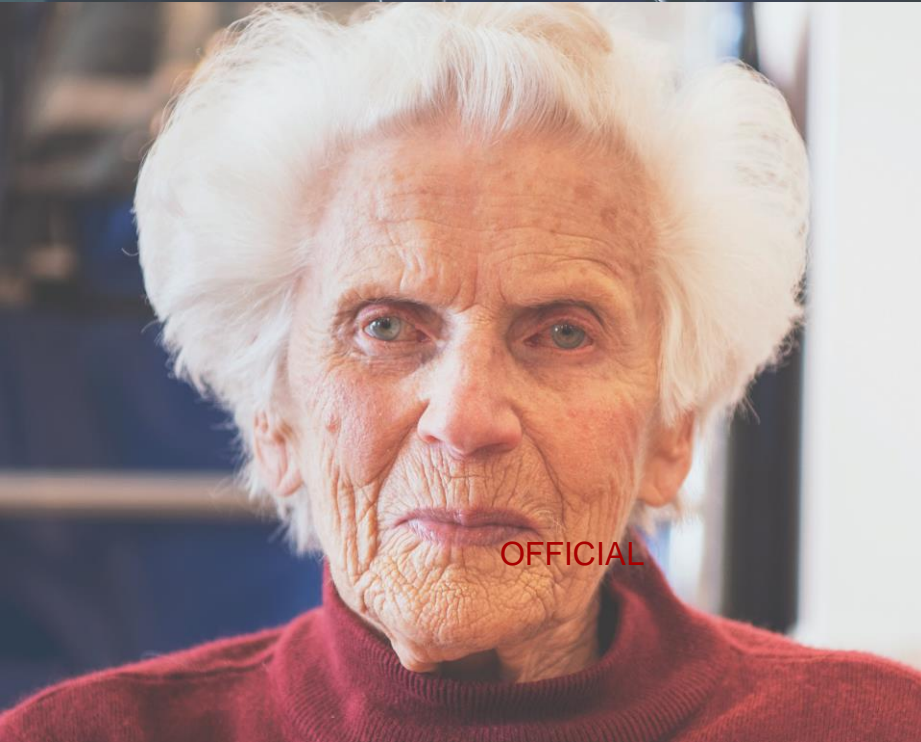


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SALHN GP Integration Unit

Annual Report 2023-2024

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Health
Southern Adelaide
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Introduction

The SALHN GP Integration Unit (GPIU) is a partnership between the Southern Adelaide Local Health Network (SALHN) and the Adelaide Primary Health Network (APHN). The GPIU aims to improve health outcomes for patients across the health care continuum by providing a link and promoting collaboration between SALHN and General Practices in Southern Adelaide. The initial partnership commenced in 2019, with an additional 3-year agreement commenced 01 July 2022 (due to expire 30 June 2025).

This report was completed in January 2025 and focuses on the key activities undertaken by the SALHN GPIU over the 2023-2024 financial year, but also includes information relating to adjoining periods when relevant for context.

When the partnership commenced, an initial “GP and consultant workshop” gave SALHN, GPs and Hospital Consultants working in the Adelaide metropolitan region an opportunity to come together and provide input into the development of the unit, specifically – “what do you want us to be doing to support general practice and how can we enhance the relationship between primary, acute and tertiary care” (15 October 2019, hosted by APHN – report available [here](#)).

This helped identify the initial main priorities for the GPIU (Please see Appendix B for sample key achievements):

- **Improving clinical handover,**
- **improving 2-way communication**
- **Improving relationships and clinical collaboration**

Planning workshops were then held in late 2022 (see Appendix A), from which the current three GPIU priorities were developed:

- **Improving GP representation in SALHN** “*Nothing about GPs without GPs*”
- **Learning how to integrate better across health** “*Identifying the practical steps to provide joined-up care for a specific patient cohort*”
- **Providing a link between SALHN and General Practice** “*Foundations of the GPIU – Business as usual*”

The SALHN GPIU sits under the governance of SALHN Intermediate Care Services. A joint steering committee, consisting of representatives from SALHN and the APHN, meets quarterly.

The Team

The SALHN GPIU team consists of a GP Integration Officer, Nurse Consultant, and Project Officer. The team is committed to improving safety, quality, and communication between General Practice, SALHN health services and the broader health system to achieve best patient care.

SALHN GPIU team members:

- > GP Integration Officer – **Dr Mai Duong** (0.6 FTE funded by APHN and seconded to SALHN)
- > RN3 Nurse Consultant – **Emma Young** (0.6FTE funded by SALHN, increased to 0.8FTE from 24 October 2024)
- > ASO6 Project Officer (position commenced January 2023) – **Emily O’Callaghan** (0.6FTE funded by SALHN, previously 0.7FTE)

The GPIU is supported by the following staff:

- > the APHN Integration and Relationships Coordinator (currently **Alexandra Stevens**)
- > the SALHN Manager, Intermediate Care Services (currently **Sonja Chapman**).

The GPIU team works to achieve positive outcomes for GPs and SALHN by:

- > Engaging and building sustainable working relationships between SALHN and General Practices within the SALHN catchment area
- > Improving coordination and collaboration between primary and tertiary health services
- > Contributing to capacity building within General Practice and the SALHN public health service to improve management of patient care.

In 2024, we are most proud of...



- SALHN Acute Care Webinar
- SALHN GP Trainee education program (with TMO Unit)
- Outpatient correspondence Sunrise improvement rollout (statewide project)
- Residential Aged Care Home (RACH) GP focus groups



Photo: SALHN GPIU team (from L to R) Emily O'Callaghan, Dr Mai Duong and Emma Young

Activity Reporting

The GPIU delivers a range of activities to support better collaboration between SALHN and GP practices in Southern Adelaide, to improve health outcomes for patients moving between primary and tertiary care.

Primary Care services in the SALHN region

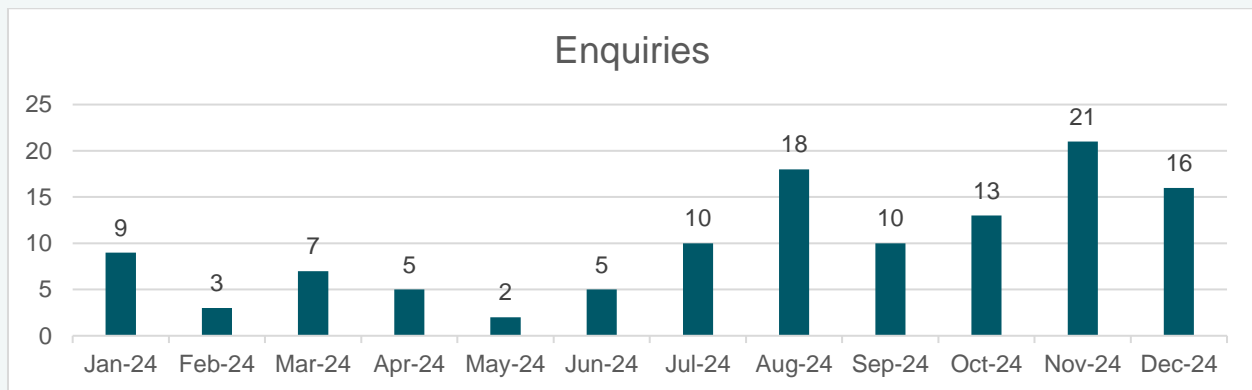
- 86 General Practices
- 448 General Practitioners
- 200+ Practice Nurses
- 86 Pharmacies
- 292 Community pharmacists



Source: Adelaide PHN – October 2024

1. GPIU Enquiries

- > The GPIU provides an accessible point of contact for GP queries, feedback, and support.



