

phn  
ADELAIDE

An Australian Government Initiative

# CONNECT

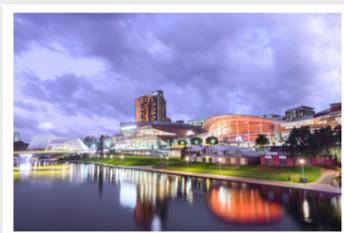
NOVEMBER 2021

[adelaidephn.com.au](http://adelaidephn.com.au) | [enquiry@adelaidephn.com.au](mailto:enquiry@adelaidephn.com.au) | 8219 5900

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Cover photo: River Torrens, Adelaide CBD

*We acknowledge the Kurna peoples who are the traditional Custodians of the Adelaide region. We pay tribute to their physical and spiritual connection to land, waters and community, enduring now as it has been throughout time. We pay respect to them, their culture and to Elders past and present. We would also like to acknowledge and pay our respects to those Aboriginal and Torres Strait Islander people from other Nations who live, work, travel and contribute on Kurna Country.*

Marni Naa Pudni "Welcome"



A message from

## Michelle McKay

Another year hurtling towards its end, and what a year it has been! While it was certainly challenging in many ways, it also showed how strong we are as an organisation – even in the toughest of times.

Our Annual General Meeting and Primary Health Care Awards Dinner were held on Saturday 23 October 2021 at SkyCity Adelaide. Almost 200 stakeholders, members and staff joined together to showcase our achievements from across the year with the launch of our 2020/21 Annual Report and celebrate the outcomes of our commissioned service providers via our Primary Health Care Awards. You can access a copy of our Annual Report and read about our award recipients throughout pages 12-23.

In this last edition of Connect for 2021, we talk to our Christmas closure and what mental health services are expected to be available during this time, we introduce our wonderful Alcohol and other Drugs team, dive into all things digital health, and cover what's happening in the primary care space, including our continued role in the South Australian response to COVID-19.

As we enter the new year, I look forward to seeing Adelaide PHN's engagement approach improve with all stakeholders and continuation of our united focus of working towards a healthier Adelaide.

My grateful thanks to our wonderful staff, Board, and membership groups – without them, Adelaide PHN could not do the job it does.

We wish you all a joyous Christmas and look forward to continue working with you in 2022.

Warm regards,  
Michelle McKay, CEO

Adelaide PHN's

## 2021 Christmas Closure

Adelaide PHN's office will be closed from midday Tuesday 21 December 2021 and reopen on Wednesday 5 January 2022. More information relating to our closure will be made available via our website over the coming week.

During our office closure, our Central Referral Unit (CRU) will be operating on reduced hours to process priority and suicide prevention referrals only. Providers can continue to send referrals via secure messaging –

**HealthLink**  
EDI – adphncru

**Referral Net/Argus**  
ID – CRU

For information and support about referrals, please contact our Mental Health Enquiry Line on 1300 898 213.

### Our commissioned after-hours mental health support services

A reminder that the operating hours of many of our commissioned services and programs may change over the Christmas period.

To continue to support access to appropriate mental health care in the after-hours period, the following services are operating over the holidays as detailed below –

#### Walk in after-hours mental health service

- Northern service (delivered by Sonder) from 2 Peachey Road Edinburgh North will continue to operate Monday to Friday from 5.00pm to 9.00pm. Visit the [webpage](#) for more information.
- Southern service (delivered by Links to Wellbeing) from the Noarlunga GP Plus Super Clinic – Alexander Kelly Drive Noarlunga Centre will continue to operate Monday to Friday from 5.00pm to 10.00pm. Visit the [webpage](#) for more information.

**The Lived Experience Telephone Support Service (LETSS)** operates 365 days a year and will continue to operate from 5.00pm to 11:30pm across the holiday period. Access the service by calling 1800 013 755 or visit [letss.org.au](https://letss.org.au).

People seeking urgent mental health support on weekends can visit the Urgent Mental Health Care Centre at 215 Grenfell Street, Adelaide from 12.00pm until 10:30pm each day.

If you or someone you know is in immediate danger or requires emergency assistance contact 000 or Lifeline 13 11 14.



Government of South Australia  
SA Health

# Stay home if you're sick.

## Protect yourself and those around you – don't risk passing your illness on to others.

- Get a COVID-19 test
- Stay home until you're well
- Get vaccinated



[sahealth.sa.gov.au](https://sahealth.sa.gov.au)

# Commissioning

## An update from our team

Adelaide PHN receives funding from the Australian Government Department of Health to commission services which meet the health needs of the Adelaide metropolitan community.

Below is a summary of our recent commissioning activities.

### COMMISSIONING UPDATE: CONTINUING PROFESSIONAL DEVELOPMENT (CPD) SERVICES

On 6 October 2021, Adelaide PHN announced an open market tender for the recommissioning of CPD services for the primary health care workforce of the Adelaide PHN region for the period January 2022 to June 2023.

The CPD program aims to provide the primary health care workforce with activities that maintain, improve, and broaden their knowledge, expertise, and competence, and that develop the personal and professional qualities required throughout their professional lives.

The program will be in line with the Adelaide PHN national and local priorities, which include:

- Workforce development (formerly general CPD)
- Aboriginal health
- Mental health
- Population health (including urgent care, COVID-19, and immunisation)
- Digital health

The tender call closed on 2 November 2021, with the preferred provider to commence in January 2022.



Adelaide PHN's Commissioning Handbook is a great resource that not only articulates our expectations but also provides some useful tips to aid the commissioning process for our current and future partners. You can access a copy of the handbook via our [website](#).

Organisations can keep updated with our commissioning activities (including upcoming Requests for Proposal, Requests for Tender or Expressions of Interest) by registering for access to the Tenderlink portal via [tenderlink.com/adelaidephn](https://tenderlink.com/adelaidephn).

## Head to Health

### Are you looking for mental health support?

Find apps, programs, websites and phonelines

Support someone

Get support



Go to [headtohealth.gov.au](https://headtohealth.gov.au) to find online and phone mental health services and information.



Australian Government  
Department of Health

# Supporting the Response to COVID-19

Playing a key role in the South Australian response

Adelaide PHN continues to play a key role in the South Australian response to COVID-19, including supporting the coordination of the vaccine roll-out. As SA borders open, Adelaide PHN will support primary health care to operate in the context of community transmission and care for COVID positive patients.

## Super Walk-in Weekend

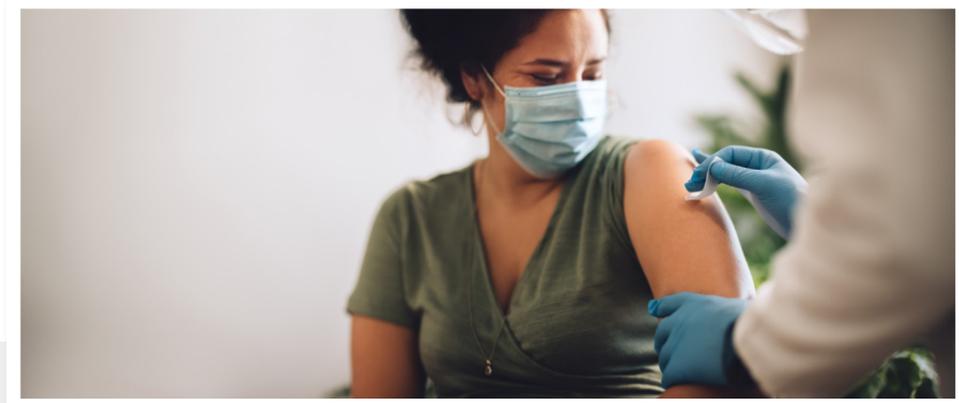
We supported three Commonwealth Vaccination Clinics (CVCs) and one general practice to participate in SA Health's Super Weekend on Saturday 23 and Sunday 24 October. Participating clinics opened their doors for the community to walk-in and get their COVID-19 vaccination without an appointment.

We complemented SA Health's widespread promotion of the event in the media, by promoting our participating clinics via radio, social media, and our website. We supported our participating clinics with on-site coffee carts to provide walk-in patients with a free coffee Saturday morning. Clinics reported that the coffee carts were very popular and enjoyed by the community as they waited for their vaccine. Reynella Respiratory and Vaccine Clinic and Northern Vaccination Clinic collectively administered **370 vaccines** over the super weekend.



## Vaccine Roll-Out and Moderna Expansion

We continue to play a key role in coordinating the vaccine roll-out and have supported primary care to administer 172,531 vaccines (as of July 2021). We have supported the onboarding of 39 general practices to provide the Moderna vaccine. General practices are still able to express their interest in administering the Moderna vaccine by emailing [covid19@adelaidephn.com.au](mailto:covid19@adelaidephn.com.au).



