

*Building one world class health system for the Gold Coast*

# Gold Coast Primary Health Network **ANNUAL REPORT** **2022 - 2023**



**phn**  
GOLD COAST

An Australian Government Initiative

## SUICIDE PREVENTION

### GOLD COAST COMMUNITY PATHWAY

This service is a key initiative under the Suicide Prevention Community Action Plan which was developed through an extensive co-design process with stakeholders, including people with lived experience. After completing a review in 2023, the service was extended until June 30 2023 with several enhancements to the model including increased FTE, community development strategy, increased geographical reach across entire Gold Coast and increased service duration to average of 8 weeks.

approximately  
**290**  
people

have been supported through the Community Suicide Prevention Service since late 2020.

**67%**  
of clients

experienced significant improvement after receiving non-clinical support.

**0%**  
of clients

experienced deterioration after receiving non-clinical support.

**\$643K**  
2022/23 to 2024/25

is the new Commonwealth investment in suicide prevention initiatives for the next two years.

approximately  
**1954**  
people

have been supported through this suicide prevention service between June 2020 to June 2023.



The program is effective at:

- Reducing suicidal ideation,
- Reducing psychological distress,
- Improving well-being.

approximately  
**\$1.1M**  
expansion

will be supported by the Commonwealth and Queensland Health to June 2026.

approximately  
**\$6.1M**  
investment

from 2022/23 to 2025/26 for The Way Back Support Service.

## UNIVERSAL AFTERCARE

### THE WAY BACK SUPPORT SERVICE

The Way Back Support Service (TWBSS) was created as part of the Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drugs to provide practical support to those who have attempted suicide or had a suicidal crisis. In 2023, Bi-lateral agreement and Universal Aftercare expansion deeds were received from QLD Health and DoHAC. These deeds support substantial funding increase for TWBSS in FY 2023/24, 2024/25 and 2025/26.

## CHRONIC DISEASE

### TURNING PAIN INTO GAIN PROGRAM

Persistent Pain Program is a multidisciplinary care approach supporting people who live with chronic pain. Identified through GCPHN's Health Needs Assessment, persistent pain is a significant burden of disease issue. The evaluation shows that participants had significant improvements in their quality of life.

**1543**  
people

have been supported between July 2020 and December 2022.

**50%**  
reduction

in pain severity was recorded in the patient evaluation.

**30%**  
reduction

in risk of future disability and psychological distress was identified through evaluation.

**\$1.4M**  
over 5 years

has been spent on the Persistent Pain program.

**5.2%**  
increase

participating practices increased their influenza immunisation rates in people aged 65 and over.

**12 & 1**  
Hospitalisations & Death

were potentially prevented as a result of the QI activity.



confirmed the GCPHN QI model improved their confidence in performing QI activities and achieving goals.

**8**  
nurses

were granted Nurse Immunisation Scholarships funded by GCPHN.

## INFLUENZA IMMUNISATION

### QUALITY IMPROVEMENT

Influenza Immunisation Quality Improvement (QI) activity took place from March to October 2022 with the aim of improving influenza immunisation rates. 24 Practices supported by a QI Project Officer performed better than non participating practices.

**254**  
people

have been supported through the Care Finder Program since service commencement in January 2023.

**53%**  
of service

delivery occurs face-to-face and more time is required building rapport than any other service activity.



providers are working with community services to improve understanding of aged care services and how to access them.

approximately  
**\$5M**

invested over the period of two and a half years.

## CARE FINDER PROGRAM

### INTENSIVE SUPPORT FOR OLDER AUSTRALIANS

Formed in response to the recommendations of the Royal Commission, the Care Finder Program was developed to support improved integration between health, aged care, and other systems, at a local level. The Care Finder Program assists vulnerable older people, who have no one else to assist them and require intensive support, to interact with My Aged Care, access aged care services, and other relevant supports.



# ANNUAL REPORT JULY 2022 - JUNE 2023

About Gold Coast Primary Health Network.....	4
Our Vision, Strategic Goals, Values, Quadruple Aim.....	5
Our Strategic Framework.....	6

Average Day on the Gold Coast.....	7
Gold Coast Health Profile.....	8
Our Board & Advisory Bodies.....	9
CEO & Board Chair Reports.....	10
Reconciliation Action Plan.....	11