- > Total – 119 enquiries from 67 GP practices
- Please note that data is incomplete prior to November 2024 due to data capture changes. The team has improved the process for logging enquiries from November 24 and will also record queries from SALHN teams and GPs going forward (these have not been recorded historically).

Of note, based on recorded enquiries:

- 51% of enquiries were related to outpatient services, following up on a status of a referral, appointment time, request for clinic letter or clarification of clinical triaging etc

- 26% of enquiries were related to inpatient episode of care, requesting the discharge summary or clarifying discharge information
 - 10% of enquiries were related to the Emergency Department (ED), requesting a copy of the ED discharge note or providing feedback regarding the care of a patient whilst in the ED.
- > Although some of these requests are forwarded to other SALHN teams as described per below, most requests require input from the GPIU – e.g. to provide a response that is relevant clinically, to identify the relevant SALHN stakeholder, to initiate a Quality Improvement project. The GPs also value the ability to use the GPIU as a single point of contact, regardless of the type of enquiry.
- Standard requests for documentation are usually managed by the Release of Information (ROI) team in FMC Medical records (previously known as “GP Liaison in FMC Medical records”). Where there are complicating factors or clinical questions these requests may be managed by the GPIU.
 - Where queries are related to direct patient care, the feedback may be logged with SALHN Consumer Advisory Service (depending on the preference of the consumer and the GP). The Consumer Advisory Team and the GPIU have commenced a monthly meeting (since Sep-24) to review GP feedback collaboratively. This is to support a standard approach, avoid duplication and ensure feedback is reported to SALHN divisions and relevant stakeholders.

2. Quality improvement

a. Initiatives led by GPIU

Date	Quality Improvement Initiative	Source (e.g. GP, SALHN)	Clinical Area	Target Patient Group	SALHN Speciality	Action undertaken	Outcomes
In progress – Commenced Oct 2024 Workshop dates: 14 Nov, 04 Dec 2024	First transition of care from acute care to permanent RACH – gaining perspective of GPs who work in Aged Care	GP (feedback to GPIU), SALHN (feedback including difficulty for discharge planning as unable to find GP for these patients), APHN (project work, new General Practice in Aged Care Incentive payment rollout)	Inpatient	Patients who are transitioning from hospital to permanent Aged Care for the first time	General Medicine, all RAP	GPIU convened a focus group including GPs who work in Residential Aged Care to map current transition of care processes, identify challenges, and explore possible improvements	GPs/ SALHN: Aiming to improve transition of care for vulnerable patients, provide input for SALHN projects (e.g. OPTIMAL) and APHN (e.g. implementation of GP Aged Care Incentive)
In progress - commenced 2023	Improving GP awareness and navigation of SALHN non-ED urgent and after hours care services (e.g. Early Pregnancy Unit, High Risk Foot clinic)	GP (to support understanding and access issues that have been identified by feedback), SALHN (ongoing partnership to increase uptake by GPs, support work undertaken in the Quality Access Taskforce related to demand on hospital services)	ED / urgent care	Patients requiring access to urgent or after-hours services in order to prevent ED presentation and admission to hospital	All	GPIU developed an information sheet for GPs (June 2023), provided regular updates in GPIU newsletter, promoted a High-Risk Foot service education event (via newsletters and social media – event held 27 June 2024), held a webinar for GPs (6 August 2024), supported OOH team to connect with GP practices	GPs: easier navigation of Southern acute and after-hours services. Improved access for patients when they need care. SALHN: potential for increased utilisation of non-ED urgent and after hours care services (other than ED) to support reducing demand on ED and/or hospital-based services

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In progress - Commenced (First GP practice visit - 18 September 24)	Improved connection of SALHN clinical teams to relevant GP practice(s) for patients with significant and enduring mental illness	SALHN (Collaboration with RN4 nursing role within SALHN community mental health team to support GP engagement for community mental health)	Outpatient	Patients with significant and enduring mental illness	Mental Health	GPIU facilitated joint practice visit with Advanced Nurse Consultant (Mental Health) to a GP practice with shared vulnerable patient cohort. Aim is to continue with the GP practices with highest numbers of patients known to the Community MHS	GPs: Awareness of clinical support which can be provided by SALHN staff; provided most recent clinical information relating to mental health SALHN: improved quality of care when GPs are educated about service model
Completed - Aug-24 to Nov-24	Update to SALHN Iron infusion service information and referral criteria for Noarlunga Infusion Centre and development of associated GP referral templates	GP (multiple feedback)	Outpatient	Patients requiring iron infusion	General Medicine	GPIU supported clarification of referral criteria, update to webpage, referral form (PDF), GP referral templates (on Best Practice and ZedMed platform), and letter templates for SALHN staff to advise GPs re post infusion follow up	GPs: Transparent and easy to access referral criteria for GPs; provision of tools to improve quality of referral information. SALHN: availability of tools to improve follow up/handover processes (or if incomplete / unsuitable referral received)
Completed - Jul-24	Improved connection of SALHN clinical teams to relevant GP practice(s) for patients with chronic liver disease	SALHN (Contact initiated by SALHN hepatology unit)	Outpatient	Patients with chronic liver disease	Hepatology	GPIU supported update to remote consultation request form and feature in GPIU Newsletter. Connected Hepatology Nurses with GP practice of interest to support patients testing and treatment	GPs: Improved awareness of clinical support which can be provided by SALHN for this cohort of patients SALHN: patients have improved access to care when GPs are educated about service models

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Completed - Jan-24	GP practices unable to access clinical information sent via ShareFile by GP Liaison in FMC Medical records	GP, SALHN	Inpatient, outpatient, ED / urgent care	Patients where GP has requested information from SALHN Medical records	Medical records	GPIU supported liaison between Digital Health SA (DHSA) – Secure Message Delivery (SMD), Security, SALHN GP Liaison	GPs: timely access to requested clinical information, allowing them to provide continuity of care; SALHN: improved workflow (compared to faxing requested documents)
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b. Key initiatives led by other SALHN divisions/groups, but with active participation from GPIU

Date	Quality Improvement Initiative	Source (e.g. GP, SALHN)	Theme	Target Patient Group	SALHN Speciality	Action undertaken	Outcomes
Completed - Jul-24 to Oct-24.	GP trainee education program (Session held on 15 Oct 24)	SALHN (Trainee Medical Officer Unit (TMOU) identified gap in training and support for general trainees before transition to general practice)	Outpatient, ED / urgent care	Patients seen by GP registrars	All	SALHN project led by TMOU- GPIU worked with TMOU to produce content of session, and presented the session. <i>Note: Evidence of success – now to be continued in 2025 as 4-part series</i>	GPs: once trainees commence placements in GP practices, they will have better understanding of acute services in the community, referral processes, available support, and resources. Relationship has been commenced with GPIU. SALHN: increasing links to GP workforce, improving profile of SALHN to appeal to general trainees
Completed - Feb-24 to May-24	Update of SALHN intranet educational resource – “Discharge summary resources”, which are aimed at supporting SALHN	SALHN (Initiated by SALHN Online team)	Inpatient	Patients admitted to inpatient services	All	Sought and collated feedback from various teams including TMO, Sunrise optimisation team, to ensure resources reflected and support the work by treating medical	GPs / SALHN: Supporting/educating TMOs to write effective discharge summaries which are beneficial to the recipient for optimal clinical handover and ongoing patient care

