



Private Practice 2018 Symposium | Talking to Occupational Therapists

Patients &  
consumers can  
access their My  
Health Record  
at any time  
online or on  
their mobile.

## UPDATE

# MY HEALTH RECORD

By the end of 2018, a My Health Record will be created for every Australian, unless they choose not to have one.



The Australian Digital Health Agency (ADHA), in partnership with consumer and clinical bodies across the country, is working to ensure that all Australians are able to make an informed decision about whether they want a My Health Record.

Over \$114 million is being spent on consumer communication activities, with both national paid advertisements as well as information being available in over 15,255 health care locations including general practices, pharmacies, public and private hospitals, and via Aboriginal Medical Services.

Read more via the Digital Health Agency's [media release here](#)

### OUT IN THE COMMUNITY...

In the lead up to the opt out period, the My Health Record team have been out and about at community and health provider events raising awareness face-to-face about the benefits of having a My Health Record to individuals and health care providers and providing information about the expansion and opt-out period.

Interested in a team member visiting your workplace or community event to talk about My Health Record? Contact Daniel DiFiore [DDiFiore@adelaidephn.com.au](mailto:DDiFiore@adelaidephn.com.au)

### STRENGTHENING PRIVACY PROTECTIONS FOR MY HEALTH RECORD...

On 31 July the Minister for Health - The Hon. Greg Hunt MP - announce that the Government will strengthen privacy provisions under the My Health Record Act. The decision came after constructive discussions with the AMA and RACGP and removes any doubt regarding Labor's 2012 legislation.

Labor's 2012 My Health Record legislation will be strengthened to match the existing ADHA policy. This policy required court order to release any My Health Record information without consent. The amendment will ensure no record can be released to police or government agencies, for any purpose, without a court order.

Read more in the Minister's media release [here](#)

## BECAUSE OF HER WE CAN

Supporting NAIDOC 2018



NAIDOC 2018 was celebrated in July with the theme - *Because of her we can!*

This theme represented the role that strong Aboriginal and Torres Strait Islander women have played in our communities: fighting for equal rights, rights to country, law and justice, access to education, employment and to maintaining and celebrating Aboriginal and Torres Strait Islander culture.

The team at Adelaide PHN were pleased to be involved and take part in NAIDOC celebrations across the week.

Adelaide PHN had a stall at the family fun day. In addition to rock painting, colouring activities, and health-related games, the stall was an opportunity to provide information to community about My Health Record and Immunisation.

The Champion Nurse Immunisation Program - a service commissioned by Adelaide PHN to Health and Immunisation Management Services (HAIMS) - were also at the event and provided influenza and whooping cough vaccinations to community.

Adelaide PHN staff also took part in the NAIDOC March to Parliament House and sponsored the Aboriginal Health Council of SA's NAIDOC shed party which included live music, healthy food, health checks and art and craft activities.



## THE PLUG IN

*Working towards understanding: critical health episodes and unplanned hospital admissions in those over 75.*

The Plug In (proudly supported by COTA) is currently working with Adelaide PHN and the University of Adelaide Nursing School to understand the consumer and health service provider perspectives of critical health episodes in persons 75 years or older that lead to unplanned hospital admissions.

Hearing what has worked well, and what could have improved, help us understand how health services should be designed into the future. It's about putting the 'consumer' at the centre of health services.

This research, funded by the Hospital Research Foundation, will inform principles for person-centred integrated care to help inform new and innovative care services in the future.

As part of the project, two workshops have been undertaken to better understand the experiences of:

- Health professionals and service provider in a primary or acute care in the north-eastern suburbs of Adelaide
- People aged 75 or older who had an unplanned hospital admission in the last six months and still live at home in the north-eastern suburbs of Adelaide or a family member, or carer of an individual meeting the above criteria

Read more via the Research for Integrated Care page at: [theplugin.com.au](http://theplugin.com.au)