## PROJECTS AND PROGRAMS

<b>Mental Health, Suicide Prevention and Alcohol and Other Drugs.....</b>	<b>12</b>
• Joint Regional Plan	
• Mental Health Funded Services	
• Referral to Services	
<i>Low Intensity Service.....</i>	<i>13</i>
• NewAccess	
<i>Engagement Support.....</i>	<i>14</i>
• Community Pathway Connector	
• After Hours Safe Space	
<i>Moderate Intensity Service.....</i>	<i>15</i>
• Supporting Minds	
<i>High Intensity Services.....</i>	<i>16</i>
• The Psychosocial Support Program	
• Clinical Care Coordination	
<i>Child and Youth Mental Health &amp; Alcohol and Other Drugs Services.....</i>	<i>17</i>
• headspace Primary	
• headspace Early Psychosis	
• The Lighthouse Program	
• Youth AOD Outreach Programs	
• Other AOD Programs	
<i>Suicide Prevention.....</i>	<i>18</i>
• The Way Back Support Program	
• Gold Coast Community Support Program	
<i>Alcohol and Other Drugs.....</i>	<i>19</i>
• AOD Services for Lives Well Lived	
• First Step Treatment Approach	

<b>Aged Care.....</b>	<b>20</b>
<i>Psychological Services in Residential Aged Care Homes.....</i>	<i>20</i>
<i>Advance Care Planning.....</i>	<i>20</i>
<i>Palliative Care.....</i>	<i>21</i>
• Specialist Palliative Care in Aged Program (SPACE)	
• Program of Experience in Palliative Approach (PEPA)	
<i>The Care Finder Program.....</i>	<i>22</i>
<i>Dementia Pathways.....</i>	<i>22</i>
<i>RACH Telehealth Program.....</i>	<i>23</i>
<i>Sub-Acute Pain Program.....</i>	<i>24</i>
<i>Early Intervention Program.....</i>	<i>24</i>
<b>Practice Support.....</b>	<b>25</b>
<i>Strengthening Medicare Primary Sense.....</i>	<i>26</i>
<i>Quality Improvement.....</i>	<i>27</i>
<i>COVID-19 Response.....</i>	<i>28</i>
<i>Digital Health.....</i>	<i>28</i>
<i>My Health Record.....</i>	<i>28</i>
<b>Clinical Placements.....</b>	<b>29</b>
<b>Disaster Management.....</b>	<b>30</b>
<b>A Year at the Gold Coast Primary Health Network.....</b>	<b>31</b>

# ABOUT GOLD COAST PRIMARY HEALTH NETWORK

## WHO WE ARE

The Gold Coast Primary Health Network is an independent, not-for-profit company, established by the Australian Government to identify the health needs of the local community to improve primary healthcare services. We work closely with the acute, primary, public, private and non-government healthcare sector, diverse groups and the community. Together we are building 'one world class health system for the Gold Coast' to improve the efficiency and effectiveness of our primary care system, ensuring it meets local needs.

## WHAT WE DO

We aim to improve health services for residents by:

- Leading the development of a needs assessment that identifies the health needs of local residents and service issues within our local system, then designing solutions to meet those needs. This includes the assessment, planning and establishment of new health services.
- Funding health organisations to provide local health services across a range of areas including mental health, alcohol and other drugs, aged and palliative care, persistent pain, suicide prevention, cancer screening, immunisation, improving Aboriginal and Torres Strait Islander health and supporting general practices in quality improvement.
- Helping the health system work better together for patients and their families. This includes supporting health professionals including general practitioners, to improve the quality of patient care.





## OUR VISION

'Building one world class health system for the Gold Coast'



## OUR STRATEGIC GOALS

- Improve coordination of care to ensure patients receive the right care, at the right place, at the right time, and by the right person.
- Increase the efficiency and effectiveness of health services for patients, particularly those at risk of poor outcomes.
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system
- Be a high-performing, efficient and accountable organisation.

## OUR VALUES



**SUSTAINABLE**  
*Efficient, Effective, Viable*



**COLLABORATIVE**  
*Partnerships, Integrated, Engaged*



**INNOVATIVE**  
*Flexible, Pioneering, Evolutionary*



**ACCOUNTABLE**  
*Respect, Responsible, Outcomes*



**EVIDENCE-BASED**  
*Research, Documenting, Transparent*



**INFLUENTIAL**  
*Visible, Valued, Courageous*

# OUR STRATEGIC FRAMEWORK



To ensure people receive the right care at the right place at the right time by the right person



Of medical services particularly for those at risk of poor health outcomes



Actively engage and advocate for general practice and other stakeholders to facilitate improvement in our local health systems



6

Operate as a high performing, efficient and accountable organisation

## STRATEGIES

Collaborate with stakeholders and partners to develop innovative evidence based models of care for identified health needs.

Provide leadership and influence through partnerships and alliances to improve the coordination of care.

With partners, increase the breadth and depth of information in the Health Needs Assessment to inform joint planning and investment, to better integrate and coordinate commissioned services.

Develop and support disaster response capabilities in primary health care.

## STRATEGIES

Develop a comprehensive, high performing primary health care sector that enables the person centred medical home model.

Develop a digital health strategy that drives value and quality improvement across primary and secondary care to improve health outcomes for people.