	clinicians to complete accurate and timely handover, in particular TMOs..					team to write discharge summary.	
Completed - Go-live 26 Sep 2024 (commenced after Secure Message Delivery (SMD) launch 2021)	Timely electronic delivery of outpatient correspondence to GPs (previously only delivered via fax or post, usually with significant delays and variable success of delivery)	GP (multiple feedback), Digital Health SA	Outpatient	Patients seen in SALHN Outpatient clinics	All	Extensive involvement by GPIU in planning and implementation, particularly around functional specifications, testing, and troubleshooting post implementation	GPs / SALHN: safe, timely and auditable electronic delivery of outpatient clinical correspondence; reduction in manual processing in General Practice and SALHN (96% of outpatient correspondence from FMC clinics was delivered on SMD to GPs between 23-31 Oct 24)
Completed – Dec-23	Improving continuity of care for Aboriginal children up to 5 years and mothers of Aboriginal babies	SALHN (Initiated by Women’s and Children’s Division)	All	Aboriginal children up to 5 years and mothers of Aboriginal babies	Women’s and Children’s Division	Provided input relating to current transition of care workflows and improvement projects	GPs / SALHN: Improving continuity of care for Aboriginal children up to 5 years and mothers of Aboriginal babies
Completed – Mar-23 to Nov-24	Participation in SA Pharmacy “Pharmacy Discharge Medicine Review” Project	SA Pharmacy (GPIO nominated by SA Pharmacy as part of Election Commitment projects)	Inpatient	Consumers at risk of medication misadventure following discharge from FMC	General Medicine	Participation in workgroup to determine model of care, communications included in GPIU newsletter	GPs: Improved medication information at discharge SALHN: Including usual community pharmacist post discharge to improve transition of care

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Completed - Nov-23 to Jul-24	Participation in the SALHN Continuous Improvement Program 10 – “My WEIGHT cannot WAIT”, in collaboration with SALHN Weight Management Service	SALHN	Outpatient	Consumers requiring management of weight through surgical intervention	Bariatric surgery	Participated in CIP10 – problem statement “Referrals into the SALHN Weight Management Service program far exceed the throughput and output of patients. Improvement activities following CIP process included updating resources, referral guidelines and supported GP education - Graduation 5 July 24.	GPs: Improved information for GPs on how to refer to the service, transparency of pre surgical program and wait times; SALHN: improved access for patients requiring bariatric surgery and reducing waitlist. Supporting GPs to care for patients pre and post-surgery.
In progress - commenced Feb 2024	Improving collaboration between SALHN and "GPs with a Special interest" (GPwSI)	GP (GP Forum - May 2023), SALHN (PMO)	Outpatient	Patients with conditions where a more collaborative approach between SALHN specialties and a GP may be beneficial	All	SALHN project led by Outpatient Redesign - GPIU participated in multiple project workgroup sessions; provided SALHN Project Management Office with consolidated information re GPwSI benefits and considerations as a modality for including more GPs in care provided by SALHN (particularly for Outpatient activity), based on meetings with QLD teams (Feb-24)	GPs / SALHN: Aiming to improve the process of involving GPs in the transition of care between SALHN and GPs
In progress - commenced August 2021	Development and local implementation of electronic referral system	GP (ongoing feedback), SALHN (identified risk within OPD)	Outpatient	Patients referred to outpatient clinics	All	Statewide project, noting eReferral currently live in WCHN (since Nov-23), CALHN and RMCLHN – following	GPs / SALHN: improved transparency and navigation of outpatient services, as well as appropriateness of referrals

						participation in earlier activities (e.g. generic eReferral form QA and UAT - August 21), GPIU continues to participate in project activities– e.g. GP pick list in statewide eReferral system, mapping to SALHN services, demonstration to GP practices, relaying feedback from GP users, updates to GPs	
In progress - Sunrise Improvement Request submitted Oct-21	Improvement of Sunrise Discharge summary template (used by SALHN medical staff to write inpatient discharge summaries)	GP, SALHN	Inpatient	Patients admitted to inpatient services	All	Submission of Sunrise Improvement request, participation in ongoing fortnightly working groups	GPs / SALHN: Improvement in quality of handover to GP at discharge (e.g. reducing variability in content, improved readability for GP). Improving efficiency and accuracy of completed discharge summaries
In progress - commencing 2023	Participation in the development of multiple SALHN clinical service plans	SALHN	Inpatient, Outpatient	Consumers of SALHN services	Women's and Children's Division, General Medicine, Renal Unit	Provide insights and a GP perspective for the clinical service planning team in relation to the GP/SALHN interface for relevant individual clinical specialities.	GPs, SALHN: Ensures that the GP perspective is considered when developing SALHN clinical service plans in order to ensure the transition of care back to the GP is as seamless as possible
In progress - commenced January 2024	Development of Statewide Mental Health GP Shared Care Framework	Office of the Chief Psychiatrist	Inpatient, outpatient, ED / urgent care	Consumers of inpatient and community MH services	Mental Health	Participation in initial and subsequent workshops for the development of the framework, including processes the theme	GPs, SALHN: Opportunities to guide improved collaboration between Mental Health clinicians and GPs in the

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						ideas and write the framework.	management of MH patients.
In progress - commenced February 2024	Improvement of GP navigation of Outpatient referral guidelines (SALHN referral guidelines +/- Statewide Clinical Prioritisation Criteria where relevant)	GP, SALHN (Online team)	Outpatient	Patients referred to outpatient clinics	All	Extensive input and support provided by GPIU to SALHN Online team to develop updated internet page, mapping of referral guidelines to Statewide Clinical Prioritisation Criteria (CPC)	GPs / SALHN: Improved transparency and navigation of outpatient services, as well as appropriateness of referrals
In progress <i>Please see "Training and Education" section</i>	SALHN GP Clinical Collaborative	GP, SALHN		Consumers requiring referral to SALHN specialists	Hepatobiliary Ophthalmology Breast Endocrine Neurosurgery	GPIU working with South Australian Postgraduate Medical Education Association (SAPMEA) to deliver education sessions providing an update on management of specific conditions, SALHN service models and referral pathways.	GPs: Clinical education of GPs, relationship building, opportunity to provide feedback; SALHN: Improved referrals to OPD, opportunities for collaboration between SALHN specialists and GP specialists.

3. GPIU meeting / committee engagement

The GPIU provides representation to several key meetings, committees, and other forums to offer the perspective of the General Practitioner and Practice Nurse. The GPIU involvement in these meetings aim to improve the interface with SALHN teams by supporting the development of tools, processes and initiatives that continue to improve safety, quality, and communication across the health care continuum.