## HEALTH & THE NDIS:

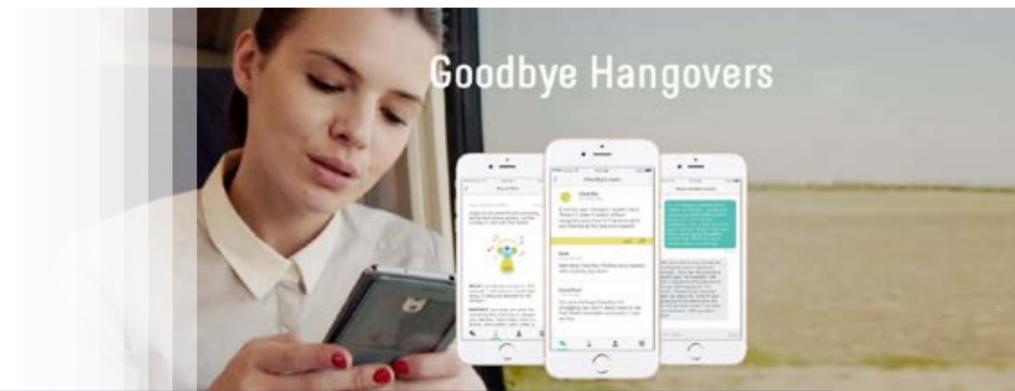
*Reflections on our Health and NDIS: a necessary partnership forum.*

Adelaide PHN's Health Priority Network held a forum on 27 June, to address the interface of health and NDIS. The forum aimed to raise awareness and build the capacity of carers and service providers – including GPs – in regard to maximising an NDIS package to include health supports to access primary health care.

80 attendees participated in the forum which featured a case study and panel discussion (carers, consumer advocates, service providers and health professionals from both sectors).

Issues raised from the case study included:

- GPs difficulties with the system
- Polypharmacy
- Limited training of the health workforce about the NDIS and how to complete plans
- Lack of experience in incorporating training needs or capacity building into plans and linking this to goals
- Organisational issues related to support workers administering insulin
- A need for resources and information to support primary care health professionals to cater to the needs of people with a disability within their services



## THINKING ABOUT CHANGING YOUR RELATIONSHIP WITH ALCOHOL ?

*Adelaide PHN commissioned 10,000 free-to-consumer 12 month licenses to Daybreak: Hello Sunday Morning's smartphone app.*

Daybreak supports consumers to reduce their alcohol intake and assists them to manage their relationship with alcohol before it becomes a serious issue. Daybreak does this through psycho-education, motivational interviewing, and peer support. The app allows people to set their own goals and cut down their alcohol intake at their own pace.

Daybreak is FREE for anyone living in the Adelaide metropolitan area. To get started download the Daybreak app from the App Store or Google Play and register with your home postcode.



More information at  
[hellosundaymorning.org/daybreak](https://hellosundaymorning.org/daybreak)

## INTRODUCING OUR PRACTICE FACILITATORS

Our Data Quality and Support team has expanded to include five new Practice Facilitators. Our facilitators are here to assist primary health care providers in Quality Improvement and practice improvements such as accreditation PIP, data tools, QI activities and implementation, information and support.

In essence, these roles will support providers (particularly general practice) to deliver high quality, safe, evidence-based care to their communities. The facilitators will achieve this through active communication, engagement, developing effective working relationships with providers and hands on coaching and facilitation of quality improvement activities and programs.

IN THE PRESS

### EASING THE PAIN

The Living Well with Persistent Pain Program was featured in the Messenger Press Portside Weekly Newspaper early in June!

Funded by Adelaide PHN and provided free to participants, this program supports those living with chronic pain to better understand pain, learn new skills, and set goals towards positive change.

Operating in the northern region of Adelaide since 2015, this year Adelaide PHN were pleased to expand the program into the west.

Referrals to both services are through general practitioners and referral forms are available via Adelaide PHN's website.

For more information, contact these programs via the following contacts:

- Emily Wang (north): [painprogramnorth@adelaidephn.com.au](mailto:painprogramnorth@adelaidephn.com.au)
- Tania Vinci (west): [painprogramwest@adelaidephn.com.au](mailto:painprogramwest@adelaidephn.com.au)

### FUNDING FOR SUICIDE PREVENTION

Adelaide PHN and Country SA PHN Board Director - Wayne Oldfield - was in the July 24 issue of Yorke Peninsular Country Times Newspaper in relation to three suicide prevention programs that recently were awarded funding.

Read more about these projects: [ypct.com.au](http://ypct.com.au)



## PRIMARY CARE IN ACTION

a highlight of primary care activities across the Adelaide region

## CHOOSING THE RIGHT HEALTH SERVICE

Healthdirect Australia have recently produced two animated videos to assist patients to navigate the Australian health system.