## Vulnerable Populations

We continue to support the COVID-19 vaccine roll out to reach vulnerable populations. We are supporting the Australian Refugee Association to host a COVID-19 vaccination clinic to reach Adelaide's refugee communities. The clinic provides translators, female medical staff, and private vaccination rooms. The clinic runs Saturday mornings from late October through to early December.

The clinic has vaccinated **170 people** and with future bookings expects to administer approximately **350 doses** by early December. This clinic has helped to vaccinate people from a range of cultural backgrounds including Afghani, Bhutanese, Burmese, Arabic and Congolese.

We continue to support clinics to identify vulnerable patients in their records and invite these individuals to receive their COVID-19 vaccine. Northern Medical Centre has recalled **4,000 patients** with a specific focus on Aboriginal patients, those with a mental health condition and individuals living in the low vaccination rate council areas of Salisbury and Playford. Adelaide PHN supported Northern Medical Centre to provide a one-day super clinic for recalled patients. We provided PPE, additional vaccines, an on-site coffee cart and promoted the event. Almost 70 vaccine doses were administered on the day.

### Living with COVID

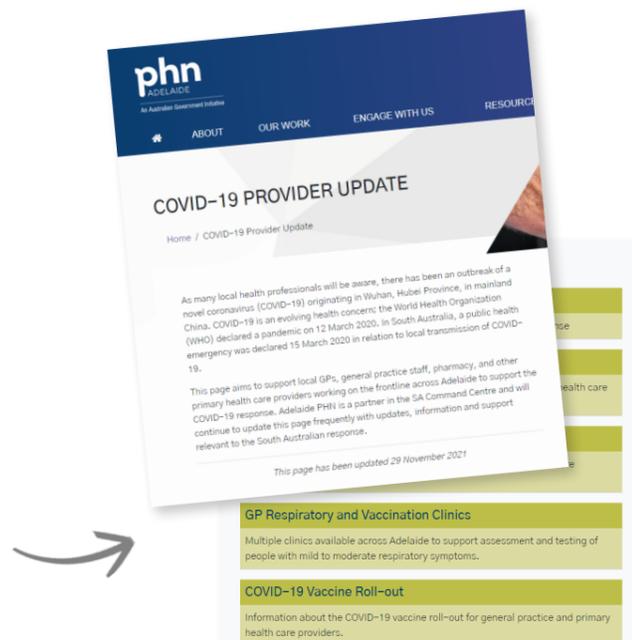
Adelaide PHN continues to provide relevant, accurate and up to date advice to support primary health care to adapt to the State Government's Living with COVID Plan and operate in the context of community transmission.

We are supporting interested general practices to prepare to operate as Respiratory-Ready GP Clinics as part of SA Health's COVID-19 Primary Care Response Strategy. These clinics will maintain additional levels of infection prevention and control measures to safely assess and treat patients with respiratory symptoms.

In conjunction with SA Health, SA Pathology, the Australian Medical Association and Country SA PHN, we hold regular webinars to keep primary health care informed and answer their questions. Recordings of our webinars are available on our [YouTube channel](#).

We continue to provide regular email updates including federal, state, and local COVID news, highlighting what this means for primary care providers. We identify and share helpful resources to ensure providers have the information and tools they need readily available. Past provider updates are available on [our website](#).

Our dedicated COVID-19 team can be contacted via 8314 3698 or [covid19@adelaidephn.com.au](mailto:covid19@adelaidephn.com.au). Please visit [adelaidephn.com.au/covid-19](https://adelaidephn.com.au/covid-19) to access relevant links, resources, and updated information.



*This article was written by a member of Adelaide PHN's COVID Response Team*



# ROLL UP TO PROTECT YOURSELF AND YOUR LOVED ONES.

South Australians have done a great job helping stop the spread of COVID-19. And with the arrival of effective vaccines proven safe around the world, we can all play our part to protect ourselves, our loved ones and SA.



Government of South Australia  
SA Health

**COVIDVACCINE**  
.SA.GOV.AU

Now live!

# 2020/21 Annual Report

Celebrating our achievements from across the year

We are celebrating our achievements from across the year with the launch of our 2020/21 online Annual Report.

This year, our Annual Report highlights achievements across our priority areas, including COVID-19 and integrated care.

Some achievements from within our Annual Report include -

- Commissioning **119 contracts worth over \$48 million**
- **Supporting 15,401 people across Adelaide** via our commissioned mental health services
- Supporting the health and wellbeing of our local Aboriginal and Torres Strait Islander community via the delivery of **32,486 Closing the Gap/ Integrated Team Care services**
- Supporting local practices and Commonwealth Vaccination Clinics in **administering 172,531 COVID-19 vaccinations**
- **Supporting 8,221 patients** via our four Priority Care Centres

Start exploring these achievements and more at [aphnannualreport21.com](http://aphnannualreport21.com) or view our highlights summary [here](#). A snapshot can be found on the following page.

Visit our [website's Annual Report page](#) for an archive of previous reports.



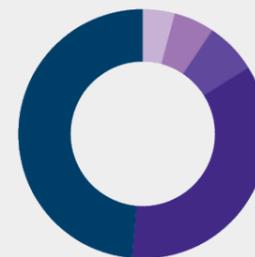
## Population Health

**95% of children and 96% of Aboriginal children** aged 5 years are fully immunised

**1,513 support contacts** delivered by immunisation providers across Adelaide

Our Living Well with Persistent Pain Program supported **64 people** via the delivery of **11 education sessions, 104 allied health visits, and 57 case conferences**

## Mental Health



Commissioned **67 mental health services worth over \$37 million** and supported a total of **15,401 people**

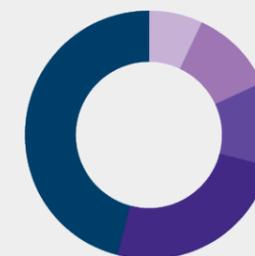
- 7,490 adults supported via primary mental health care services
- 5,447 young people supported via youth specific mental health services
- 1,021 people supported via after hours mental health support services
- 833 adults supported via shared care services
- 610 adults supported via psychosocial support services

## Aged Care

Commissioned **6 aged care services across the region** to support the lives of older people in our community

Supported **5 lead nurses and 21 residential aged care facilities** as part of our Enabling Choice Program

## Aboriginal Health



Our Closing the Gap/Integrated Team Care Program provided **32,486 services** for local Aboriginal people

|                            |        |
|----------------------------|--------|
| Care coordination services | 15,065 |
| Outreach services          | 7,953  |
| Supplementary services     | 3,743  |
| Clinical services          | 3,491  |
| Transportation services    | 2,234  |

We commissioned **11 Aboriginal services** worth over **\$4 million**



Supported the development of 3 videos on breast, bowel, and cervical cancer screening for the Aboriginal community

## General Practice and Digital Health

Supported over **4,000 primary health care enquiries** and attended over 460 general practice visits



My Health Record saw an increased rate of **27% in discharge summary uploads, 7% in shared health summary uploads, and 12% in prescription uploads from pharmacies across the region**

Over **89.5% of general practices across the region** are registered to participate in My Health Record



## COVID-19

**172,531 COVID-19 vaccinations** administered by primary health care

Dispatched **over 200,000 surgical masks** and **35,700 P2 masks**

Supported over **5,000 COVID-19 related enquiries**

Across the year, we supported the COVID-19 vaccine roll-out and the onboarding of

**Over 200 general practices** delivering Pfizer and/or the AstraZeneca vaccine

**4 Commonwealth Vaccination Clinics** delivering both the Pfizer and AstraZeneca vaccine

**1 Aboriginal community controlled health service** delivering both the Pfizer and AstraZeneca vaccine across 2 locations

## Alcohol and other Drugs (AOD)

We invested over **\$6.2 million dollars** in 15 AOD treatment services across the region

AOD commissioned services provided **2,257 episodes of treatment. Over 1,900 people** accessed support

**76.5%** of young people completing an ATOP\* reduced their AOD use

**83%** of young people who completed a K10\* showed improved wellbeing and mental health

\*ATOP - used to measure substance treatment outcomes \*K10 - 10-item questionnaire about psychological distress

## Health Workforce

Delivered **13 COVID-19 webinars** to over **600 primary health care providers** in conjunction with SA Health, SA Pathology, AMA and RACGP

Supported **refugee and newly arrived people** to access

**371 support sessions**

**436 health literacy sessions**



Commissioned **education providers delivered over 55 education sessions** to over **1,000 local primary health care providers** across the region

## Integrated Care

**8,221 patients** have been seen across our 4 Priority Care Centres

HealthPathways SA has over **250 live pathways** accessible via the portal

You can download a printable version of our highlights summary [here](#).