Meeting/Committee name	Commitment (how often)	GPIU Representative
SALHN Clinical Council	Monthly	Dr Mai Duong
SALHN Standard 6 – Communicating for safety	Monthly	Dr Mai Duong and Emma Young
SALHN Standard 4 – Medication Safety	Monthly (Since Dec-24)	Dr Mai Duong
SALHN Outpatient Redesign Steering Group	Monthly	Emily O’Callaghan (as proxy for Dr Mai Duong due to meetings being held on a non-working day for Mai)
SALHN Equally well steering group	Monthly	Dr Mai Duong
SALHN Voluntary Assisted Dying governance committee	Bi-monthly	Dr Mai Duong
SAPOM Nurse Practitioner/Nurse Consultant meeting	Monthly	Emma Young
SALHN GPIU/Outpatient Support Services/OP Redesign meeting	Monthly	All
SALHN GPIU/Sunrise optimisation meeting	Fortnightly	All
SALHN GPIU/Paediatric Department meeting	Monthly	All
SA Health GP Liaison Group Mental Health (Office of Chief Psychiatrist)	Quarterly	Dr Mai Duong and Emma Young
Statewide Referral Management System Program Steering Group and Business Working Group	Fortnightly	Dr Mai Duong
SA Health GP Liaison Group Mental Health (Office of Chief Psychiatrist)	Quarterly	Dr Mai Duong and Emma Young
Adelaide Primary Health Network GP Integration Officer meeting	Quarterly	Dr Mai Duong

*The above table is only a record of regular and ongoing commitments.

4. GP practice engagement and communication

a. GP practice Visits

The GPIU undertakes GP practice visits either following an invitation from the practice or where a shared priority is identified, for example where there is a significant shared cohort of patients with SALHN. The purpose of these visits is to update the GPs and practice staff about new GPIU and SALHN initiatives and resources. These visits provide an opportunity to hear from GPs about what is working well and the challenges GPs might be facing with the SALHN/GP interface. The benefits of a GPIU practice visit are that relationships between the GPIU and the practice are built and strengthened, and that practices continue strive to continue the relationship and to be more engaged with the GPIU post visit.

A highlight of practice visits during 2024 was that SALHN clinical staff were invited to attend the visits with GPIU staff, to allow condition-specific education and training to occur. Examples included the Out Of Hospital Nurse Lead and the Specialist Community Mental Health Services Advanced Nurse Consultant (RN4 Marion and Noarlunga Psychosis). Subsequently, there has been ongoing communication and engagement between these SALHN services and the GP Practices visited, which in turn has benefitted relevant patients by making the interface between hospital services and GP services more seamless.

Visit history:

- > Reynella Medical Centre 29/01/2023
- > Christies Beach Medical Centre 11/05/2023
- > Flaxmill Road Surgery 16/05/2023
- > Darlington Medical Centre 18/05/2023
- > Morphett Vale Family Practice 23/05/2023
- > Flinders Clinic 14/11/2023
- > Partridge GP 21/11/2023
- > Doctors on South 06/03/2024
- > Glengowrie Medical Centre 20/03/2024
- > Practice Managers Meeting 04/06/2024
- > Partridge GP 08/08/2024
- > Morphett Vale Family Practice 18/09/2024
- > Southern GP network 01/10/2024



b. SALHN GPIU webpage

The [SALHN GPIU internet webpage](#) provides accurate and relevant information for Southern GPs and Practice Nurses. This internet page is GP focused and aims to be a one-stop shop for GPs, with the most visited page focusing on "Urgent and after-hours care".

The graph below shows that these intranet pages have been consistently accessed and viewed, providing evidence that GPs in the southern region regard it as a trusted resource.



Future plans:

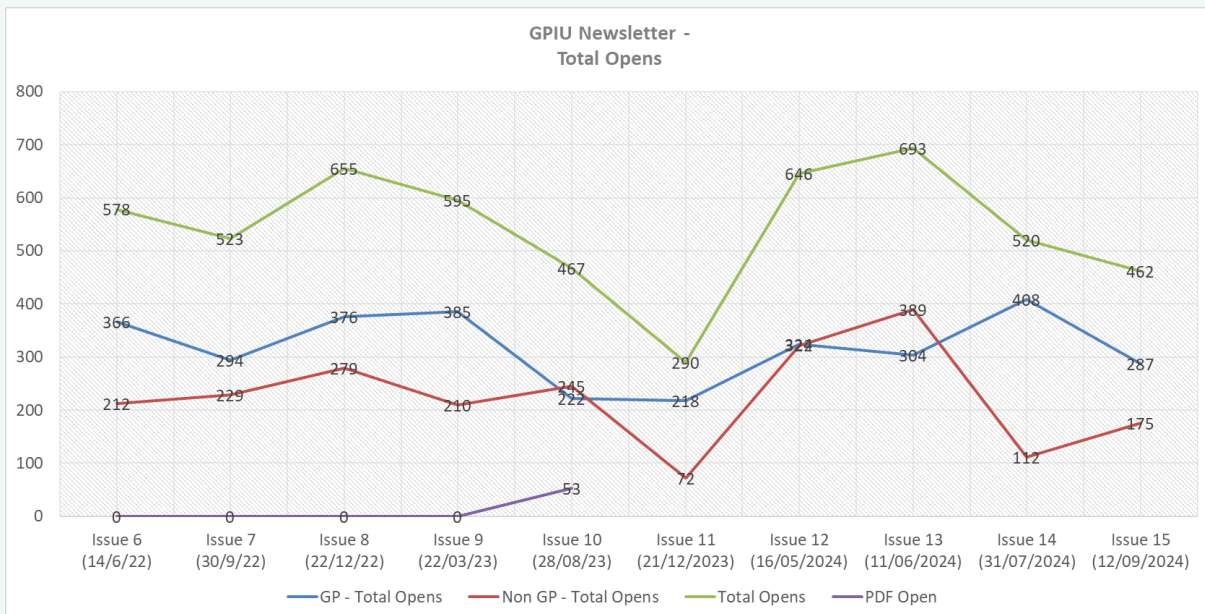
- It is noted that overall page views are declining in more recent months. The implementation of the “Urgent and after hours care” resource in mid-2023 may account for less views of the “Urgent and after hours care” page itself. The review of the GPIU’s external webpages is ongoing and information will continue to be reviewed for relevance.
- Initially the focus has been to build relationships and develop resources specifically to help GPs navigate the SALHN services for their patients. Now that such resources have been established the GPIU will work to develop an internal SALHN intranet page for SALHN staff, focused on bringing awareness to the activities and work of the GPIU and providing resources to assist SALHN teams in engaging meaningfully with General Practice with a view to achieving seamless transition of care between SALHN and GPs.

c. SALHN GPIU Newsletter “Southern GP matters”

The [Southern GP Matters Newsletter](#) has a broad distribution list and is used to support engagement with the Southern GP community. The newsletter provides the opportunity for SALHN (via the GPIU) to distribute targeted communications relevant to GPs working in the Southern Adelaide region, about various topics of interest to GPs.

The GPIU ensure the information included provides practical and relevant information specific to those providing health care services in Southern Adelaide. The schedule for the newsletter is flexible depending on upcoming events and content but the GPIU aim to distribute six issues per year.

- > 15 Issues published (to September 2024)
- > Current distribution list includes:
 - 207 GP Practices/ GPs
 - 61 Non-GPs, including stakeholders from the following organisations: SALHN x 26, APHN x 13, Other LHN x 6, DHW x 9, External x 6, Country APHN x 2, OCP x 1, SAAS x 1



d. SALHN GPU “Urgent and After Hours Care Options” resource

The [GP Information Sheet – Urgent and After Hours Care Options](#) was developed as a one-page resource for General Practice teams. This resource aims to support GP Practice staff to navigate alternative care options in the urgent care space. Multiple GP practices have provided positive feedback on the document since its development and distribution, and it has been downloaded over 2000 times since being uploaded to the GPU website in October 2023. Since development of the SALHN document, CALHN and NALHN are now working to develop their own version for their LHNs.