The two videos - entitled *The Role of a GP* and *What Care Do I Need?* can be viewed at: [healthdirect.gov.au/australias-healthcare-system](http://healthdirect.gov.au/australias-healthcare-system)

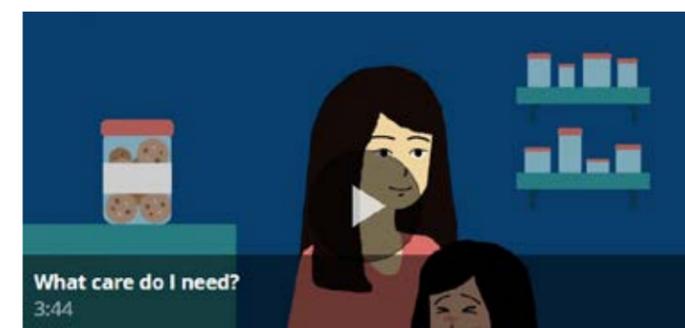


Keep an eye out for translated version - in Mandarin, Vietnamese, Cantonese, Arabic and Bengali - which are expected to be released late in August.

healthdirect

[www.healthdirect.gov.au](http://www.healthdirect.gov.au)

or call us on  
1800 022 222





## MINDS NEED TRAINING TOO

### A MENTAL HEALTH CAMPAIGN FOR YOUNG MEN

In July, headspace launched their headcoach campaign - aiming to help young men understand that actively maintaining their mental health is just as important as maintaining their physical health.

#### The campaign

The campaign features high-profile Australian athletes, who share their mental health experiences and provide tips on how they actively take care of their mental health and wellbeing. It encourages young men to access tips via the headspace website, and aims to increase mental health literacy.

#### Why young men?

Young men experience some of the most serious mental health issues of any group in Australia. One in seven young men aged 16 to 24 experience depression or anxiety each year. Young men are significantly less likely than young women to seek support - only 13 per cent of young men who experience a mental health issue seek help.

Research conducted by headspace in 2018 with young men around Australia provides further insight to this issue: while young men understand the importance of maintaining their physical health, they do not place the same level of importance on looking after their mental health. The headcoach campaign aims to change this perception.

Always make time  
to do the things  
you enjoy

Tom Boyd,  
Australian Footballer



A reminder and update on cervical screening and self-collection for providers.

Cervical screening has changed in Australia; the Pap test has been replaced by a new 'Cervical Screening Test' every five years.

#### Who is eligible for self-collection?

Self-collection of a vaginal sample for screening is available for patients aged 30 years or over, who have declined to have a cervical sample collected by a clinician, and are either:

- Overdue for cervical screening by two years or longer (i.e. four years or more since their last Pap test, or seven years or more since their last Cervical Screening Test)
- Have never screened

Self-collection pathology forms must be requested and facilitated by a Cervical Screening Test provider who also offers routine cervical screening services.

Further information on eligibility, contra-indications and pathology request forms is available on the [National Cervical Screening Program website](#)

#### Where do I send my samples?

There is currently only one pathology provider has applied for and attained National Association of Testing Authorities (NATA) accreditation to test self-collected samples- the [Victorian Cytology Service \(VCS\)](#). VCS will accept samples directly from GPs (using reply paid envelopes) and from other pathology laboratories across Australia. Please check with your pathology laboratory on availability of the service, before offering self-collection as an option to your patients. *Please also note that self-collected samples must be received VCS Pathology within 7 days\*, as per the accreditation provision.*

For more information contact SA Cervix Screening Program on 13 15 56, [healthcervixscreening@sa.gov.au](mailto:healthcervixscreening@sa.gov.au) or [sahealth.sa.gov.au/cervixscreening](http://sahealth.sa.gov.au/cervixscreening)



# My Health First

## Invest in Yourself

Join us at COTA SA's **free** Reframing Ageing seminar celebrating national Women's Health Week

**COTA SA, 16 Hutt Street, Adelaide**

**Wednesday 5 September 2018 from 9:30am - 12.30pm**

**Call (08) 8232 0422 or email [events@cotasa.org.au](mailto:events@cotasa.org.au) to book your place**

### Women's and Children's Health Network Perinatal and Infant Mental Health Services **Helen Mayo House Annual Conference**



**In the Eye of the Storm:  
Trauma & Recovery in  
Perinatal Families**  
23 November 2018  
Adelaide Convention Centre



## ELDAC

### PRIMARY CARE TOOLKIT

*Are you confident in providing end of life care for older Australians?*

How do you know if your older patient is nearing death? How can you better manage their symptoms and help them die well?