# 2021 Annual Primary Health Care Awards Dinner

On Saturday 23 October 2021, Adelaide PHN hosted almost 200 stakeholders, members and staff at Adelaide PHN's Annual Primary Health Care Awards Dinner. Held at SkyCity Adelaide, the night was a wonderful opportunity to showcase our achievements and celebrate the outcomes of the primary health care services we commission through our Primary Health Care Awards.

Uncle Frank Wanganeen (Aboriginal Community Advisory Member) gave the Welcome to Country in language. Our Chair of Board, Tom Symonds, and Chief Executive Officer, Michelle McKay, gave guests an overview of past 12 months and a summary of our annual report highlights for 2020/21.

We were delighted to have Adelaide based Ophthalmologist Dr James Muecke, AM Australian of the Year 2020, as our guest speaker for the night. Dr Muecke's presentation - Blinded - told the story of Neil Hansell, a man who woke one morning blind in both eyes due to neglect of his diabetes. In this fascinating yet confronting presentation, Dr Muecke discussed type 2 diabetes, how it's arisen, why it's a growing epidemic, its impact on those most vulnerable in our community and explored a number of strategies to curb the toxic impact it has on our health.

Thank you to everyone who attended this wonderful night and worked together to make it a great success. We felt very privileged to be able to get together given the challenging times we are in and we look forward to continue working with you all in 2022.



Photo: Stakeholders on the night



Photo: Awards provided to recipients



Photo: Dr James Muecke and MC Phil Martin



Photo: Uncle Frank Wanganeen



Photo: Michelle McKay, Adelaide PHN CEO



Photo: Tom Symonds, Adelaide PHN Chair of Board



Adelaide PHN's  
**Primary Health  
 Care Awards**

Winners announced

Adelaide PHN is excited to announce the winners of our 2021 Annual Primary Health Care Awards.

This year, Adelaide PHN sought to recognise the hard work and dedication of our region's primary health care organisations, who have been responsive to our community's needs in an ever-changing environment.

Categories are as follows -

- Outstanding Achievement in **Primary Mental Health Care Services**
- Outstanding Achievement in **Primary Alcohol and Other Drug Treatment Services**
- Outstanding Achievement in **Aboriginal Health**
- Outstanding Achievement in **Aged Care**
- Outstanding Achievement in **General Practice and Digital Health**
- Outstanding Achievement in **Workforce**
- Outstanding Achievement in **Population Health/COVID-19**

The 2021 winners and runners up have each received professional development sponsorships up to the value of \$3,000 and \$1,500 respectively, to continue to build team and service capacity.

Congratulations to all our winners, runners up and nominees. Please join us in celebrating their achievements across the next few pages.



Outstanding achievement in:

**Primary Mental Health Care Services**

**Winner:**

Neami National for their Wellness Connect - Continuity of Support Program

Neami National was commissioned by Adelaide PHN to lead the Wellness Connect Program - a consortium of five organisations that delivers the National Psychosocial Continuity of Support (CoS) program (a group based psychosocial model).

The program provides non-clinical, community-based group workshops and services that work in partnership with individuals to achieve their recovery goals. The team walk beside people experiencing severe mental illness in their recovery journey.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Phillip Chabrel from Neami National



Photo: Stephen Wade, Minister for Health and Wellbeing, and Ania Zysk from Sonder

**Runner up:**

Sonder for their headspace Adelaide Primary Platform

headspace Adelaide is funded by Adelaide PHN to deliver youth mental health services providing early intervention for young people aged 12 to 25 years. The centre offers individual therapy, peer support, group programs, physical health, alcohol and other drug support and vocational support within a stepped model of care.



Outstanding achievement in:

## Aboriginal Health

**Winner:** The ACT Centre for their Aboriginal Community Connect - Mental Health Intervention

The ACT Centre was commissioned by Adelaide PHN to deliver Aboriginal mental health assessment, psychology intervention and suicide prevention services across three different programs. These three evidence based clinical services include a partnership with Uniting Communities, Aboriginal Community Connect (drug and alcohol intervention service), Aboriginal mental health services for community members impacted by COVID-19, and an Aboriginal suicide prevention program.

The ACT Centre delivers these services with Aboriginal health and the community at the forefront of their service delivery, ensuring that services are flexible, inclusive of key family members, and community support.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Dr Emma Hanieh from the ACT Centre



Outstanding achievement in:

## General Practice and Digital Health

**Winner:** Mawson Lakes Healthcare

Mawson Lakes Healthcare was one of Adelaide PHN's Health Care Homes general practices and is one of Adelaide's high performing general practices.

Mawson Lakes Healthcare have been high adopters of digital health innovations, including secure messaging (ReferralNet and HealthLink), early uptake of eScripts and video consults with patients.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Dr Sunita Thavarajadeva and Hari Prabharan from Mawson Lakes Healthcare

**Runner up:** Arkaba Medical Centre

Arkaba Medical Centre was one of Adelaide PHN's Health Care Homes general practices and is one of Adelaide's high performing general practices. One of Arkaba Medical Centre's core values is innovation, a concept which is particularly prominent in the discussion of technology.

As a result of the pandemic, Arkaba Medical Centre took steps to adopt other technologies to make doctor/patient connection more accessible during the pandemic, including telehealth consultations, e-scripts, and digital referrals using Argus. These make communication more effective and efficient.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Lucy Shearer from Arkaba Medical Centre

**Runner up:** Sonder for their Closing the Gap (CTG)/Integrated Team Care (ITC) Program

Adelaide PHN commissions the CTG/ITC Program. The Adelaide metro CTG Program continues to support and advocate for their Aboriginal and Torres Strait Islander clients in relation to their health and wellbeing. Notably, throughout the pandemic the team provided above and beyond support to the community, particularly when there were state imposed lockdowns or when clients were directed to self-quarantine due to COVID exposure. During this time, the team supported clients with phone welfare checks, essential hygiene and infection control products, food packs and provided support related to their ongoing health needs.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Cynthia Avila from Sonder



Outstanding achievement in:

## Aged Care

**Winner:** ACH Group for their COVID Resilience and Reconditioning Packages for Older People Impacted by the COVID-19 Pandemic

ACH were commissioned by Adelaide PHN to deliver 100 individually tailored health and wellbeing packages to people aged 65+ (55+ Aboriginal and/or Torres Strait Islander) who live in metro Adelaide and whose daily routines, social connections, and health had been adversely impacted by COVID-19 restrictions.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Barbara Tainsh from ACH

**Runner up:** BMP Healthcare Consulting for their FORTRESS Frailty Education Program



Photo: Stephen Wade, Minister for Health and Wellbeing, and Dr Chris Bollen from BMP

BMP Healthcare were key members of the FORTRESS Frailty Team, a project aimed to help with the early identification, treatment and prevention of frailty and its ramifications. Within the FORTRESS Project, BMP Healthcare liaised with AMPHEaT to deliver healthy ageing and frailty education sessions for multidisciplinary health care audiences.

The workshops gave the health care professionals new skills and tools to objectively assess older people and to do something positive for this patient cohort.

You can read more about the project from [Dr Chris Bollen here](#).



Outstanding achievement in:

## Workforce

**Winner:** Drug and Therapeutics Information Service (DATIS) for their Quality Use of Medicines in Older Persons

The DATIS Quality Use of Medicines service (commissioned by Adelaide PHN) provides a suite of quality improvement activities, education and training. In 2021 DATIS addressed the Quality Use of Medicines for people aged 65 years and older at risk of harm from medicines by working closely with the six identified Care Connections general practices and identified commissioned service providers.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Debra Rowett from DATIS

**Runner up:** Pharmaceutical Society of Australia (PSA) for their COVID Vaccination Training and Development in Community Pharmacists



Photo: Stephen Wade, Minister for Health and Wellbeing, and Helen Stone from PSA

Adelaide PHN funded PSA to deliver multi-dose vial training to community pharmacists. Over 16 sessions, 218 pharmacists were able to refresh skills and increase confidence in handling multi-dose vials ahead of the roll out of AstraZeneca and Moderna COVID-19 vaccines in community pharmacies.



Outstanding achievement in:

## Population Health/COVID-19

**Winner:** North Eastern Respiratory Clinic/  
Northern Vaccination Centre

The North Eastern Respiratory Clinic began respiratory assessment and testing from April 2020. The Northern Vaccination Centre then began administrating vaccinations from March 2021.