Southern Adelaide

Urgent and After Hours Care Options

For assistance in navigating the non-ED services below, please contact the SALHN Out of Hospital Nurses - 0467 788 312, 7 days, 8am to 4pm

<p>Paediatrics</p> <p>Child and Adolescent Mental Health Services (CAMHS)</p> <ul style="list-style-type: none"> Video consultation for 8 months up to 16 years with on-site triaging options Consumers can access directly Monday-Sunday 9am-5pm, Sat-Sun 9am-5pm Tel: (08) 8257 8257 (GP only direct phone number) or via KEOHM within (08) 8381 7600 <p>Other</p> <p>Head Start (0-5 years)</p> <ul style="list-style-type: none"> Non-Fr. 8am - 4:30pm Tel: 0463 827 788 for urgent referrals 1000 Flinders Drive, Central Adelaide <p>24 hours a day 7 days a week (text response available for mental health)</p> <ul style="list-style-type: none"> Tel: 080 817 421 24 Pennington Terrace, North Adelaide <p>24 hours a day 7 days a week (text response available for people experiencing or at risk of homelessness)</p> <ul style="list-style-type: none"> Monday to Friday, 8am-5pm Tel: 080 888 273 Email: headstart@health.sa.gov.au <p>SA 24 hours a day (text response)</p> <ul style="list-style-type: none"> Every day of the year, 8am-10pm for RACFA and disability residential services located in the precinct. Please Tel: (08) 7117 4000 to register your RACFA or service 	<p>Mental health (MH)</p> <p>Support MH Care Centre (DORRICO)</p> <p>222 Goodwood Street, Adelaide</p> <ul style="list-style-type: none"> Face-to-face peer-led recovery and mental support (available to all referred) for 18 yrs 24 hours a day 7 days a week, via PH Consumers can access directly Tel: (08) 844 9100 <p>WELL & AHEAD (Mental Health Services, North Adelaide)</p> <ul style="list-style-type: none"> Anytime immediate support in times of distress for 7 days with ongoing mental health support of additional leave and being in Central or Southern Adelaide Monday to Friday - from 8am and 10pm Consumers can access directly Access to urgent mental health services, including mental health intensive 24hrs a day 7 days a week, specific holidays Consumers can access directly Tel: 011 400 <p>Older persons</p> <p>CARE, Broad or on home</p> <ul style="list-style-type: none"> Same day hospital level non-emergency care to high risk (65+ or 70 years for discharged and Torres Strait Islanders) with geriatric syndromes 7 days a week, 8am-5pm Phone referral: (08) 7428 5343 	<p>General</p> <p>Metropolitan Referral Unit (MRU)</p> <ul style="list-style-type: none"> Home-based care supporting hospital admission & discharge (noted services for acute admission care referred) Monday-Sunday 8am-5pm Tel: (08) 1300 6000 <p>Medical Ambulance Care Service (MACS)</p> <ul style="list-style-type: none"> Homebased based rapid access General Medicine (via telephone) Monday-Friday, 8:30am-5pm Tel: 080 808 076 <p>MyCommunity (MRU)</p> <ul style="list-style-type: none"> Home-based public hospital level medical care for adults - children over 13 yrs (private referral available) Monday-Sunday & Public holidays, 24/7 Tel: (08) 111 544 <p>Priority Care Centre (PCC)</p> <p>Melrose, Mt Barker</p> <ul style="list-style-type: none"> Face-to-face GP care with 24-hour care hours in on-call/urgent setting and pharmacy for acute and chronic (week phone referral) Monday 0463 828 210 - Monday-Sunday - Public holidays, 10am-5pm Mt Barker 0463 778 888 - Monday-Friday, except public holidays, 10am-5pm, Saturday 10am - 4pm 	<p>Clinical phone support</p> <p>COVID-19 Clinical Advice Line</p> <ul style="list-style-type: none"> 7 days, 8am-5pm, 24hrs by text Adelaide Non-4pm-5pm Hot Line Tel: 080 30 880 (Adelaide) <p>GP Pharmacy Support Line</p> <ul style="list-style-type: none"> Monday - Friday 8:30am - 4:30pm After hours by text/phone Tel: 080 78 11 18 <p>Out of Hours Clinical Advice Services (OCHAS)</p> <ul style="list-style-type: none"> 24 hours a day 7 days/week including public holidays, referred to DASHA Tel: 08 7085 7162 OCHAS@health.sa.gov.au <p>Statewide Clinical Advice Service</p> <ul style="list-style-type: none"> Monday to Friday (excluding public holidays) 8:30am to 4:30pm Tel: 08 717 8800 <p>Statewide 24/7 Urgent Care</p> <ul style="list-style-type: none"> 7 days a week, 24 hours a day Tel: 1800 473 122 <p>SA Veterans' Assisted Dental Care (VADAC) Service</p> <ul style="list-style-type: none"> Bonmahon Street, Tel: 0463 987 380 Health SACare@health.sa.gov.au <p>State and Territories Information Service (Clinical Support Services)</p> <ul style="list-style-type: none"> Monday to Friday 8am to 5pm, referred to GATC physicians Tel: (08) 7428 5343
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Prepared by the SALHN GP Integration Unit - Updated 21 June 2023
For further details, please see the [Urgent and After Hours](#) tab on our website: www.health.sa.gov.au/hotline

Southern Adelaide

Useful GP Contacts

<p>Southern Adelaide LHN</p> <p>LMC 3units</p> <ul style="list-style-type: none"> Tel: (08) 8258 8511 <p>GP Operations Referral Helpline</p> <ul style="list-style-type: none"> Outpatient contact to confirm if referral has been received, digital or appointment booking form Open - 9am-5pm, Monday-Friday Tel: 824 7888 <p>GP Liaison Officer (Medical Records)</p> <ul style="list-style-type: none"> Administrative referral to request clinical information documents, e.g. discharge summaries, x-ray images Tel: (08) 8258 8542 Fax: (08) 8258 1864 Email: liaison@health.sa.gov.au 	<p>SA Pathology</p> <ul style="list-style-type: none"> Tel: (08) 8222 2800 (Adelaide) Via website: SA.Pathology.com.au <p>SA Pathology Support Line</p> <ul style="list-style-type: none"> Monday - Friday 8:30am - 4:30pm After hours by text/phone Tel: 080 78 11 18 <p>Further information: SA.Pathology.com.au</p> <p>GP Liaison Officer (Medical Records)</p> <ul style="list-style-type: none"> Administrative referral to request clinical information documents, e.g. discharge summaries, x-ray images Tel: (08) 8258 8542 Fax: (08) 8258 1864 Email: liaison@health.sa.gov.au 	<p>SA Medical Imaging (MCI / SMISS)</p> <ul style="list-style-type: none"> Tel: (08) 7117 2000 (MCI) Tel: (08) 7117 2000 (SMISS) Web address: SACMI.com.au <p>To access SMISS/View, please complete the Patient Referral Access Form, and send to: Pathology@health.sa.gov.au</p> <p>Further information: SA.Pathology.com.au</p> <p>Johns Pathology (North Adelaide)</p> <ul style="list-style-type: none"> Tel: 08 8262 2174 Johns.Pathology.com.au <p>To apply for an account, please visit the Electronic page</p> <p>Further Information: www.Pathology.com.au</p>	<p>GP Integration Units</p> <p>The GP Integration Units focus on improving the partnership and working relationships between GPs and General Practices.</p> <p>Southern Adelaide Local Health Network (SALHN) (24/7)</p> <ul style="list-style-type: none"> Tel: 0463 828 288 Health.GP@health.sa.gov.au www.health.sa.gov.au/GP4U <p>Central Adelaide Local Health Network (CALHN) (24/7)</p> <ul style="list-style-type: none"> Tel: 0411 921 884 Health.CALHN@health.sa.gov.au CentralAdelaideLocalHealthNetwork.com.au <p>Northern Adelaide Local Health Network (NALHN) (24/7)</p> <ul style="list-style-type: none"> Tel: 080 882 1714 Health.NALHN@health.sa.gov.au GeneralPracticeIntegration.com.au <p>Western and Yorke Peninsulas Local Health Network (WYLP) (24/7)</p> <ul style="list-style-type: none"> Tel: 080 882 1714 Health.WYLP@health.sa.gov.au GPIntegration.com.au/GP4U
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Prepared by the SALHN GP Integration Unit - Updated 21 June 2023
For further details, please see the [Contact your GP Integration Unit](#) tab on our website: www.health.sa.gov.au/hotline