End of Life Directions for Aged Care (ELDAC) is a free, government-funded resource designed to connect you with evidence-based tools and resources in palliative care and advance care planning.

The ELDAC Primary Care toolkit has been developed by AHHA with palliative care experts to lead primary care practitioners and teams through the various steps involved in supporting advance care planning with patients and families, including considerations for people of various religious and cultural backgrounds.

There are links to fact sheets, guides, discussion starters, patient resources, podcasts, and a suite of resources centred on providing palliative care, managing dying and bereavement.

Find out more at [eldac.com.au](http://eldac.com.au) or call the ELDAC Helpline on 1800 870 155.



Health Consumer Newsletter Article

## Planning for Power Outages

Do you or someone you care for rely on power to use medical equipment in the home and to access medications?

Having an emergency plan in place is essential to ensure that you or the person you care for can successfully manage and maintain your or their health during lengthy planned or unplanned power outages (i.e. blackouts).

SA Health has released a new brochure *Do you depend on power?* to help power dependent (critical-care) consumers, their carers and families – to plan effectively for lengthy power outages.

It's important to be prepared by developing a personal emergency plan with your doctor, pharmacy, carers and family.

This will help you or the person you care for to identify emergency contact persons who will provide critical support during a lengthy power outage. It will also ensure that everyone involved is clear and understands their individual roles and responsibilities in helping you or the person you care for, to manage and maintain your/their health.

Items to think of for a personal emergency plan may include:

- > ensuring that back-up batteries for equipment in the home which you require power for are fully charged
- > identifying contacts for access to extra oxygen cylinders
- > identifying how to access essential pharmacy-dispensed medications
- > registering to receive service provider support and power outage alerts

Visit the SA Health website at [www.sahealth.sa.gov.au/emergencymanagement](http://www.sahealth.sa.gov.au/emergencymanagement) to find out more, including how to register with the Australian Red Cross and Power@MyPlace, and how to stay healthy in extreme heat.

For more information

Emergency Management Unit  
SA Health  
CitiCentre Building, 11-13 Hindmarsh Square  
ADELAIDE SA 5000  
Telephone: (08) 7425 7065  
[www.sahealth.sa.gov.au](http://www.sahealth.sa.gov.au)

Public – I1 – A1

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[www.ausgoal.gov.au/creative-commons](http://www.ausgoal.gov.au/creative-commons)



SA Health



AN SMS TEXT-BASED SERVICE

*When life gets too much and you find it hard to talk, text 0477 13 11 14.*

Lifeline Text has commenced a trial SMS text-based service in Adelaide and the Northern Territory.

The purpose of the trial is to determine the feasibility of a national text-based crisis support service, including the extent to which such a service may improve the provision of mental health services to Australians. The service is being delivered by Lifeline's trained Crisis Supporters, providing the same compassionate, non-judgmental support as Lifeline's other services but delivered via text message.

The service is available to help seekers between 5.00pm – 9.00pm (Adelaide time), 7 days a week. To access the service, text 0477 13 11 14. service trial will be available for a few months. Users of the service will have the option to provide feedback as part of the service evaluation.

Find out more at [lifeline.org.au/lifeline-text](http://lifeline.org.au/lifeline-text)

*I just want it to stop*

here to listen

 Lifeline

A little bit of space to think,  
to feel safe, and to be heard

**Text 0477 13 11 14**



Join the conversation as we explore the issues affecting youth, including mental health, eating disorders, employment, cultural differences and e-mental health and its uses with young people.



**Tues 25 September,**  
Playford Civic Centre

Register at  
[eventbrite](#)



**Wed 10 October**  
Marion Cultural Centre

Register at  
[eventbrite](#)

# Living with Diabetes

## Eat Well, Be Active, Feel Good

Diabetes educator Cindy Tolba reveals self-care and lifestyle tactics to improve your wellbeing from head to toe.

**Greenacres Library**  
Sunday 26 Aug, 1.30-5.00pm

**BOOKINGS ESSENTIAL**  
Call 8405 6570 or visit  
[cityofpae.sa.gov/library](http://cityofpae.sa.gov/library)

## BEYONDBLUE NEEDS YOUR HELP



beyondblue is proud to be the official charity of the 2018 Coastrek Adelaide and we are hoping to raise over \$1 million to help deliver programs and services that make a difference in the lives of people affected by anxiety, depression and suicide.

