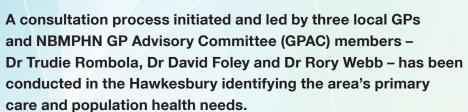
Hawkesbury GP Consultation Snapshot



During the consultation process from September 2016 to March 2017, all 25 Hawkesbury Practices were contacted, with 21 visited and half (41) of the area's GPs directly consulted. The *Hawkesbury GP Consultation Feedback Report* presents the full findings, answers to GP queries and avenues for further support.

Visit: www.nbmphn.com.au/HawkesburyConsultation2017

Key results:

Eight key areas of need emerged from the consultations, including five outlined below:



Building General Practice Services and Systems

More than **one quarter** of GPs raised issues relating to integration and application of technology within their Practices.



Workforce needs of General Practice

More than **one third** mentioned recruitment, training and the retention of staff as significant issues.



Acute care services including communication with the hospital

50 per cent raised issues such as their need for local hospital outpatient services, electronic discharge summaries and access to local specialists and services.



Mental health

50 per cent felt that mental health access and support services were insufficient to meet the needs of patients within their Practices.



Care and support for vulnerable patients

Almost **three quarters** recognised vulnerable groups within their region requiring better primary healthcare support including the elderly, the very young, those without transport and those in financial difficulties.







Highlights from the GP interviews

Networking opportunities for GPs and specialists

Support provided by NBMPHN

"A PHN visitor came and explained about (low) bowel screening uptake (in the Hawkesbury region). This was helpful and a good motivator. Short, focussed visits like this are good."

"I need better support for my patients to get connected to the NDIS."

Gaps in services for patients within the community setting

people on low incomes."

"There are lots of young mums with unplanned pregnancies - there's a role for the GP in school education.''

"A late night pharmacy is needed."

Other member ideas/feedback:

Digital Health

GPs asked for support with:

- My Health Record including increasing capacity to upload radiology scans and pathology results
- Clinical software options and advice
- · New technologies

Workforce capacity

To help improve their work-life balance, GPs asked for support with:

- Hiring locums to enable time off for holidays
- Transition planning including Practice expansion or amalgamation

Hospital Services and Communication

Needs expressed by GPs included:

- Electronic discharge summaries from Hawkesbury Hospital
- Local public paediatric services to cope with the demand, especially in the areas of speech pathology and audiometry
- Access to local infection diseases and immunology clinic/specialist
- Hawkesbury Hospital services including a fracture clinic, outpatient services, a public diabetic clinic and dialysis services



The PHN always welcomes input from the GPs in our region. You can do this online at: www.nbmphn.com.au/GP-involvement

Next steps

The valuable GP feedback has helped to:

- Provide ideas for improving the delivery of patient care through the health continuum of General Practice, hospital and community settings
- Identify gaps in services for patients
- Enhance the ability of GPAC's Hawkesbury members to effectively represent the local GP community, through learning more about GPs' opinions, issues and possible solutions

Full report: www.nbmphn.com.au/HawkesburyConsultation2017