Training and Education

The GPIU has organised and supported a wide range of education activities targeted at GPs during 2023/24. Additionally, the GPIU participated in several events in collaboration with other SALHN teams (e.g. SALHN Intern orientation).

These sessions are summarised in the table below, with further details in the following pages:

Education event	Date	GP engagement	Mode of delivery
SALHN Acute Care webinar	6 August 2024	39 attendees including 21 GPs, 5 practice nurses, 13 SALHN and DHW stakeholders	Webinar, with presenters including senior staff from SALHN ED, Marion Priority Care Centre / Marion Urgent Care Clinic, Morphett Vale Urgent Care Clinic, Metropolitan Referral Unit, SALHN Early Pregnancy Unit, SALHN Out Of Hospital service
SALHN GP Surgical Collaborative (5 sessions)	Nov-23 to Sep-24	100 attendees over 5 sessions. GP attendees were from 28 different SALHN practices and a small number located in other catchments.	Face-to-face education and information sharing sessions facilitated by SAPMEA (contracted by GPIU), involving SAPOM teams presenting information for GPs about the services they provide (Hepatobiliary, Ophthalmology, Breast endocrine, Neurosurgery, Plastics). Due to the face to face nature of the sessions, GPs were afforded the opportunity to ask questions of the presenters.
Mental Health Extension of Community Healthcare Outcomes (ECHO) – Series 2 (5 sessions with support from SALHN Mental Health Division and OCP)	Mar-24 to Jul-24	156 registrations including GPs, International Medical Graduates, Medical Officers, non GP specialists, MH clinicians, nurses, paramedics, pharmacists, psychologists, social workers, OTs	5 part Webinar series, to support GPs, primary care and mental health clinicians using internationally recognised Project ECHO methodology facilitated by SAPMEA (local Project ECHO hub contracted by GPIU). The ECHO series aimed to support the work SALHN has committed to under the Equally Well Consensus Statement . <i>Note: Series 1 delivered in 2023 (5 sessions Aug-23 to Dec-23)</i>
SALHN GP registrar Pilot session (in collaboration with the SALHN TMO Unit)	15 October 24	6 GP registrars	Face-to-face session providing education to GP registrars currently employed in SALHN and entering community placement in 2025. The session aimed to introduce the GPIU, form a connection with GPs early in their training and support SALHN as an employer of choice for future GP trainees and further specialist training. <i>Feedback: “100% would recommend it in the future”</i>

1. SALHN Acute Care Webinar 6 August 2024

The GPIU successfully coordinated their first webinar on 6th August 2024. The webinar provided an update relating to the increased demand for SALHN services and further information about alternative acute care options and the navigation of these services. The webinar included an expert panel of guest speakers who provided updates and offered support to GPs to improve patient access.

The webinar was well received by those who attended, with all feedback received being positive in nature. Following the hugely positive feedback regarding the Webinar format for delivery of education sessions, the GPIU will now consider webinars as a method option for future engagement/education opportunities.

‘SALHN GP Acute Care Update’ webinar Tuesday 6th August 2024

- To support GPs in navigating Hospital Avoidance Services
- 39 attendees (80 registrations)
- 21 GPs, 5 practice nurses, 13 other stakeholders (APHN, DHW, SA Health)

Poll Questions....

“ I have gained relevant/valuable learnings that I can apply to my practice”
100% of respondents (14) said YES!

“Following this webinar, I am more likely to contact the OOH Nurses”
86% (12) said Yes! More likely

GUEST SPEAKERS

- **Dr Matthew Wright**
– Co-Director, SALHN Emergency Department
- **Dr Max Adams**
– Clinical Lead, Marion Priority Care Centre and Marion Medicare Urgent Care Clinic
- **Dr Andrew Davids**
– Clinical Director, Morphett Vale Medicare Urgent Care Clinic
- **Peta Woodcock and Kyla Glover**
– Nurse Unit Manager
– Nurse Consultant, Metropolitan Referral Unit
- **Anita Santin**
– Midwifery Unit Manager, SALHN Women’s Assessment Unit, Early Pregnancy Unit
- **Craig Weekley**
– Team Lead, SALHN Out of Hospital Team

Comments from the chat....

“Thanks very helpful Should help fine tune referrals” “Brilliant. Thank you for the information.”

“Such useful Info – Thankyou” “Q1 Yes Q2 Yes Good job! Thank you” “Thanks Mai - appreciate the work the SALHN GPIU is doing.”

2. SALHN GP Clinical Collaborative

A series of six SALHN GP Surgical Collaborative sessions was initiated in a partnership between the SALHN Surgical and Perioperative Medicine (SAPOM) Division and the GPIU. South Australian Postgraduate Medical Education Association (SAPMEA) was contracted to facilitate the face-to-face evening sessions aimed to build partnerships between SALHN and Southern GPs. They provided a forum for specialists and GPs to exchange knowledge, improve referral pathways and foster collaboration.

Session	Number of participants	Would likely change something as a result of the session	Understood appropriate referral pathways for relevant condition
Session 1 19 Sept 23 Hepatobiliary	17	87%	80%
Session 2 17 Oct 23 Ophthalmology	20	88%	84%
Session 3 23 Nov 23 Breast Endocrine	25 (21xGPs, 1xIMG, 3xNurse)	94%	94%
Session 4 23 Jul 24 Neurosurgery	18 (13xGPs, 3xMP 1xPT, 1xNurse)	81%	95%
Session 5 17 Sept 24 Plastics	20 (19 GPs, 1xNurse)	60%	88%
Session 6 TBC	-	-	-
TOTAL to date	100	-	-

Across the initial five sessions there was attendance/representation from 28 General Practices in the SALHN catchment area.

The feedback from both the surgeons and GPs was extremely positive. These sessions are a great step toward fostering closer relationships and collaboration for the benefit of the patients we all serve. Funding for this initiative is not ongoing.