Drive better health outcomes and value in healthcare by supporting general practices to use advanced data analytics such as Primary Sense and Primary Health Insights.

Provide professional development and quality improvement programs to support digital transformation within general practice teams (and in time the broader primary care sector) including improving data analytics, use of decision support tools, risk stratification, My Health Record, secure electronic messaging Health pathways and smart referrals.

Foster participatory health towards achieving outcomes that matter to our community.

## STRATEGIES

Support the development of the primary care workforce and change management in the sector.

Work towards developing and incorporating consumer outcomes and Patient Reported Measures into service contracts.

Work with training providers to better deliver education opportunities including using digital formats with an emphasis on priority health needs and quality practice.

Be a trusted source of information in the sector through developing, sharing and promoting.

Accurately curated information to ensure general practice, the primary care sector and other stakeholders receive concise, practical, and timely information to inform their operations.

Provide strategic and policy advice to stakeholders including state and federal government, advocating for a high performing primary care sector.

## STRATEGIES

Establishing efficient, accountable, and effective governance and commissioning systems.

Support and develop flexible, agile teams to align with core purpose and contemporary workplace operations and management best practice.

Monitor and measure performance against the quadruple aim of better health outcomes, improved patient experience, improved provider experience and reducing costs of services.

# AN AVERAGE DAY ON THE GOLD COAST

19

People are born  
10 people die



1,638

Visits are made to  
a general practitioner



508

People present to Gold Coast  
University and Robina Hospital  
Emergency Department  
(excluding viral infection)



12

People are diagnosed with cancer

4

People die of cancer (lung,  
colorectal, prostate, pancreatic, breast  
or cancer of unknown or ill-defined  
primary site)

164

People participate in the national  
bowel cancer screening program  
(aged 50 - 74)

253

People participate in BreastScreen  
Australia (aged 50-74)

480

People participate in the national  
cervical screening program  
(aged 25 - 74)

63



People are hospitalised at  
Gold Coast University and  
Robina Hospitals which  
potentially could have been  
prevented by timely adequate  
healthcare in the community





# THE HEALTH PROFILE OF THE GOLD COAST

**857**

General Practitioners

**210**

General Practices

**80.5%**

of adults saw a GP  
in the last 12 months

**39**

is the median age  
of residents

**83**

is the average  
life expectancy

**640,778**

residents live in our region

Males	311,152
Females	329,627
Aged 0-14	112,672
Aged 15-24	77,240
Aged 25-44	174,546
Aged 45-64	161,960
Aged 65+	114,349

**12,724**

residents identify as  
Aboriginal and Torres  
Strait Islander people

**86,196**

residents use a  
language other than  
English at home

**89.3%**

of people over 45 assessed  
their health as excellent,  
very good or good

**39.6%**

of adults who reported having  
at least one long-term  
health condition

**33.1%**

of adults saw a specialist  
in the last 12 months

**13.2%**

of adults admitted to  
hospital in the last 12 months

**3,042,220**

number of GPs services provided face-to-face

**675,725**

number of GPs services provided via telehealth



# OUR BOARD



**Top row, left to right:** Dr Lisa Beecham (*Board Chair*), Dr Ka-Kui Cheung (*Deputy Board Chair*), Dr Roger Halliwell, Victoria Beedle, Damian Green.  
**Bottom row, left to right:** Alison Ewens, Laurence West, Kieran Chilcott (*Retired November 2022*).

## COMMUNITY ADVISORY COUNCIL

The Gold Coast Primary Health Network Community Advisory Council is an influential body that ensures the decisions, investments and innovations of GCPHN are person-centred, cost-effective, locally relevant, and aligned to local care experiences and expectations. Its membership reflects the broader Gold Coast community and includes people from different backgrounds, education levels, experiences, and areas of the Gold Coast.



## CLINICAL COUNCIL

The Gold Coast Primary Health Network Clinical Council plays a critical role by providing clinical advice to the Board, to assist in future decision making. The Council meets quarterly and its membership includes experienced local health professionals of general practices, specialists, and allied health providers.



## COLLABORATION

Given our long-standing work on the Gold Coast, we have close relationships with the hospital and health sector, universities, health consumers, general practices and local residents. This ensures that we are meeting the health needs of the local community and working together to provide the right care, at the right place, at the right time, and by the right person.



# CEO & BOARD CHAIR REPORTS



## MATT CARRODUS - CEO

Our strategic plan continues to be developed and implemented, with our vision to *'Build one world class health system for the Gold Coast'*. In 2022/23, this involved a broad range of activities, which are detailed in this report. In the Mental Health commissioning space, GCPHN undertook an extensive and successful redesign of the Psychological Support Program to address vulnerable populations missing out on appropriate Services. The Care Finder Program has made a big impact on vulnerable older people who don't have anyone at home to help them navigate health, aged care, and community services.