At the peak of COVID-19 in South Australia, the clinic was seeing over 150 respiratory patients a day. The clinic is also currently vaccinating over 400 per day with AstraZeneca and Pfizer vaccines.



Photo: Stephen Wade, Minister for Health and Wellbeing, and Jessica Mooney and the North Eastern Respiratory Clinic/Northern Vaccination Centre staff

**Runner up:** Survivors of Torture and Trauma Assistance and Rehabilitation Service (STTARS) and Australian Refugee Association (ARA) for their Adelaide Refugee and New Arrivals Program (ARANAP)

Adelaide PHN commissions STTARS and ARA to deliver ARANAP. The small team of refugee health nurse advocates and bi-lingual bi-cultural workers support new arrival communities and people from refugee backgrounds with unmet health needs.

Since the program's inception, the ARANAP team has received 549 referrals for people from refugee and asylum-seeking backgrounds in the Adelaide metropolitan area. The impact ARANAP has had on the lives of individuals, their families and carers is immense.



Photo: Stephen Wade, Minister for Health and Wellbeing, Michelle McKay from Adelaide PHN CEO, and Muslima Huka and Joanne Riddle from STTARS and ARA



Outstanding achievement in:

## Primary Alcohol and Other Drug Treatment Services

**Winner:** Uniting Communities for their Streetlink Youth Health Service

Adelaide PHN commissions Uniting Communities to deliver their Streetlink Youth Health Service, providing comprehensive drug and alcohol support to young people aged 10-25 years, along with their families and carers.

By working to reduce barriers to service engagement, Streetlink is reaching young, vulnerable people who may have previously missed engaging with service support.



Photo: Stephen Wade - Minister for Health and Wellbeing, and Cheryl Lierton from Uniting Communities



# HealthPathways SA

An update from the team



## Supporting Mental Health Month

This Mental Health Month, HealthPathways SA is encouraging people to take the time to reconnect, have conversations about mental health and seek support when they need it. This year's theme focuses on post pandemic recovery challenges and resilience.

1 in 4 young Australians will experience mental health issues, many of them not seeking help. For children and young people recent uncertain times are driving mental health rates up.

Health care providers across South Australia can now access a suite of [newly released child and youth mental health pathways](#). They join the already available adult mental health and addiction medicine pathways.

HealthPathways SA (a collaboration between Adelaide PHN, Country SA PHN and Wellbeing SA, local specialists, general practitioners, and health professionals) is a free online portal allowing clinicians in the region to access evidence-based information on the assessment and management of common clinical conditions across the life course.

The HealthPathways SA team leveraged off the exciting work being undertaken under [Towards Wellness: Adelaide Metropolitan Integrated Mental Health and Suicide Prevention Plan](#) and the [Mental Health and Suicide Prevention Regional Plan](#). The collaborating partners committed to adapting four child and youth mental health pathways and their associated referral information.

Kicking off in November 2020, HealthPathways SA brought together over 40 local primary and community-based clinicians to discuss issues that impact on delivering optimum care for children and young people with mental health illness. The discussion informed the content for pathway development, highlighted gaps in services across the state but also the significant gains the sector was achieving through better collaboration and better communication.

Dr Muazzam Rifat worked alongside lead clinicians from the Child and Adolescent Mental Health Services (CAMHS) and headspace centres to adapt the four pathways. The pathways give confidence to GPs to manage these conditions and detail the most appropriate services, easy access to resources that support and benefit your patients/their family journey to recovery.

Pathways now available include:

- Psychosis in Young People
- Suicide Prevention in Young People
- Anxiety in Children and Young People
- Depression in Children and Young People

*Managing depression is a challenging task no matter what the age group of our patients. This pathway has been developed with clinicians that are at the fore front of treating our younger population and their unique mental health illness and experience. It summarises the up-to-date best practice in managing depression and its numerous presentations in younger children. It also gives a great insight in the services available to us as GPs to help us in managing and treating depression.*

**- GP Clinical Editor, Dr Muazzam Rifat**

### Child and Youth Mental Health Referrals

GP Clinical Editor, Dr Rifat, speaks about the newly released suicide prevention in young people pathway.

*Perhaps suicide prevention is the most complex and intricate of all the tasks that we as general practitioners do at the community level. All of our mental health consults have this as an agenda and a point to ponder and perhaps, this is one of the most common things that keep us awake at night after we have managed an at-risk patient.*

*This pathway does not boast itself as the one stop shop for all things involved in suicide prevention; but it does help us navigate the complex referral networks out there and also helps us clinically in risk management and stratification. This together with the whole suite of mental health pathways, can pave the way for a better mental health for our youth in SA.*

- GP Clinical Editor, Dr Muazzam Rifat

#### Your feedback is essential

HealthPathways are dynamic and your feedback is essential to maintain currency. If you would like to provide feedback, there is a feedback button on every pathway page or alternatively email the HealthPathways team at [enquiries@sahealthpathways.com.au](mailto:enquiries@sahealthpathways.com.au).

Access to HealthPathways SA is limited to health professionals. You can directly [access the live site here](#) - just enter your username and password. Alternatively, you can request access to the site by [clicking here](#).

*This article was written by a member of the HealthPathways SA team*



## GP PSYCHIATRY SUPPORT LINE

HELPING GPs MANAGE THE MENTAL HEALTH OF THEIR PATIENTS

### DIRECT ACCESS TO A PSYCHIATRIST

OUR ADVICE CAN HELP YOU WITH

- DIAGNOSIS
- INVESTIGATION
- MEDICATION
- SAFETY PLAN

**SERVICE AVAILABLE MONDAY – FRIDAY**  
**8:30 AM – 4:30 PM**

OUTSIDE THESE HOURS WE WILL RESPOND TO YOUR QUERY WITHIN 24 HOURS (CONSIDERING OPERATING TIMES)

TO USE THIS FREE SERVICE PLEASE REGISTER AT:  
**GPSUPPORT.ORG.AU**  
OR CALL  
**1800 16 17 18**

## FREQUENTLY ASKED QUESTIONS

**HOW CAN THE SERVICE HELP ME?**  
Our psychiatrists support GPs in managing the care of their patients by offering advice. The support line is NOT a triage or referral service, nor an emergency service.

**WHAT IS THE COST OF THE SERVICE?**  
It is a free service for GPs in the Adelaide PHN Catchment Area.

**WHEN CAN I CALL?**  
Between 8:30am and 4:30pm, Monday to Friday. (Excluding public holidays)

**HOW MANY TIMES CAN I USE THE SERVICE?**  
As many times as you wish.

**CAN I CONTACT YOU ANY OTHER WAY?**  
Once you are registered, you can make bookings online.

**IS THIS SERVICE ONLY AVAILABLE TO GPs?**  
Yes, this is exclusive to GPs.

**HOW DO I GET STARTED?**  
For instant registration, call our team on **1800 16 17 18**. You will need your AHPRA Registration Number handy. You can also register online at [www.gpsupport.org.au](http://www.gpsupport.org.au) and we will process your request within **24** hours.

## EDUCATIONAL WEBINARS

GP SUPPORT ALSO PRODUCES FREE WEBINARS DESIGNED FOR GPs. THESE RESOURCES ARE ACCREDITED WITH ACRRM FOR 1 PDP EDUCATIONAL ACTIVITY.

HEADED BY RENOWNED PSYCHIATRIST DR MARTIN COHEN, THESE VIDEOS INVITE PSYCHIATRISTS TO PRESENT A TOPIC THEY SPECIALISE IN, FOLLOWED BY Q/A.

**phn**  
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THE GP PSYCHIATRY SUPPORT LINE IS SUPPORTED BY FUNDING FROM ADELAIDE PHN THROUGH THE AUSTRALIAN GOVERNMENT'S PHN PROGRAM

THIS IS NOT A TRIAGE OR REFERRAL SERVICE. FOR EMERGENCIES CALL 000

RECORDS OF EACH GP ENQUIRY, ALONG WITH THE PSYCHIATRIST'S ADVICE, WILL BE SENT BACK GPs FOLLOWING EACH CONSULTATION.

## GP PSYCHIATRY SUPPORT LINE

**GPSUPPORT.ORG.AU - 1800 16 17 18**

## Introducing Adelaide PHN's

# Alcohol and Other Drug (AOD) Team

Adelaide PHN recently onboarded an AOD Capacity Building Coordinator and AOD Practice Support Officer to monitor and support our AOD commissioned service providers and enhance awareness and uptake of AOD training programs across the primary health care sector.

We introduce our team and highlight the excellent work they've achieved to date over the coming pages.