> Feedback from GPs:

“Very informative and interactive” ***“Good to meet the local specialists”***

“I commend the HPB team being happy to receive calls”

“Pitched at the right level for GPs. Not too didactic, but good summaries”

Changes of Practice:

“Make changes to referral pathway” ***“refer with more information”***

“Send relevant information as discussed in slides whilst doing a referral”

“confidence of reassuring patients no referral needed for asymptomatic gallstones or clearly benign cysts”

> Feedback from SALHN non GP specialists:

“The evening was a really lovely opportunity to meet local GPs. There seemed to be good engagement and it was great to have a chat at the end of the formal presentations. The organisation of the evening was great and very well supported by Nhan. We would be happy to do something like this again in the future.”
– SALHN Surgeon

“I think it’s definitely worth continuing. The rapport that we develop with the GPs in the community is priceless. Just as importantly, it gives us an avenue to communicate with them, as SALHN (and our GPs) becomes increasingly more overwhelmed with the patient load, as to how we can best streamline all our workflows – ie enabling all of us to work smarter.” – SALHN Surgeon


3. Mental Health ECHO Series 2

Organised in partnership with SALHN and the Office of Chief Psychiatrist (OCP), the South Australian Postgraduate Medical Education Association (SAPMEA) was contracted to facilitate the Mental Health [ECHO series](#). This GPIU initiative contributed to SALHN’s commitment to the National Mental Health Commission’s Equally Well National Consensus Statement to improve physical health for people living with mental illness. The series was designed to target GPs and SALHN clinicians. The ECHO format was chosen based on earlier feedback. Funding for this initiative is not ongoing.

Series 2 completed in 2024

- Registrations: 156 registrations including GPs, International Medical Graduates (IMGs), Medical Officers, non GP specialists, Mental Health clinicians, nurses, paramedics, pharmacists, psychologists, social workers, and Occupational Therapists

- Topics:



Mental Health ECHO - Series 2
Monthly on Wednesdays
 6:30pm - 7:45pm via Zoom

March 6 - ADHD in adults
 April 10 - ADHD in children
 May 8 - Addiction and substance abuse in trauma and anxiety
 June 5 - Tobacco cessation in mental health population
 July 3 - Mental Health and Physical Health, things we don't often think about

- Series evaluation results:

	STRONGLY DISAGREE	DISAGREE	UNSURE	AGREE	STRONGLY AGREE	TOTAL	WEIGHTED AVERAGE
The didactic presentation met my learning needs	4.44 % (2)	0.00% (0)	2.22% (1)	46.67% (21)	46.67% (21)	45	4.31
The case discussion met my learning needs	4.44 % (2)	0.00% (0)	11.11% (5)	48.89% (22)	35.56% (16)	45	4.11
I have gained relevant and valuable learnings that I can apply to my practice	4.44 % (2)	0.00% (0)	6.67% (3)	40% (18)	48.89% (22)	45	4.29
This ECHO meeting reminded me to provide more attention to the physical health aspects of care for people living with mental illness	4.44 % (2)	8.89% (4)	11.11% (5)	24.44% (11)	51.11% (23)	45	4.09
There was enough opportunity to contribute to the discussion	4.44 % (2)	0.00% (0)	6.67% (3)	51.11% (23)	37.78% (17)	45	4.18
The session duration was appropriate to allow sufficient discussion on the topic and case	4.44 % (2)	2.22% (1)	4.44% (2)	60.00% (27)	28.89% (13)	45	4.07
The selection of panel members was appropriate to provide broad specialist expertise and input	4.44 % (2)	0.00% (0)	2.22% (1)	40.00% (18)	53.33% (24)	45	4.38

For noting - Series 1 was completed in 2023:

- 161 registrations including GPs, IMGs, MOs, non GP specialists, MH clinicians, nurses, paramedics, pharmacists, psychologists, social workers, and occupational therapists.



Mental Health ECHO
Monthly on Wednesdays
 6:30pm - 7:45pm via Zoom

August 30 - Aboriginal and Torres Strait Islander mental health
 September 20 - Perinatal anxiety and depression
 October 25 - Psychotic disorders vs delirium
 November 22 - Youth eating disorders
 December 6 - Psychotropics & cardiometabolic effects

4. Additional education events held in Collaboration with other stakeholders

- > SALHN GP Registrar Pilot Education Session - 15 October 2024 (in collaboration with the SALHN Trainee Medical Officer Unit)

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SALHN GP Registrar Pilot education session 15 October 2024

- Protected education session for General Trainees within SALHN who are registered with RACGP or ACRRM
- Presented topics:
 - GP Integration Unit and alternative care pathways
 - Women's health – Reproductive genetic screening & Obstetrics Shared Care
 - Introduction to MBS billing
- 7 attendees (ED, Rehab, obstetrics & gynaecology)

Feedback

- 100% of attendees would recommend the session!
- 'Wish it could have been longer' 'More sessions and earlier in the training term please'
- Great discussion and questions from the group

Planning for a 2025 program will commence in collaboration with the TMOU



The image shows a slide titled "GP Registrar Education Sessions" with a list of names: Laura Sharley, Kim Omond, Aali Durrang, Emma Young, and Emily O'Callaghan. The slide has a green and white geometric design.

- > SALHN Intern Orientation – Discharge Summary education (10 January 2024) & Patient Safety Workshop, designed to highlight governance procedures and policies within SALHN. The GPIU role is to advocate for the importance of the GP in the patient journey (15 January 2024)

Safety & Quality

Incidents reported via SLS – Nil

Complaints and compliments

The GPIU receives feedback from GPs on a regular basis.

- If feedback relates to patient care, the GP is offered the option to have their feedback sent to the SALHN Consumer Advisory Team. The Consumer Advisory Team and the GPIU have commenced monthly meetings to review GP feedback received by each team to prevent duplication of work/response.
- The GPIU received compliments from GPs relating to both the GPIU and other SALHN services.

GPIU Steering Committee

The GPIU Steering Committee exists to support the planning, operations, and monitoring of the GPIU activities within the endorsed GPIU workplan. The GPIU steering committee reports to the SALHN Chief Executive Officer and APHN Chief Executive Officer.

The Steering Committee has a rotating chair between the SALHN Executive Director, Allied Health and Intermediate Care Services and the APHN Executive Manager Integration. Membership consists of representatives from APHN and SALHN with meetings being held on the following dates during this reporting period:

- > 28/03/2023
- > 26/06/2023
- > 25/09/2023
- > 04/03/2024
- > 03/06/2024
- > 22/10/2024

Minutes of the meetings are stored in the GPIU folder of the Intermediate Care Services Drive

Main Issues/Risks identified

- Increasing enquiries from SALHN GPs about rollout timeframe for E-referrals in SALHN (No go-live available currently).
- Delay in access to outpatient services in SALHN, long waitlists.
- Completion of SALHN inpatient discharge summaries below statewide key performance indicator target.
- Service Co-design with GPs remains challenging, as SALHN does not currently have a framework to support this.

Priorities for December 2024 – June 2025

- Complete Residential Aged Care Home (RACH) GP focus groups – *“Improving the transition of care for people moving from hospital into permanent RACH for the first time”*. On completion of the two-sessions we aim to have mapped out processes, identified challenges and brainstormed possible improvements, which will then be presented to relevant SALHN business units/clinical divisions as suggestions for improvement projects. GPIU is happy to be involved in driving these improvements but cannot progress work without engagement from the Divisions.
- Organise and deliver SALHN GP Education Day – Full day CPD session planned for May/June 2025
- Continue collaboration with the SALHN TMO Unit to expand SALHN GP Registrar education program to four sessions over a year.
- Launch new SALHN GPIU intranet page with resources to support SALHN GP collaboration.
- Develop a one-page resource for navigation of SALHN Mental Health services, for consumers who are known to the community mental health team, to support earlier escalation and sharing of care with GPs, for vulnerable consumers.
- Continue to distribute high quality communications and resources relevant to Southern General Practice Teams.