Coastrek is a 30km - 60km female focussed team trekking challenge for fun, fitness, friends and fundraising which journeys along some of the most beautiful coastlines in Australia. Teams of four, with at least 50 per cent women, have between 10 and 18 hours to complete the adventure, getting fit while raising money to transform lives. Coastrek has inspired nearly 25,000 people, mostly women, off the couch and into hiking, and raised over \$20 million for charity. Coastrek is a life-changing adventure.

### We need at least 100 beyondblue Volunteers

We need at least 100 beyondblue Volunteers to assist and cheer on our fundraising walkers along the 60km course, drink stations, start area and the finish village. If you have any friends, family or work colleagues that would be interested in supporting us, we would love to have you involved.



Coastrek Adelaide  
Friday 21 September 2018  
8:00am - 6:00pm  
Victor Harbor, Fleurieu Peninsula, SA

To register you interest in this great event and help spread the word about beyondblue in South Australia, please email [sam.walker@beyondblue.org.au](mailto:sam.walker@beyondblue.org.au)



**Australian Government**  
**Department of Social Services**



## Free Interpreting Service for Pharmacies

*The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.*

*Pharmacies can access the Free Interpreting Service to provide community pharmacy services.*



### Why pharmacies use interpreters

Australia has a rich cultural diversity. The 2016 census revealed that Australians were born in almost 200 different countries and speak more than 300 languages.

Pharmacies dispense medications that can be dangerous if taken incorrectly and information about medications can be complex. It is essential that people can communicate effectively with staff in pharmacies about the medications they are taking, how to take them correctly and any risks or side effects that may be associated.

Many people also seek general health information and advice from pharmacies as trusted professionals. It is important that the information provided is clearly understood.

Pharmacies use credentialed interpreters to communicate with people who may have limited or no English proficiency. Using interpreters can also protect pharmacists from professional risk.

### Services available to pharmacies

Pharmacies can use the Free Interpreting Service to access immediate or pre-booked phone interpreting. Using the service is easy and convenient, it:

- provides access to over 3000 interpreters in over 160 different languages
- connects you to an interpreter within a few minutes
- is private and confidential
- is available 24 hours a day, every day of the year.

Immediate phone interpreting is best for unplanned interactions. To access this, simply call 131 450 and follow the prompts.

Pre-booked phone interpreting is useful for planned interactions, such as Home Medicine Reviews. To pre-book a phone interpreter, at [tisnational.gov.au/bookingform](http://tisnational.gov.au/bookingform).

**Free Interpreting Service: Ph. 131 450**



## CHAMPIONING HEALTH PROMOTION IN GENERAL PRACTICE

In June we celebrated Men's Health Week! Adelaide PHN attended a Men's Health Community Forum hosted by Westwood Medical Centre.

It was fantastic to see men talking about the things that matter most; being active and getting outdoors, eating well, looking after mental health and wellbeing, developing strong connections with family, friends and community and visiting your GP regularly. It was a great way to spread the message that it's healthy to talk and it's ok to get help. As well as range of speakers there were support resource and practice staff available to talk with on the night.

*Is your practice planning any innovative health promotion activities? Adelaide PHN would love to hear what you are doing and may be able to support your practice's health promotion activities.*  
Email us at [practicesupport@adelaidephn.com.au](mailto:practicesupport@adelaidephn.com.au)

## NICRS

National Indigenous Critical Response Service



The National Indigenous Critical Response Service provides emotional and practical support to bereaved families and individuals impacted by a suicide or other traumatic loss. Our advocates are experienced in listening, and providing culturally responsive support. They can liaise with local communities and services to identify who is best placed to provide the help families need. If invited by the family and where there is need, we can travel to provide support directly, or liaise with local social and health services to provide the assistance.

Our Advocates can be contacted **24/7** on **1800 805 801**

## CAREERS & VACANCIES

Local job vacancies in the Primary Health Care Industry are advertised in the [‘Careers’ section of our website](#). This is a free service offered to health services and individuals in the Adelaide region.

Are you looking for local primary health related education and event opportunities? We list a large range of sessions on our website under What’s Happening ([click here](#)).

## EDUCATION & EVENTS

## REGULAR PUBLICATIONS

Keep up to date with Adelaide PHN via our regular communications: [Primary Links](#), [Quarterly Update](#) and [Connect](#).

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