To find out more about the work Adelaide PHN has been doing in the AOD space, please visit [our website](#) or [service directory](#) to find a list of AOD specific services.

## Allan Trifonoff

AOD Capacity Building Coordinator



Allan commenced working at Adelaide PHN in March 2021. Prior to that he was the Deputy Director (Programs) at the National Centre for Education and Training on Addiction (NCETA), Flinders University for the past 13 years. Whilst at NCETA he was involved in the Centre's workforce development research program, implemented and managed the online Ice Training for Frontline Workers program, working with

PHNs both locally and interstate on a range of data analysis and workforce development-related projects and contributed to the development of the 'Your Worklife - Alcohol and other drugs (AOD) and the Workplace' website, and associated resources.

He has worked in the AOD sector since 1991, including working for Drug and Alcohol Services SA and South Australia Police (SAPOL). While at SAPOL he was responsible for implementing the South Australian component of the Drug Use Monitoring in Australia (DUMA) data collection system and the AOD Nursing program in Adelaide City Watch House.

Since starting at Adelaide PHN, Allan, along with his CBC colleague, Fiona Hill, is responsible for overseeing, monitoring and supporting our commissioned AOD service providers. This includes working with Fiona and the Adelaide PHN IT Governance and Reporting Team to develop and implement the standardised Adelaide PHN AOD Collection and Reporting Dataset and assisting commissioned providers to focus on recording and reporting on client outcome measures. He also works closely with local and national key stakeholders (e.g., peak bodies, researchers) in the AOD sector to keep up to date with new and emerging trends and developments. Allan is also one of Adelaide PHN's representatives on several key stakeholder engagement fora including the South Australian AOD Sector Roundtable and the South Australian Assertive Outreach Pilot Steering Group.

Something that a lot of people don't know about Allan is that in the 1980's while working in the Spencer Gulf region for the Department for Correctional Services, he had afternoon tea with HRH Prince Phillip, Duke of Edinburgh on the Historic Ketch, The Failie while the ship was moored in Whyalla Harbour during a Royal Visit to South Australia.

- Allan Trifonoff

# Roger Nicholas

AOD Practice Support Officer



Roger Nicholas commenced work at Adelaide PHN in September 2021 as an AOD Practice Support Officer. For the past 11 years he has been the Senior Project Manager at the National Centre for Education and Training on Addiction at Flinders University. He is continuing in this role on part time basis to finalise a book on the history of opioid agonist therapy (medicines such as methadone and buprenorphine used in the treatment of opioid dependence) in Australia.

Roger has 31 years' experience in the AOD field in clinical, education and health and law enforcement policy roles.

The primary aim of the AOD Practice Support Officer role is to enhance the uptake of the RACGP's AOD Training Program across the Adelaide PHN. This three-tiered Program was developed to enhance GPs' ability to assess and respond to patients experiencing AOD program. Payments are available for GPs that complete the top two tiers of the Program.

Details are available [here](#). Roger will also be promoting the SAPMEA ECHO AOD Program which is another resource available for primary health care providers. ECHO AOD is a virtual peer-group learning approach being held fortnightly on-line between September and December 2021. More information is available [here](#).

Feedback from GPs suggests that they can find it difficult to refer patients to AOD services because of a lack of clarity regarding where the services are located and the interventions provided. As a result, Roger is also examining ways to make it easier for GPs to refer people with AOD problems to relevant agencies in the Adelaide PHN area.

Given the considerable degree of overlap between AOD problems, sleep issues and persistent non-cancer pain, Roger will be organising a series of seminars / webinars for primary health workers in early 2022 to bring together addiction medicine, pain and sleep specialists. The aim of these seminars is to encourage a more integrated approach to patients with these problems.

- Roger Nicholas

## Partners Toward Wellbeing

On July 1 2021, Adelaide PHN funded the creation of a new team dedicated to providing counselling and support for people experiencing alcohol and other drug issues and co-existing mental health issues.

Mission Australia was identified as the preferred service provider for this contract and were commissioned to establish a team to deliver a co-existing treatment program for people over 18. Mission Australia deliver the AOD component and sub-contracted Sonder to deliver the mental health services.

To find out more about the implementation of this new program, please read their [first quarter report here](#).

To find out more about the work Adelaide PHN has been doing in the AOD space, please visit [our website](#) or [service directory](#) to find a list of AOD specific services.

*These article have been written by Adelaide PHN's AOD team*



# Immunisation update

A message from our Immunisation Hub Coordinator

## Flu in 2022 .... why are we worried?

Professor Robert Booy, an infectious diseases expert at the University of Sydney, recently said “For a century we had a significant outbreak of flu every winter around the world, but now for two years we have had very low transmission thanks to all the wonderful efforts of social distancing and border closures.”

With borders about to open and travelers returning, we can expect the return of flu in our communities, and we can expect to see it at the start of summer. It is unlikely to hide until our ‘normal’ flu season which traditionally is during July, August, and September.

Due to low flu cases over the past two years, children under two years of age have not been exposed to circulating influenza and are therefore at particular risk for infection that could lead to hospitalisation, and with certainty, will lead to higher infection within the community because they transmit the virus very efficiently to their contacts. What child under two years of age has good cough and sneeze etiquette?

Flu vaccines are free for some people:

- Children six months to less than five years of age
- People six months and over with specified medical risk conditions
- Aboriginal and Torres Strait Islander people six months and over
- People 65 years and over
- Pregnant women

Despite access to free influenza vaccines, Professor Ian Barr, Deputy Director of the World Health Organization Collaborating Centre for Reference and Research on Influenza, said only around 25% of children aged six months to five years had been vaccinated against influenza this year – well down on previous years.

Experts are hoping that people with respiratory symptoms will be tested for influenza as well as COVID-19 wherever possible, and people who are traveling should receive a flu vaccine prior to travel.

Flu vaccination is recommended for all individuals six months and older who wish to reduce the likelihood of becoming ill with influenza. Flu vaccines are still “in date” for another couple of months, so if you have not received a flu vaccine in 2021, please see a flu vaccine provider - pharmacist (for individuals 10 years and older), GP, local council immunisation service or Aboriginal health service and discuss the benefits of having one now....it is not too late!

## Shingles vaccine program update

In the last Connect newsletter, we discussed the available shingles vaccines and the current funded program. It has been welcome news to hear the Commonwealth Government has extended the catch-up program for 71 to 79 year olds! The catch-up program will now end on 31 October 2023.

If you have any family or friends who are in this age group and who have not had their shingles vaccine, the vaccine is still free for them!

Shingles disease and the associated complications can debilitate an older person so vaccination is essential.

Stay safe.

- Angela Newbound



Are you a provider looking to access clinical immunisation resources, including Standing Drug Orders for COVID-19 vaccines? You can access this and more by visiting our [Immunisation Hub website](#).



## NASH Transition from SHA-1 to SHA-2

Providing enhanced security protection for healthcare information and reducing the need to manage multiple certificates

Australia's digital health system is rapidly growing and evolving. As part of that evolution, the Australian Digital Health Agency (ADHA) has been working closely with Services Australia, software developers, and healthcare organisations to implement enhancements to the National Authentication Service for Health (NASH).

To provide stronger protection against malicious threats, SHA-1 NASH certificates are being phased out and replaced by SHA-2 NASH certificates. The ADHA is working with all software providers to enhance their software products to support NASH SHA-2 certificates.

To connect to digital health services, you must transition from NASH SHA-1 to NASH SHA-2 certificates. All NASH certificates after 13 March 2022 must be SHA-2.

If you have any questions or need help obtaining your NASH SHA-2 certificate in HPOS please contact our Digital Health team at Adelaide PHN via [digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au).

Adelaide PHN's

## Digital Health Update

An update from our practice support and digital health team, including relevant resources and news relating to quality improvement activities, training and professional development, integrated care, practice incentives and general support.

You can get in touch with our teams by emailing -

Practice support -  
[practicesupport@adelaidephn.com.au](mailto:practicesupport@adelaidephn.com.au)

Digital health -  
[digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au)

*This article was written by a member of Adelaide PHN's Digital Health team*

# Secure Messaging

Supporting the secure exchange of clinical information

Adelaide PHN's Central Referral Unit (CRU) clinically triages referrals for primary mental health care services across the Adelaide region. This centralised single point of entry allows easy access to a wide range of services commissioned across the stepped care continuum.

To support the safe and secure exchange of clinical information between healthcare providers and our CRU, Adelaide PHN disabled fax on June 30 and adopted the use of secure messaging.

By using Health Link, ReferralNet and Argus, the CRU has been able to successfully reduce the incidences of referrals being rejected due to missing patient demographic information, missing signatures and missing pages entirely due to incomplete fax transmissions.

