

# Annual General Meeting 29 November 2017

Andrew Knight, Chair

# Vision, Mission and Values

## Our Mission

Empower local general practice and other healthcare professionals to deliver high quality, accessible and integrated primary healthcare that meets the needs of our community.

## Our Vision

Improved health for the people in our community.

## Our Values

- Respect
- Ethical Practice
- Quality
- Collaboration
- Continuous Improvement

# Strategic Plan 2016 - 2019

## Our Strategic Objectives and Planned Strategies

### OUR VISION

Improved health for the people in our community

### OUR MISSION

Empower general practice and other healthcare professionals ...

... to deliver high-quality, accessible and integrated primary healthcare ...

... that meets the needs of our community

### OUR VALUES

- Respect,
- Ethical Practice,
- Quality,
- Collaboration,
- Continuous Improvement

#### 1 Increased capacity and influence of Primary Care

- 1.1 Develop strong engagement with primary healthcare providers to inform and shape healthcare priorities and improvement
- 1.2 Support the development of clinical leaders and champions and enable peer to peer networking and learning
- 1.3 Identify, build and strengthen partnerships with key stakeholders and influencers in the health and non-health sectors
- 1.4 Support the development of a skilled and sustainable local primary healthcare workforce

#### 2 A culture of quality improvement and outcome focus established

- 2.1 Collaborate with general practice to facilitate data driven quality improvement
- 2.2 Support primary health care providers to implement models of care that reflect best practice
- 2.3 Monitor and evaluate activities on an outcomes basis
- 2.4 Develop partnerships to enable primary healthcare research

#### 3 Coordinated services within and across sectors

- 3.1 Create opportunities for primary and acute care to work together to improve the healthcare journey
- 3.2 Design solutions / collaborate with others to improve access to appropriate healthcare
- 3.3 Support the uptake of digital health to improve continuity of care
- 3.4 Promote team based approaches to care

#### 4 Consumers engaged in all we do and a demonstrated focus on communities with greatest need

- 4.1 Establish safe and appropriate mechanisms to enhance consumer and community participation and influence in the work of our organisation, local primary healthcare services and the patient healthcare journey
- 4.2 Target commissioning activity to improve health equity and address prioritised local health needs

#### 5 Excellence in governance, systems and staff

- 5.1 Embed corporate and clinical governance systems that reflect best practice
- 5.2 Implement business systems that enhance operational efficiency and organisational improvement.
- 5.3 Adopt quality commissioning principles and processes
- 5.4 Recruit and support a skilled, valued and culturally safe workforce

#### 6 Growth in organisational sustainability & impact

- 6.1 Increase revenue diversity and build organisational equity to further our vision and enable financial sustainability.
- 6.2 Foster innovation
- 6.3 Share our research and learning's and promote our achievements

### GUIDING PRINCIPLES FOR OUR WORK

- A continuing effective relationship between a patient and their preferred primary care provider.
- A care model that ensures people receive the right care in the right place at the right time.

# Member Organisations

- Allied Health Professions Australia
- Australian Primary Health Care Nurses Association
- Blue Mountains GP Network
- Lithgow City Council
- Nepean GP Network
- Western Sydney Regional Organisation of Councils

# Our workforce & region



## Towns with high level of disadvantage

- St Marys
- Kingswood
- Cranebrook
- Katoomba
- Bowenfels
- Lithgow



**145**  
PRACTICE  
NURSES

**2.7 MILLION**  
CONSULTATIONS EACH YEAR  
with GPs and specialists at a cost of  
**\$142 MILLION**



**448**

GPs  
& training  
registrars

This means in our  
region we have  
**1 fulltime GP per  
1,196 people**

85% of adults visit a GP  
each year

16.5% see their GP 11+ times  
each year, the highest visitation rate  
of all similar regions

92.9% of GP consults are  
**bulk-billed** the highest of all  
similar regions



over **1,200**  
ALLIED HEALTH  
PROFESSIONALS



over **800**  
GP & Allied Health  
PRACTICES



# Highlights 2016-2017 FY



# Drug & Alcohol and Mental Health

- **Nine new Drug & Alcohol Services commissioned** in our region including 2 Aboriginal specific services guided by our AOD& MH Aboriginal Advisory Committee
- Poche Centre for Indigenous Health (University of Sydney) commissioned to **develop skilled MH & AOD Aboriginal workforce** through supported cadetships and scholarships
- Commissioned **drug & alcohol and mental health education and training** for health care professionals
- **Funded over 26,000 mental health consultations** via contracts with local providers through the ATAPS, Partners in Recovery and Mental Health Nursing Program
- Took over **funding of headspace Penrith and headspace Youth Early Psychosis Prevention Services** with continuity of contract with Parramatta Mission
- Continued to update the **online Mental Health Navigation Tool** created in collaboration with mental health consumers, carers and the community with over 44,000 page views this year