Early Intervention and Healthy Ageing Programs are keeping people healthy in the community, delaying entry into aged care services, while telehealth in Residential Aged Care Homes provides remote and after-hours access to GPs and avoiding unnecessary hospital admissions. GCPHN's practice support team rated extremely highly in a survey of Gold Coast GPs, which is great validation of the team's tireless commitment to supporting general practices. We expect the next year to present new challenges, with the full introduction of the My Medicare initiative, greater pressure on all services, and pressures on the primary care workforce, particularly general practitioners, mental health, and other primary care workers, as demand increases, and the workforce capacity reduces. A tight fiscal environment will challenge us to maintain service levels and standards. I want to acknowledge our dedicated staff who have worked hard to support healthcare providers and successfully implement new programs to meet community needs.



## DR LISA BEECHAM - BOARD CHAIR

It has been an honour to take over the Chair role this year for GCPHN and strive to improve health outcomes for all Gold Coast residents. The small team at GCPHN has worked hard to deliver some notable successes in 2022/23. GCPHN organised a range of education events for primary healthcare providers, attended by 754 participants. GCPHN has played an instrumental role in informing general practices about the commencement of My Medicare including the formation of a new governance group, hosting events for GPs and practice staff attended by 55 general practices, and developing Continuous Quality Improvement toolkits.

Primary Sense, the population health desktop app pioneered on the Gold Coast, was updated to enable identification of patients who would benefit most from voluntary patient enrolment. It has also been shown that Primary Sense point of care prompts led to 40 per cent more influenza immunisations for our most at-risk patients. To assist with building capacity of the future work force, GCPHN has co-ordinated 650 medical and nursing students clinical placements with general practices in the last 12 months. The success of the Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drugs has translated into a successful After Hours Safe Space (AHSS), Head to Health phone line for assessment and referrals, Lives Lived Well (LLW) continuing to deliver AODS services, and psychosocial programs leading to improved mental health outcomes.



# GCPHN RECONCILIATION ACTION PLAN

**Gold Coast Primary Health Network (GCPHN) embraces and celebrates the rich culture and heritage established by our First Nations People. We respect and pay tribute to the memories, traditions and culture that continue to enrich the Yugambeh Language region of the Gold Coast.**

To affirm our commitment to reconciliation, in 2022/23, GCPHN embarked on a journey to improve our Reconciliation Action Plan (RAP). In March 2023, GCPHN launched a refreshed RAP commitment towards reconciliation for the Traditional Custodians of the Gold Coast region. The refreshed RAP highlights our sustainable and strategic advancement towards reconciliation that is intertwined throughout our core organisational objectives.

As a company and collective of individuals, we are committed to building one world-class healthcare system. We strive for greater equity in health, social and emotional well-being outcomes for all, including Aboriginal and Torres Strait Islander people. In 2023, we successfully supported an intern from the Career Trackers Indigenous Internship Program, highlighting our commitment to supporting economic equity and workforce opportunities.

Through the GCPHN RAP Committee and consultation with GCPHN staff, the refreshed 'Innovate RAP' for 2023-2025 has focused on greater accountability and direction. The RAP launch event invited staff, advisory groups, board members and external stakeholders to celebrate reconciliation through art, storytelling and an official Welcome to Country. The artwork created by staff that demonstrates our commitment to reconciliation is now displayed in the GCPHN meeting room as an enduring reminder of our values and commitment.

GCPHN's internal work culture has supported reconciliation through increased visibility and engagement. One key example of this achievement is our Employee of the Month gifts, which are sourced from First Nations suppliers and feature First Nations artwork. To support workplace culture and embedding reconciliation, GCPHN has taken opportunities to promote reconciliation internally and through our communication channels. For example, GCPHN hosted a highly successful National Reconciliation Week Trivia event, with positive feedback regarding the social engagement and cultural learning aspects.

Externally, GCPHN is promoting reconciliation through our sphere of influence by commissioning culturally appropriate services and by supporting reconciliation activities and education opportunities for our external providers. We achieve this through funding and promoting of workforce resources, cultural awareness training, and other local opportunities. This year, our commissioned services were identified for their work in reconciliation as finalists in the Qld Reconciliation Awards.



# MENTAL HEALTH & ALCOHOL AND OTHER DRUGS SERVICES

## SUCCESSSES

- Improved transition of care for AOD inpatients at Gold Coast Hospital to community based residential treatment.
- Identifying needs and gaps in the service system for people with eating disorders.
- Endorsement of a GP Psychiatry Line for the Gold Coast region (service commencement in July 2023).
- Improved consumer referral and triage management.
- Support for Gold Coast Health's establishment of the Head to Health Kids hub.
- Supporting consumers with the application for NDIS packages.