There has been a great response to the use of secure messaging to the CRU from general practice and Adelaide PHN have been able to provide support to over **164 practices**. We thank all that have been involved and contributed to making this system change happen.

Instructions on how to send a referral and add the CRU to your address book for HealthLink, ReferralNet or Argus can be found on our [website resource library](#) under instructions and guides.

Please contact our Digital Health Team at [digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au) for any secure messaging support.



*This article was written by a member of Adelaide PHN's Digital Health team*



Your Quick Guide To

# TELEHEALTH

Telehealth is the provision of health care services over the phone or via video using a computer or mobile device



TELEHEALTH IN 3 STEPS

## 1. Book an appointment

Your health care provider may offer a telehealth appointment or you can request one.

Talk to your provider to confirm the process so you know what to expect and how to prepare.

## 2. Your health care provider will call you at the booked time

You will receive a call via the device or phone number confirmed at the time of booking. Just like a face-to-face appointment it's a good idea to be ready ahead of time for the call.

## 3. Receive the same care but over video or phone

If you need any follow up care that requires face-to-face care, this can be arranged during your appointment.

## Top tips to get the most out of your telehealth appointment



### Prepare for your appointment

- Think about what you need to ask your health care provider - consider writing a short list

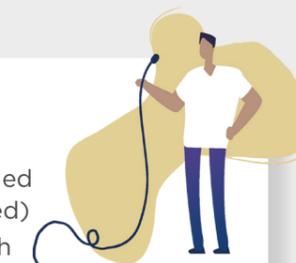
### Prepare your space

- Find a quiet, private and comfortable place to sit
- Ensure you have everything you need ready such as a glass of water, tissues, pen and paper
- Consider a 'do not disturb' sign for the door



### Prepare your device

- Ensure you have downloaded and installed any software (if required)
- Consider a trial run with a friend - check your internet connection, practice using your webcam, and make sure your audio is working
- Charge your phone, computer or mobile device or plug it in during the appointment
- Headphones can help with sound quality: if available, have these ready to go



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# My Health Record

## An update from our team

### Connecting health care providers and patients - transforming quality, experience and value in Australia's healthcare system

With health technology evolving, more clinical software is becoming conformant with My Health Record. Because of this, an increasing number of healthcare providers can access and upload information at the point of care, providing greater quality services and health outcomes for their patients.

Adelaide PHN is working closely with the Australian Digital Health Agency (ADHA) to connect specialists and community health organisations to My Health Record.

Benefits of integrating My Health Record into your workflow include:

- Reduced adverse drug events
- Enhanced patient self-management
- Improvements in patient outcomes
- Reduced time gathering clinical information
- Minimised duplication of services

Whilst more software becomes conformant, healthcare providers can still access a patient's My Health Record through the National Provider Portal. Healthcare providers will need to register for an individual Provider Digital Access (PRODA) account and will gain access once linked to their organisation. More information about accessing My Health Record through the National Provider Portal can be found [here](#).

In the specialist space, software vendor Genie has recently added the ability for specialist letters to be uploaded directly to a patient's My Health Record, allowing other healthcare providers involved in their care to quickly and readily view that information. Having registered for access and running the latest version of Genie, specialist healthcare providers can tick the 'send copy to MHR' checkbox whilst authoring a letter to easily complete a specialist letter upload.

To get more information or assistance with My Health Record, contact our Digital Health Team at [digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au).

If you are interested in learning about My Health Record for your community health organisation, please join our webinar on 2 December 2021. [Register here](#).

### e-requesting of pathology:

#### Sharing results with My Health Record reduces duplicate testing and improves patient care and health outcomes

Electronic requesting transfers pathology and diagnostic imaging requests from general practice clinical information systems (CISs) to participating providers via secure electronic communications. The use of eRequesting enables some results to be uploaded into My Health Record.

Pathology or diagnostic imaging reports from urban and rural public hospitals around Australia are now uploading to My Health Record, and therefore can be viewed by GPs. The number of private pathology and diagnostic imaging providers uploading to My Health Record will continue to increase over time. With reports uploaded into My Health Record, patients have better access to their own healthcare information, which they can then share with their healthcare providers.

To set up your practice, you need to ensure you're using a compatible CIS. Then, contact your preferred provider to have eRequesting downloaded and enabled between your systems. Once the functionality is turned on, eRequesting will occur automatically.

View the up-to-date list of the general practice CISs and participating providers [here](#).



For more information on how to view reports using your CISs or PRODA, please visit the ADHA website [here](#).

If you need any assistance with setting up eRequesting or viewing reports through My Health Record, contact our Digital Health Team on [digitalhealthinfo@adelaidephn.com.au](mailto:digitalhealthinfo@adelaidephn.com.au).

*This article was written by a member of Adelaide PHN's Digital Health team*

# ADELAIDE PRIMARY CARE IN ACTION

Highlights of programs and activities affecting the delivery and experience of primary health care across the Adelaide metropolitan region

## ADF DIRECTORY

Resource for parents and carers



Are you looking for reliable information regarding alcohol and/or other drugs (AOD) for yourself, someone you care for or a patient? Not sure where to start?

The Alcohol and Drug Foundation (ADF) support a Drug Information Directory (DID) - a searchable directory for research and information on AOD. The directory includes a collection of websites formally reviewed and rated out of five stars by the ADF.

Search the directory to find ratings, reviews and summaries of websites related to drugs and alcohol, mental health and health promotion. DID is particularly useful for stakeholders who operate in the AOD, health promotion, social work and research space. [adf.org.au/directory](http://adf.org.au/directory)



## Hospital-level care delivered in the comfort of a patient's home.

My Home Hospital provides treatment for a range of conditions for which in-home care is considered appropriate. Available for eligible public patients 24 hours, 7 days a week across the Adelaide metropolitan region and, from 1 July 2021, Barossa Hills Fleurieu.

**For 24/7 clinical advice or referral support call 1800 111 644.**

For more information or to download the referral form, visit [myhomehospital.sa.gov.au](http://myhomehospital.sa.gov.au)



Government of South Australia

Wellbeing SA

FIG: 21012/6

## RAISING HEALTHY MINDS APP

New resource for parents and carers

The Raising Healthy Minds app is aimed at parents and carers of children aged 0-12 years. It is free to download and filled with tips and practical ideas to help families raise confident, resilient kids. There are also resources aimed at professionals working with children and families, to ensure they have the latest evidence-based information to respond to questions raised with them by parents.

Raising Healthy Minds is designed to promote children's social and emotional wellbeing, allowing parents and carers to check on emotions or behaviours that might be concerning them, or get helpful information based on their child's age. At the same time, it will help increase mental health literacy and reduce stigma in talking about problematic or concerning behaviours or emotions that children may be experiencing.

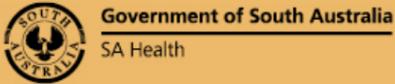
The app has been developed in consultation with leading health, mental health and parenting experts as well as being codesigned with parents from across the country. It provides evidence-based advice and referral information that can help parents and carers become more confident in identifying when additional help is needed. It has been codesigned and user-tested to be as accessible as possible to parents from all backgrounds and abilities, using videos, images and infographics as much as possible.

To access the app and find out more, please visit the [Raising Children website](#).

*This article was provided by the Department of Health*



**Get tested for COVID-19 immediately if you have any symptoms, even if mild.**



## SHINE SA

New video resources and an Aboriginal scholarship

### Video Resources: Sex, Pleasure and Consent

SHINE SA have produced a series of videos to answer questions submitted by young South Australians.

Our sexual health nurse Nikki and relationships and sexual health educator Alana break down the answers to all thing relationships and sexual health.

In this video series we cover having sex for the first time, pleasure, consent and some bonus questions around STIs and sexuality!

A great resource to recommend to your clients and those who work closely with young people.

Learn more by visiting [shinesa.org.au/sex-pleasure-consent/](https://shinesa.org.au/sex-pleasure-consent/)

### SHINE SA Aboriginal Scholarships:

SHINE SA is offering scholarships for participation in our courses and professional development to Aboriginal and Torres Strait Islander Focused Workers.

Priority for these scholarships will be given to professionals who identify as Aboriginal and Torres Strait Islander, work with Aboriginal and Torres Strait Islander people or work in an Aboriginal organisation, and have a strong interest in sexual and reproductive health.

To learn more visit [shinesa.org.au/scholarships](https://shinesa.org.au/scholarships)

*This article was provided by SHINE SA*

## SCRIPTCHECKSA

Preparing yourself for mandatory use in early 2022

28% of medical practitioners and 58% of pharmacists are registered for ScriptCheckSA.