# Aboriginal Health

- **Supported 315 Aboriginal clients manage their chronic health conditions** through the Closing the Gap program care coordinators, Aboriginal outreach workers & funding for specialists, allied health, transport & equipment
- **Transitioned Closing the Gap program** in May 2017 with continuity of staff
- **Cultural safety training** for practices –70 practices registered for Indigenous Practice Incentive Program
- Worked with Aboriginal community to improve access to mainstream primary care including **supporting over 40 cultural & networking events**
- Finalised **Healthy for Life Program** in March with funding now provided by the Commonwealth to Wellington Aboriginal Corporation for the program
- Commissioned Aboriginal Community worker to support breast screening uptake in Lithgow resulting in **15% improvement in Aboriginal & Torres Strait Islander women breast screening rates**
- Commenced development of organisational **Reconciliation Action Plan**



97.5% of  
Aboriginal  
children in our  
region are fully  
immunised by  
age 5 (> national  
average)



# My Health Record opt-out trial

One of two MHR opt-out sites nationally.

Promoted uptake of My Health Record to healthcare providers & consumers.

Highlights include:

- 98% residents now have a MHR
- # computerised general practices registered to participate in MHR increased from 40% to 80%
- # computerised general practices uploading shared health summaries to MHR increase from 15% to 70%
- ~800% increase in # hospital discharge summary uploads to MHR
- Significant increase in pharmacy dispense records uploaded to MHR
- Provided learnings and expertise for upcoming national roll out of MHR



# Workforce & Practice Support

- Directly provided or commissioned **21,500 after hours GP consultations** in the region through clinics and deputising services
- Helped **recruit 5 GPs**, 5 practice nurses, 14 practice administrative staff and 6 allied health professionals
- Over **1,100 patient attendances through our specialist outreach clinics** – The services provide priority access for Aboriginal patients and include paediatric, psychiatry, speech pathology
- Established a fortnightly bulk-billed multi-disciplinary **diabetes clinic in Windsor** with an endocrinologist and educator in response to a lack of specialist diabetes services in the Hawkesbury area
- **56 CPD events** were held with over 1,000 attendees
- **1,458 practice support activities** provided to 132 practices across our region

*“NBMPHN was exceptionally supportive when our practice recently undertook reaccreditation.*

*Georgina provided me with enough information on how to access data required and how to format notes. Georgina was a great reference source for our recent accreditation.*

*In fact, all the PHN staff we deal with have been very polite and helpful.”*

*Lakes Drive Family Practice,  
Glenmore Park*

# Quality and system improvement

- Over 40% of our general practices participating in **data quality improvement program**
- 15 general practices participating in the **COPD collaborative** to support better management of COPD patients in the community
- 18 general practices participating in the **Cancer Screening Quality Improvement Initiative**
- **HealthPathways** development underway jointly with NBMLHD with live launch of 45 pathways on 30 Nov 2017. This is a collaborative approach to the co-design of clinical information and referral options between GPs and secondary care specialists in our region.
- Established a **GP Orthopaedics Advice line linking GPs and specialists**
- Announced as a **Health Care Home phase 1** roll out site which commences Dec 2017

*"The GP Orthopaedic Advice Line is invaluable. It's really great to have a source of specialist advice at your fingertips – only a phone call away. The patients benefit too because when I've used the Line, in about 50% of cases, patients can be cared for by me without the need to go to hospital or to a specialist."*

**Dr Jennifer Daws, Balance Health Clinic Springwood**

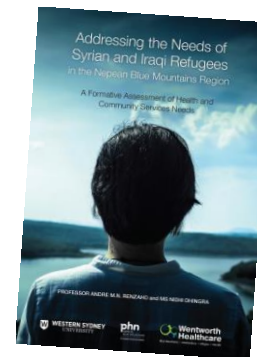
# Advisory Committees

- Advisory Committees reporting to Board:
  - Clinical Council - multidisciplinary
  - Joint PHN/LHD Community Advisory Committee – supported by 4 LGA based consumer working groups
  - GP Advisory Committee
  - Allied Health Stakeholder Group
- Numerous program advisory committees and active Mental Health Consumer and Carer Committee
- More than 30 health consumer and community representatives guide our work
- 11% of GPs in the region (48) are engaged formally with WHL in an advisory or leadership capacity



# Reports, Research & Promotion

- Published public '**Needs Assessment**' report which documents the basis of our health service planning
- **Peer review publications** on joint Nepean Blue Mountains PHN and LHD consumer strategy in Aust J Primary Health and on cancer service evaluation in Australian Journal of Primary Health
- Commissioned and/or partnered in several **research and evaluation activities** with Western Sydney University in the areas of refugee health, diabetes and cancer screening
- Delivered numerous **conference presentations** and posters including on MHR, mental health and cancer screening
- More than 50 mentions in the media, commenced a new electronic PHN bulletin for our stakeholders and introduced the #CEOdesk – a blog that provides regular, topical news from the CEO





# Thank you

## Board of Wentworth Healthcare

Dr Andrew Knight (Chair)  
Ms Gabrielle Armstrong  
Ms Diana Aspinall  
Mr Paul Brennan  
Ms Jillian Harrington  
Dr Shiva Prakash  
Dr Tony Rombola  
Mr Tony Thirlwell  
Mr Bruce Turner