## JOINT REGIONAL PLAN

The Joint Regional Plan for Mental Health, Suicide Prevention and Alcohol and Other Drugs, released in 2020, is a roadmap that delivers a shared vision that Gold Coast residents can live life with meaning and purpose within a compassionate, connected and diverse community. We are now developing the next iteration of the plan for 2024 and beyond with Gold Coast Health, Queensland Health, and key regional stakeholders, to build on the progress we have made over the past 3 years. A key piece of work that we are currently undertaking as part of the Joint Regional Plan is research into options for service providers to base their services in the Northern Gold Coast region to meet growing demand.



A Joint Regional Plan for Mental Health, Suicide Prevention,  
Alcohol and Other Drug Services in the Gold Coast region



Gold Coast Health



## MENTAL HEALTH FUNDED SERVICES

The GCPHN commissioned a range of low, moderate and high intensity mental health services over the past year. A key focus for service design and commissioning of these services was to ensure patients receive the level of support that matches their needs and avoids under or over servicing. A key outcome of our service commissioning is to ensure that services are provided to people in the community who need them most.

## REFERRAL TO SERVICES

### HEAD TO HEALTH

The first point of contact for someone requiring mental health support on the Gold Coast is the Head to Health Assessment and Referral Phone Service. This service aims to refer people to the most appropriate service for their needs. The Head to Health Assessment and Referral Phone Service is operated by Primary and Community Care Services (PCCS). And over the last 12 months, the service received contacts 3,635 times via phone, fax, email and walk-ins. Of those 2,290 became clients and 957 were provided with supportive information relevant to their needs and enquiry.

Over the past year, Head to Health Assessment and Referral Phone Service worked in close partnership with Gold Coast Health, Mental Health Access Line (MHCALL) and the Gold Coast Health Child and Youth Referral and Triage service to improve consumer referral and triage management.

*"Thanks for your time and consideration and I appreciate your call. I felt special and valued. You're very warm and comforting and I actually feel weight off my shoulders."*

**- Participant**

## LOW INTENSITY SERVICES


Low intensity mental health services are psychological interventions for people experiencing or at risk of developing mild mental illness.

### NEWACCESS

The NewAccess service saw 315 clients in 2022/23, with more than 61 per cent of them reporting they experienced significant improvement in their symptoms of depression and anxiety after completing the six sessions in the program. This service is available to anyone in the Gold Coast community over the age of 12, and provides techniques to people to help them manage everyday life stressors such as work, study, relationships, health and/or loneliness.


*“Before doing NewAccess, I felt like nothing was OK, everything was falling apart and it was never going to be OK. I didn’t know what to expect but my coach supported me to analyse my anxious thoughts and to challenge their reality through experiments. I’ve now got a puppy and have been going to puppy pre-school. This is a social thing I never would have done before NewAccess. I’ve been talking to people there and making friends. It’s been exciting.”*

- Participant



**GCPHN Funded Services: Mental Health**

More information about these services  
can be found at [www.GCPHN.org.au](http://www.GCPHN.org.au)



Gold Coast Primary Health Network has commissioned these free services to ensure availability across all levels of the stepped care model. If you have any questions, you can directly contact the service providers or Head to Health (refer below).

# HEAD TO HEALTH

1800 595 212

Mental health assessment and referral service for consumers, their families, carers, GPs and health professionals. Monday to Friday 8.30am – 5pm (excluding public holidays)