In early 2022, it will be mandatory to use ScriptCheckSA when prescribing or dispensing Schedule 8 drugs. Register today at [scriptcheck.sa.gov.au](https://scriptcheck.sa.gov.au).

### ScriptCheckSA Practice Tip

ScriptCheckSA is a tool to help you make safer clinical decisions about which medicines to prescribe or supply. It does not stop you from prescribing or dispensing a monitored drug you consider to be clinically appropriate.

If you believe it is unsafe or inappropriate, you should not prescribe or dispense the medicine. Patients do not have a right to monitored drugs, however health practitioners have a professional obligation not to abandon patients – even where ScriptCheckSA has identified they are at risk of harm (a red or amber alert).

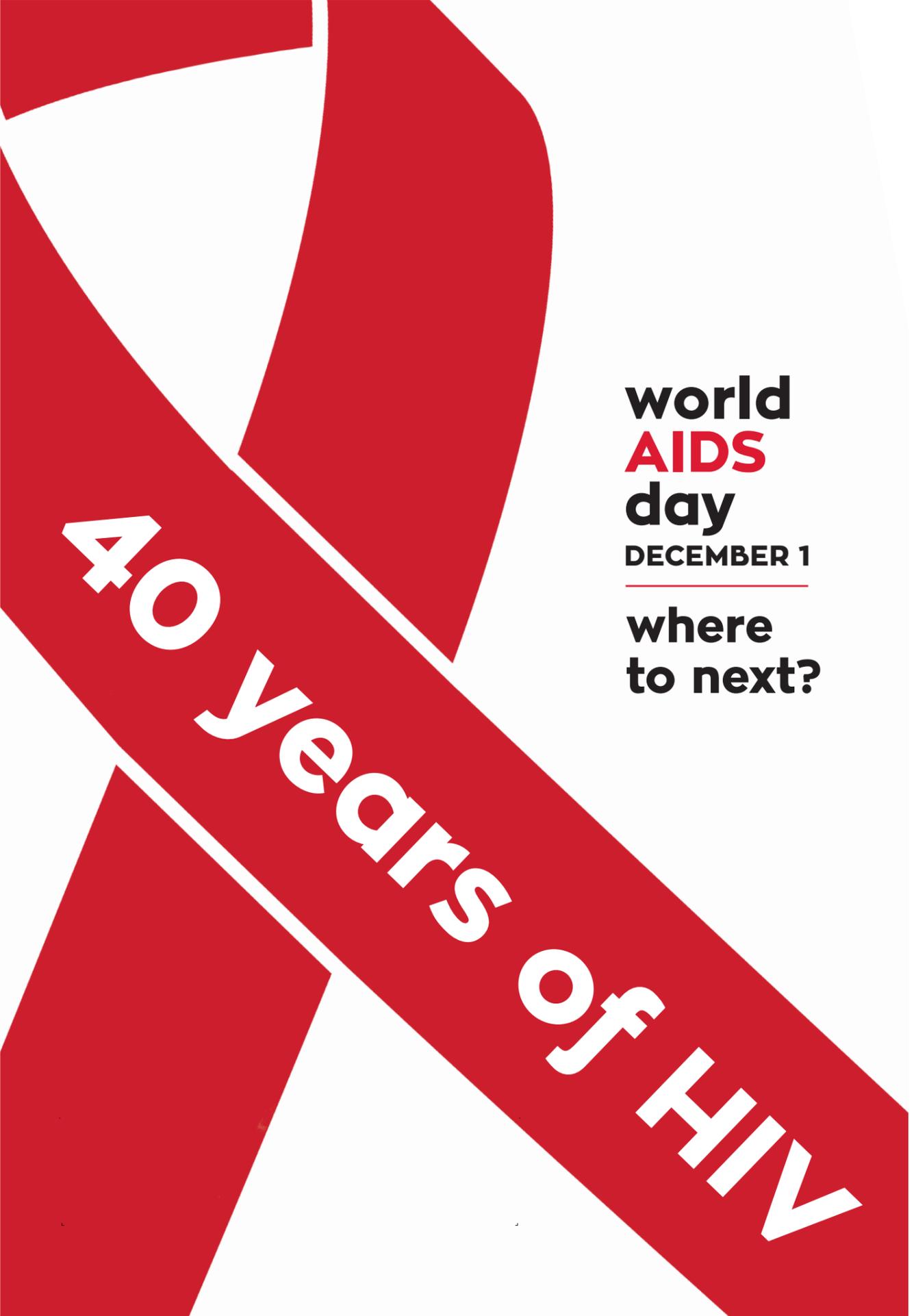
If you choose not to prescribe or supply a monitored drug, it is good practice to ensure that your patient understands your decision, and that you make arrangements for their continued care. This might mean treating the patient with a different medicine, or where appropriate referring them to other health practitioners/specialist support services.

### Did you know?

Numerous resources (including where to get clinical and legislative advice, and information on triage referral pathways) can be accessed from the online training at [scriptcheck.sa.gov.au](https://scriptcheck.sa.gov.au) and ScriptCheckSA website at [sahealth.sa.gov.au/scriptchecksa](https://sahealth.sa.gov.au/scriptchecksa) if you identify a patient is at risk of harm from monitored drugs. Prescribers and pharmacists are encouraged to review these resources.

For further information about ScriptCheckSA, please contact the Project Team at [Health.RTPM@sa.gov.au](mailto:Health.RTPM@sa.gov.au).

*This article was provided by SA Health*



**40 years of HIV**

**world  
AIDS  
day  
DECEMBER 1**

**where  
to next?**

## ADELAIDE PRIMARY CARE IN ACTION

### ADULTS SUPPORTING KIDS

#### Website now live

The Adults Supporting Kids (ASK) website is live!

ASK is part of a whole of government commitment to providing early help and coordinated support services to vulnerable families in order to keep them away from the child protection system.

Anyone in South Australia who is concerned about the safety and wellbeing of children or families can now find and access support services in their local area by visiting the ASK website.

People who are vulnerable often find it difficult to ask for help and face multiple and complex issues. ASK is a safe place for people experiencing difficulties to get the right help and information at the right time.

The ASK website was co-designed by people with lived experience of the child protection system, who identified the need for all support services to be located in one place. It contains resources on a wide range of issues, including mental health, financial support and domestic and family violence. ASK's homepage provides information on topics such as: Do you have a baby on the way? Do you have worries about a child or young person? Are you, or someone else, feeling unsafe? – and then directs them to support.

A service directory contains the details of over 1,000 free and lowcost services across the state that support children, parents and young people. Through the advanced search function, users can find and connect with help near them when they search by geographic area, key words, service type, suburb or postcode. Organisations can request to be included or have their details updated to improve the service directory.

Other key features of the ASK website include:

- A chat function for users to ask questions and be connected to services based on their circumstances (during business hours)
- Downloadable guides translated into 12 languages
- Listings of 24/7 helplines for a range of different issues
- A 'safe quick exit' button so that any person using the website is immediately diverted to a public website if they need to change their screen quickly.

We all know raising children can be challenging. At times, families may need information and support to keep kids safe and well. ASK's mission is to remove the stigma of asking for help early and often before reaching crisis point. All families should know that it's OK to ASK for help – so ASK early and ASK often.

Help spread the word about ASK, by using assets from the digital media kit on your website or by displaying a poster on site.

By accessing help and support earlier, we can work towards our vision that children and young people are safe and well at home in family, community and culture.

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

*This article was provided by the ASK team*

**I am Media Smart**

HOW HAS MEDIA SMART HELPED OTHERS?

- **Feel better about my body & appearance**
- **Think less about food & exercise**
- **Compare myself less to others**
- **Be more social & connected with others**
- **Feel less anxious or down**
- **Worry less about weight or shape**
- **More helpful use of social media**
- **Feel less guilty about food & exercise**
- **Have better focus on study or work**
- **Live more in line with my values**

IT CAN HELP YOU TOO. START NOW!  
OPEN TO ALL 13-25 YEAR-OLDS IN AUSTRALIA & 16-25 YEAR-OLDS IN NZ

**[HTTPS://MEDIASMART.FLINDERS.EDU.AU](https://mediasmart.flinders.edu.au)**

## ADELAIDE PRIMARY CARE IN ACTION

### CLINICAL PRIORITISATION CRITERIA

#### Consultation process for stakeholders

In 2021, SA Health prioritised the adaptation of South Australianised Clinical Prioritisation Criteria (CPC), using Queensland Health's successful implementation as an exemplar.