Appendix A - Endorsed GPIU direction and activity plan (Dec-22 to Jun-25)

Planning workshops were held late 2022 and facilitated by More Space for Light (external provider engaged by APHN) with the GPIU team and representation from Adelaide PHN and SALHN.

These planning activities led to the current GPIU priorities:

- > **Improving GP representation in SALHN** *“Nothing about GPs without GPs”*
- > **Learning how to integrate better across health** *“Identifying the practical steps to provide joined-up care for a specific patient cohort”*
- > **Providing a link between SALHN and General Practice** *“Foundations of the GPIU – Business as usual”*

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Endorsed GPIU direction and activity plan (Dec-22 to Jun-25)		
Outcome	Activity <small>GPIU may be Responsible [R] / Accountable [A] / Consulted [C] / Informed [I]</small> <small>Initial focus activities = ★</small>	Output
Improving GP representation in SALHN <i>“Nothing about GPs without GPs”</i>	<ul style="list-style-type: none"> ★ • Work with APHN and SALHN Consumer and Engagement team to develop a formal “SALHN GP engagement strategy” [C] ★ • Work with APHN and SALHN to formalise paid arrangements for GPs to participate in decision making [C] • Work with APHN and SALHN to define how to evaluate GP experience with SALHN [C] 	<ul style="list-style-type: none"> • SALHN GP engagement strategy • Blueprint to establish (paid) GP reference group • Record of activities involving external GPs • Evaluation framework to evaluate GP experience with SALHN
Learning how to integrate better across health <i>“Identifying the practical steps to provide joined-up care for a specific patient cohort”</i>	<ul style="list-style-type: none"> ★ • Work with SALHN and APHN to identify a shared priority patient cohort, target GP practices and target clinical need [C] • Map patient-centred journey and touchpoints between GP practice and SALHN services [R] • Identify current clinical handover mechanisms and integration gaps [R] • Ensure linkage with relevant APHN projects [C] • Develop solutions to identified gaps [C] • Define and measure patient / clinician (GP) / clinician (SALHN) / system / population health outcomes (“before and after”) [C] 	<ul style="list-style-type: none"> • Process to identify shared priority patient cohort • Map patient-centred journey and touchpoints between GP practice and SALHN services • Identification of integration gaps • Report on patient / clinician (GP) / clinician (SALHN) / system / population health outcomes (“before and after”) • Report on transferable learnings to inform other initiatives and new models of care
Providing a link between SALHN and General Practice <i>“Foundations of the GPIU – Business as usual”</i>	<ul style="list-style-type: none"> ★ • Participate in selected SALHN and state-wide workgroup / projects (e.g. outpatient reform, eReferral, Sunrise Discharge summaries) [R] ★ • Provide updates to SALHN GPs [R] ★ • Liaise with APHN and SALHN to promote the work of the GPIU [C] • Support APHN and SALHN to organise networking / education event(s) with GPs and SALHN Clinicians [A] • Other BAU [A] 	<ul style="list-style-type: none"> • Record of participation in workgroups • Record of GPIU website, newsletters (target ~ 6 / year) and associated traffic numbers • Record of practice visits and attendance • Record of activities promoting GPIU • Record of networking / education events
Activities to handover	<ul style="list-style-type: none"> • Update of Outpatient contact list and clinic webpages • Secure message Delivery Rollout support • Some workgroup / Committee participation (linked to external GP engagement) 	

Appendix B – Sample Key Achievements in previous periods

1. Improving Clinical handover at discharge

- **Electronic delivery of discharge summaries** (DHSA project 2020-2023, with APHN): Apr-23 - 89% SALHN GP practices onboarded (82% state-wide).

GP Feedback

“We are so glad to have the SMD. Our requests for discharge summaries have reduced by approx. 90%.”

- **Other:** Intern and TMO orientation since 2021, working groups for Discharge summary Acronym expansion, intranet Resources page, Dashboard, Inpatient discharge procedure, GP Survey publication (Jun-23 - 150 GPs surveyed); Sunrise EMR Improvement request for discharge summaries (submitted 2021)

2. Improving outpatient navigation

- Consolidated OPD list
- GP referral hotline with OSS
- Statewide OPD [CPC development](#) (since 2021)

3. Improving communication, engagement and relationships

- **GP Communications:** [GPIU Urgent care contact Fact sheet](#) + [GPIU website](#) + [GPIU newsletter](#).

GP Feedback

“Just wanted to thank you for the newsletter. It’s wonderful. Looks like you’re doing a lot of amazing work”.

- **GP Point of contact for queries / feedback**
- **GP Practice visits**
- **GP education sessions:** e.g., Surgical GP Collaborative , MH GP focus group & education sessions with Office of the Chief Psychiatrist

GP Feedback

“Thanks for following that up, it’s great to know that there is a place to give feedback where it can actually be heard!”

- **SALHN GP Forum 31 May 2023**

The SALHN GP Forum was held on the 31st May 2023 as part of the SALHN strategic refresh for 2023-2027. The purpose of this event was to:

- > To provide an opportunity for members of SALHN’s Executive Team and Senior Clinicians to meet with GP-specialists
- > To hear the GP perspective and what matters to GPs
- > To improve how we collaborate on topical issues including the shaping of SALHN’s Strategic Refresh for 2023-2027

Forum included with SALHN Snr staff and 41 GPs from 25 GP practices

The forum identified GP top three priorities being:

- > better outpatient access and transparency
- > better clinical handover
- > closer collaboration with General practice

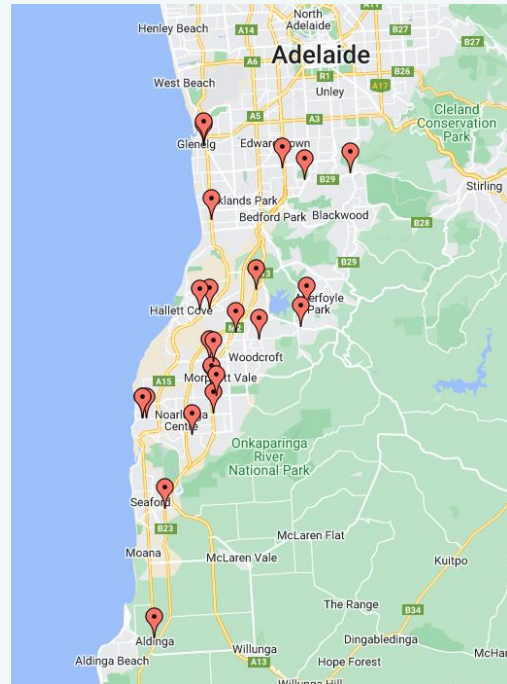
GP Feedback

37 of 41 GPs were either “Extremely satisfied” or “Satisfied” with the event. Sample GP feedback below:

Great Thanks!	Thank you for the opportunity to give feedback - it makes me feel valued
Good value Well organised and ran smoothly	Excellent session, thank you!
	Great event, not enough discussion time!

Modalities for future GP engagement

- 100% of GPs present would consider being involved with future SALHN activities, with preference for face-to-face meetings on a weekday evening.
- Top 3 to GPs when considering attending an event were Topic/presenters, CPD points, Remuneration.
- Preference for updates was via GPIU newsletter (65%), Email (62.50%), Practice visit (35%)



Map demonstrates practice of attendees

If you require any further information please visit:
sahealth.sa.gov.au/SALHN



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and endorsed by consumers.

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