NEED	SELF-MANAGEMENT	LOW TO MODERATE SERVICE INTENSITY			MODERATE SERVICE INTENSITY			HIGH SERVICE INTENSITY		
SERVICE	Kalwun Social Health   07 5526 1112   Social and emotional well-being support for Aboriginal and Torres Strait Islander people who are struggling with their mental health or alcohol and other drugs.									
TARGET AUDIENCE	People of all ages at risk of or with emerging mental health needs.	People 12 years and older who are finding it hard to manage life stress.	Young people 12-25 years with emerging mental health needs.	Older people living in Residential Aged Care Homes experiencing mild depression or anxiety and those having trouble adjusting to changes or coping with loss.	People 16-65 years who have a current health care/pension card and experiencing their environment as highly stressful due to one or more situational factors (exceptions for people who are experiencing financial distress).	People 12-65 years who have a current health care/pension card and identify as LGBTIQAP+ or questioning their gender (exceptions for people who are experiencing financial distress).	Indigenous children and young people 0 – 19 years who are in a kinship or foster care arrangement who present with mild to moderate symptoms.	Young people 12-18 years with severe and/or complex mental health needs.	Young people 12-25 years at risk of or experiencing a first episode of psychosis.	Adults 18 years and older who experience the impacts of severe mental illness and who are not currently case managed or accessing Gold Coast Health mental health services.
DESCRIPTION	Website that brings together apps, online programs, online forums, and phone services, as well as a range of digital information resources.	A mental health coaching program, designed to provide accessible, quality structured psychological therapy services. People can access six coaching sessions delivered over the phone, via Skype or in person by trained mental health coaches.	An accessible ‘one-stop-shop’ for young people that supports early intervention with emerging mental health needs surrounding mental and physical health, work/study support and alcohol and other drug issues.	Offers structured psychological therapies and can also support people experiencing dual diagnosis of mental health and dementia or neurocognitive disorder (including brain injury/developmental disability) where behaviours are identified as mental health related.	Offers short-term clinical and non-clinical, individual and/or group based psychological support. Situational factors include: <ul style="list-style-type: none"> <li>significant life transitions</li> <li>trauma</li> <li>experiencing harm from others</li> <li>interpersonal or social difficulties</li> <li>ability to or difficulty having basic physical, emotional, environmental, or material needs met</li> <li>legal issues</li> </ul>	Offers short-term clinical and non-clinical individual and/or group based psychological support to: <ul style="list-style-type: none"> <li>Increased mental health and well-being</li> <li>Access a suite of interventions tailored to mental health needs</li> <li>Enhance relationships and connection to community</li> <li>Provide a safe, supportive, and welcoming environment</li> </ul>	Offers short-term support, group programs, outreach, and case management using an integrated, flexible, and holistic approach to promote social and emotional wellbeing. Provides tailored interventions for mental health and cultural needs, and improve relationships and community connections.	Provides trauma informed, recovery-orientated clinical care coordination and specialised treatment.	A multidisciplinary service of consultant psychiatrists, peer workers and clinicians that support young people aged 12-25 at risk of or experiencing a first episode of psychosis. The Early Psychosis team is equipped to intervene early to improve the lives of young people, and their families, who are impacted by psychosis.	A comprehensive, high intensity clinical support service that includes structured, recovery and goal-oriented services focused on creating significant improvements in quality of life, health and well-being.
PROVIDER(S)	Head to Health Website <a href="http://headtohealth.gov.au">headtohealth.gov.au</a>	Primary and Community Care Services (PCCS) 07 3186 4000	Lives Lived Well headspace Southport 07 5509 5900 headspace Upper Coomera 07 5600 1999	Changes Futures 07 5648 0424	Wesley Mission Queensland	Wesley Mission Queensland	Kalwun 07 5578 3434	Lives Lived Well 07 5699 8248	Lives Lived Well 07 5509 5900	Primary and Community Care Services (PCCS) 07 3186 4000
REFERRAL INFO	Any source including self-referrals.	Any source including self-referrals.			Any source including self-referrals. Referrals sent via Head to Health 1800 595 212.			Any source including self-referrals.		General Practitioner or Psychiatrist.



## ENGAGEMENT SUPPORT

### COMMUNITY PATHWAY CONNECTOR

The Community Pathway Connector program is provided by Krurungal and CURA. Through these services, Aboriginal and Torres Strait Islander residents and people from culturally and linguistically diverse backgrounds obtain culturally appropriate mental health support. They also obtain support with navigating the health system, and access necessities such as food, clothing, housing and transport. Notably, over the past year demand for these services has almost doubled with 385 people supported, compared to 200 in the previous year.

*“100% of Krurungal client feedback in the last 12 months has been positive.”*



### AFTER HOURS SAFE SPACE

After Hours Safe Space services at Mermaid Beach and Southport helped Gold Coast residents experiencing distress access mental health support in a relaxed café environment outside regular business hours. The service is an emergency department alternative, run by Primary and Community Care Services.

#### OVER THE LAST 12 MONTHS

- 2,838 service contacts
- 1,625 individuals said they used the service as an emergency department alternative
- 1,190 individuals reported an improvement in mood after attending the service.
- The serviced helped Hard to Reach Groups such as:
  - o Aboriginal and Torres Strait Islander: 497 people
  - o Culturally and Linguistically Diverse: 288 people
  - o LGBTIQAP+: 192 people
  - o Those experiencing, or are at risk of experiencing, homelessness: 1,547 people

*“The last six months have been some of the most challenging of my life. The Safe Space offers a safe environment that I can visit and broach any subject with staff which has supported my mental health.”*

- Participant

## MODERATE INTENSITY SERVICE

A review of mental health services in the Gold Coast region found that the mental health services landscape and community needs had changed, which motivated a change to our moderate-intensity program offering.

The Psychological Services Program, which began in May 2017, ceased accepting new referrals on 1 April 2023. As a result of the review Supporting Minds was designed and established as a new service offering, providing the option of clinical and non-clinical service support through individual and group-based sessions.