The CPC for first five clinical specialities have been developed in partnership between the Department for Health and Wellbeing (DHW) and Specialists and General Practitioner's for use by referring practitioners, e.g. GPs to help referrals into the South Australian public hospital system based on clinical criteria.

The CPC are clinical decision-making support tools that assist in ensuring patients referred to public specialist OP services in South Australia are seen in order of clinical urgency and accepted based on standardised statewide referral criteria.

The CPC Project Team have been working in partnership with the Local Health Network (LHN) GP Liaison Officers, HealthPathways and Wellbeing SA to ensure the CPC's are available through the HealthPathways website, supporting transparency and availability to the SA GP Community.

The DHW are releasing the statewide CPC for consultation to health care professionals to provide feedback. The CPC consultation process will soon be open for five clinical specialities;

- Cardiology
- Ear, Nose, and Throat
- Neurology
- Orthopaedics
- Vascular

This next phase of CPC will include a consultation process for stakeholders to consider contributing feedback on the proposed CPC's. The CPC will be accessible through the [Clinical Prioritisation Criteria | SA Health website](#) and feedback will be welcomed via response to [health.cpc@sa.gov.au](mailto:health.cpc@sa.gov.au). The consultation period is now open until 7 January 2022.

SA Health would to specifically thank the LHN GP Liaison Officers, Dr. Mai Duong, Dr. Jackie Yeoh and Dr. Chad Collins for their extensive involvement in developing this important piece of work for the South Australian community.

SA Health welcome your feedback as subject matter experts during the CPC consultation process.

You can find a list of the CPC's Clinical Pathway Group Members [here](#).

*This article was provided by SA Health*



**GP PSYCHIATRY SUPPORT LINE**  
**GPSUPPORT.ORG.AU - 1800 16 17 18**  
**AVAILABLE MONDAY TO FRIDAY, 8:30AM - 4:30PM**

## ADELAIDE PRIMARY CARE IN ACTION

### COTA SA

#### Older people overcoming loneliness and social isolation

With the right support and information older people are improving their social connections and wellbeing and reducing loneliness and social isolation.

The prevalence of loneliness and social isolation in the South Australian population increases continually from the age of 65y, surveys from Uniting Communities conducted in 2020 and 2021 have shown\*, with 18% of 75 year olds reporting feeling lonely often.

Significant lifestyle changes caused by the death of family members and friends, declines in health and mobility, loss of driver's licenses, retirement and moving can strip people of their previous social and community connections while they are also dealing with grief, loss and practical daily challenges.



Photo: Marjorie and Barbara

Barbara had been living an isolated life since the passing of her husband three years ago. She would often go a whole week at home without seeing anyone. With the listening, encouragement and tailored information provided by her peer volunteer Marjorie, she is now enjoying a renewed social life and says she is feeling much happier. Barbara identified areas of interest including travel, cards and live music.

She has now connected with two cards groups, attends movie screenings at the library regularly with friends, and has been on a week-long holiday with a new friend group.

Peer volunteer Marjorie met with Barbara locally, and researched local activities that Barbara may be interested in. Marjorie was available for Barbara to talk to about how trialing new things was going, and to provide encouragement and further contacts.

The COTA Social Connection Peer Volunteers take the time to listen to clients and understand their situation. The peer volunteers consider their client's interests, skills, and access requirements when researching opportunities for them to connect with. The connections may include volunteering, joining a cause, interest and hobby groups, social or support groups etc.

This initiative has allowed COTA SA to deliver a free and needed service that values older people and allows them to improve their ability to have a happy and fulfilled life.

#### Podcast

Several of the clients from the project have shared their stories to inspire and empower others to make new connections.

The podcast series Voices on Ageing will be available on the COTA SA website and podcast streaming services in November 2021.

*\*This project is commissioned by Adelaide PHN.*

*This article was provided by COTA SA*



**Links to Wellbeing**

**Lived Experience Telephone Support Service (LETSS)**

**365 days a year  
5:00pm - 11:30pm**

**1800 013 755**  
or webchat at [letss.org.au](https://letss.org.au)

## LINKING GPs WITH TERTIARY RENAL SERVICES

Improving communication to help patients with kidney disease

The [Central Northern Adelaide Renal and Transplantation Service \(CNARTS\)](#) recognises the value of GPs and all primary care providers in kidney care, and the potential to improve integration between tertiary and primary care services.

CNARTS is undertaking a research program to improve communication with primary care partners, while enhancing the patient health care experience and reducing unnecessary emergency department presentations and hospital admissions.

The research program is underpinned by in-depth qualitative data provided by primary and tertiary sector stakeholders and patients, and is directed by a panel of primary and tertiary clinical Investigators.

Initiatives being implemented include:

- An email address for GPs and primary care professionals for enquiries about kidney care issues [Health.CNARTSAdmin@sa.gov.au](mailto:Health.CNARTSAdmin@sa.gov.au)
- A GP focused discharge summary with strategies to increase correct GP linkage;
- Development of a multidisciplinary dialysis transition program to improve patient support and timely, relevant GP communication;
- A new service information brochure and [redeveloped CNARTS web page](#);
- Development of the Health Pathways SA Nephrology information;
- Implementation of a patient experience questionnaire.

Look out for these service improvement initiatives and please contact CNARTS with all service or kidney care enquiries, or to provide feedback on current and future initiatives: [Health.CNARTSAdmin@sa.gov.au](mailto:Health.CNARTSAdmin@sa.gov.au) or refer to the [CNARTS service brochure link](#).

\*This project is supported by the Central Adelaide Local Health Network CEO's Clinical Rapid Implementation Project Scheme.

*This article was provided by SA Health*

## GET HEALTHY SERVICE

Supporting your patients to be healthy

Get Healthy is a free coaching service which supports your patients to eat healthier, be more physically active, and/or reduce their alcohol intake.

This telephone-based service funded by Wellbeing SA has been supporting South Australians since 2014. Get Healthy offers a free, six-month evidence-based personalised coaching program, delivered by qualified nursing and allied health professionals to support South Australian adults make sustained improvements to their health. If required, feedback on your patient's progress will be provided to you at their enrolment, and at 3 and 6 months.

The service has been effective at reducing patient weight and waist circumference, increasing the amount of vegetables and decreasing soft drinks consumed, in addition to increasing moderate physical activity and walking.

For more information and to refer your patients online go to [gethealthy.sa.gov.au](http://gethealthy.sa.gov.au)

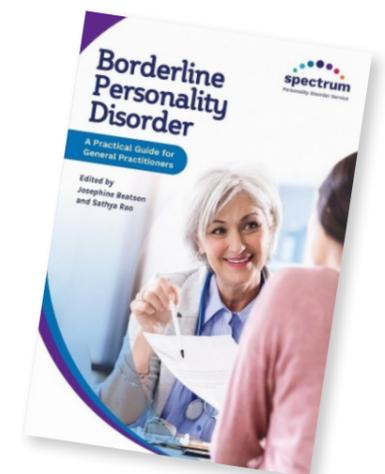
*This article was provided by Wellbeing SA*

## BPD RESOURCE FOR GPs

A practical guide

Spectrum is pleased to launch their new book 'Borderline Personality Disorder - A Practical Guide for General Practitioners'. Edited by Josephine Beatson and Sathya Rao, this is an essential educational resource for general practitioners who treat patients with Borderline Personality Disorder.

To find out more, or purchase a copy please visit [this website](#).



*This article was provided by the Spectrum team*



## START YOUR OWN ENTERPRISE

### MAKING ENTERPRISE ACCESSIBLE

We are Rapid Enterprise Development (RED for short) and we accompany people with a lived experience of disability on a journey to turn dreams, hobbies and ideas into viable enterprises. This is achieved by creating awareness of enterprise opportunities, providing information, support, guidance, business planning and development resources.

#### RED ACADEMY

RED is a complete web-based and 'hands on' service. Designed to assist people with disability,

#### COACHING

We provide ongoing coaching, business and marketing expertise.

#### RED CLUB

Connect with likeminded existing and emerging entrepreneurs, other RED Academy and RED Store Members.

[www.redbiz.com.au](http://www.redbiz.com.au)

## rapid enterprise development

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MEMBER TODAY**

**Email:** [enquiries@redbiz.com.au](mailto:enquiries@redbiz.com.au)

**Phone:** 0499 998 691

**Website:** [www.redbiz.com.au](http://www.redbiz.com.au)



# CONNECT

with us

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Providers can find a [calendar of local professional development opportunities](#) and a [resource library](#) to support delivery of primary health care across the metropolitan region.

Adelaide PHN's [career page](#) includes listings of vacancies within general practice across the Adelaide region (a service offered for free to general practice teams).



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