## SUPPORTING MINDS

Supporting Minds is a mental health service that provides moderate intensity structured psychological (clinical) supports and group-based (clinical and non-clinical) support.

There are two Supporting Minds programs delivered by Wesley Mission Queensland that cater for the needs of two distinct groups: adults aged 16 to 65 in situational distress, and people aged between 12 and 65 years who identify with the LGBTIQAP+ community and/or are questioning their sexuality and/or gender.

The service stream that focuses on supporting people in situation of distress provides assistance to people who are experiencing situational issues such as: financial hardship, relationship issues, social isolation or loneliness or housing stress. The service stream that focuses on supporting people within the LGBTIQAP+ community provides assistance to people to enhance their mental health and wellbeing around their specific needs whilst also providing a safe, supportive and welcoming environment.

There is a third Supporting Minds program delivered by Kalwun which provides services to Indigenous children aged 0 – 19 years who are in kinship or foster care.

## SUPPORTING MINDS

For Gold Coasters aged between 16 and 65 experiencing moderate levels of distress due to life circumstances.



### Significant Transitions

*such as job loss, relationship breakdown, sudden or unexpected death of loved one, stress from legal proceedings.*

### Trauma

*such as physical, psychological, or sexual abuse, witnessing or being a victim of an extremely violent incident, natural disaster.*

### Performance Related Pressure

*such as work, school or exam stress.*

### Basic Physical, Emotional, Environmental, or Material Needs not Being Met

*such as homelessness, unsafe living environment, or poverty.*

### Experiencing Harm

*including violence, vulnerability, exploitation.*

### Social Difficulties

*like conflict with friend or colleague, loneliness, social isolation, bullying, relationship difficulties.*

This program provides outreach and case management support, and provides assistance to the child (and their family) to enhance their social and emotional wellbeing through dedicated service support by an Indigenous service provider. Tailored culturally appropriate interventions are delivered in this program to improve relationships and community connections of involved children. Key to the success of this program is close integration of this service with other involved service providers, such as General Practitioners, Child Safety, Gold Coast Health, and allied health providers.



## HIGH INTENSITY SERVICES

High intensity services are delivered to people in our community with severe and complex mental health needs. People who access these services often require a diverse range of support options to build their skills and confidence for everyday life. Sometimes people also require a level of clinical support to assist them.

### THE PSYCHOSOCIAL SUPPORT PROGRAM

Social prescribing through the Psychosocial Support program helped people with severe and complex mental health issues improve their quality of life and achieve their personal goals. Meaningful activities such as cooking, gardening, art and yoga were integrated into the service to build skills, confidence and capability for people to participate in everyday activities in a supportive environment. Approximately 80 per cent of participants said the program reduced their levels of distress and gave them improved social skills, life skills, resilience, purpose and meaning.

### CLINICAL CARE COORDINATION

In the last 12 months, our commissioned Clinical Care Coordination program, run by PCCS, has assisted 315 clients, many of whom reported experiencing significant improvement from participation in the program. The program provides comprehensive coordination and support for people with severe mental health concerns that affect their daily living. This includes structured, recovery and goal-oriented services delivered by clinicians, which aims to assess their specific mental health needs and deliver services that improve their quality of life, health, and wellbeing. Onward referral of people in this service to other service supports in the community is common, particularly when a person has been assessed as having long term mental health needs.

*“In the beginning before meeting PCCS I struggled with everything and felt like there was no hope and there was no one who could help. Things took a change when I spoke to my psychiatrist about my challenges. I was then linked into the Plus Social program, where we went through my goals, struggles day to day and feeling like I was worthless and hopeless. We spoke about NDIS and long-term support however the process was too overwhelming. My service specialist helped to break down the steps and attend different reviews to get the appropriate medical information and then supported me during the planning meeting.”*

- Participant





## CHILD AND YOUTH MENTAL HEALTH & ALCOHOL AND OTHER DRUG SERVICES

### HEADSPACE PRIMARY

headspace services on the Gold Coast continue to be one of the busiest in Australia. These services support the mental, physical, and sexual health of young people aged 12-25. They also assist with alcohol and other drug issues, work issues, and school related stress. GCPHN commissions Lives Lived Well (LLW) to operate headspace centres at Southport and Upper Coomera. During the last 12 months, a total of 2,294 young people accessed these services.

### HEADSPACE EARLY PSYCHOSIS

The headspace Early Psychosis program helps young people aged 12-25 who are at risk of, or experiencing their first episode of psychosis. In the past 12 months the serviced helped 441 people, with almost 70 per cent reporting significant improvement. This program provides multidisciplinary services, including consultant psychiatrists, peer workers, and clinicians. For easier access, young people and their families can be seen at their preferred time and place, such as their home, at school, work, at a local park, café or even the beach.

*"I learned different techniques to manage my emotions and behaviour. I also found the scenarios we worked through together helpful in learning how to respond to situations. I felt related to, validated and understood." - Participant*



### LIGHTHOUSE PROGRAM

GCPHN commissions LLW to run the Lighthouse service, which aims to support young people aged 12-18 and their family/carers/kin to better understand and manage the impacts of traumatic life experiences. The service provides specialised treatment, including individual and/or group sessions, with a focus on empowering recovery and building resilience. In the last 12 months, 75 young people accessed the service, with 30 culturally appropriate services provided to young Aboriginal and/or Torres Strait Islander clients.

### YOUTH AOD OUTREACH PROGRAMS

Youth who may have alcohol and other drug issues, can receive support through the LLW youth outreach programs.

This program aims to provide early intervention and prevention services for young people who are at risk of, or experiencing substance use issues. The program has seen higher than normal levels of referrals from the Department of Youth Justice, Employment, Small Business and Training. In the last 12 months, 126 young people accessed this service.

### OTHER AOD PROGRAMS

#### Drug and Alcohol First Aid Course

The Drug and Alcohol First Aid course helps to build confidence and skills in people to support others with drug and alcohol issues. The course is now being run at eight Gold Coast High schools and two community locations, and educates young people about the effects and risks of vaping, as well as how to respond to emergencies and seek help. In partnership with LLW, GCPHN coordinated delivery of the Drug and Alcohol First Aid course to our local mental health workers. Seventy five people from our local community based mental health services attended this training in the past year.

# SUICIDE PREVENTION

## THE WAY BACK SUPPORT SERVICE

The Way Back Support Service (TWBSS), run by Wesley Mission Queensland (WMQ), is a low to high intensity non-clinical psychosocial support and transition service. TWBSS assists people who may have recently attempted suicide or are at risk of suicide and have presented to either Robina Hospital or Gold Coast University Hospital. In the last 12 months, over 730 clients were assisted by the program (10 per cent of the national volume), of which 83 per cent reported significant improvement after participation. The service has expanded its workforce over the past year and has been able to continue to meet high service demand through working in a highly efficient and collaborative manner with GCPHN Staff.

## GOLD COAST COMMUNITY SUPPORT PROGRAM

This program is a non-clinical, community facing service that provides psychosocial support to people who are risk of elevated mental health concerns and/or at risk of suicide. In the last 12 months, this service provided support to 147 people, with 60 per cent reporting improvement from participating in the program. Improvements implemented in this service over the past year include: increased staffing, provision of services to a greater geographical area, increased average program duration, and the ability to receive direct referrals from consumers and services providers.



In conjunction with Gold Coast Hospital and Health Service as part of the Suicide Prevention Community Action Plan, GCPHN continued to evolve suicide prevention activities across the Gold Coast delivering greater access to the community. This included the expansion of Universal Aftercare (supporting people who have attempted suicide), which is a jointly funded project co-commissioned by GCPHN and Queensland Health and implemented collaboratively at a local level with Gold Coast Health.

## ALCOHOL AND OTHER DRUGS

### AOD SERVICES FOR LIVES LIVED WELL

Mainstream AOD Treatment services on the Gold Coast, offered by Lives Lived Well (LLW) and QuIHN, provide community-based alcohol treatment for individuals aged 18 and above by addressing substance-related disorders and co-occurring mental health issues. Services include outreach, colocation arrangements, and centre-based delivery at Nerang and Burleigh Heads.



769 people accessed the two services during the last 12 months.

Of those, 71 per cent of people experienced improvement, and a notable 98 per cent expressed positive satisfaction with the service.

QuIHN recorded significant improvement in 100 per cent of clients with recorded matched outcomes measures, and 94 per cent reported positive satisfaction with the service.

### FIRST STEP TREATMENT APPROACH

From the beginning of May 2023, the Lives Lived Well implemented a treatment approach called “First Step”. First Step is a treatment model with three modules over 2-3 appointments, to be delivered as a brief intervention when a client first engages with the service. Based on the clients’ results from First Step Outcome Measures, clinicians can immediately identify risk, patterns, and severity of substance use. This information is instantly accessible to the client on their own personal device, and is later discussed in the first session, where safety and risk are prioritised.



While still in the early stages of the First Step roll out, available data and outcomes at this stage indicate improvements in the consistency and structure to the first 2-3 sessions of individual treatment, and clinicians report clients are satisfied with the immediate information on substances of concern and harm minimisation options prior to their first session.

*“The outcome measures of the First Step Treatment Approach help identify clients who need urgent contact and support, as they trigger an alert if they indicate high risk.”*



# AGED CARE

## PSYCHOLOGICAL SERVICES IN RESIDENTIAL AGED CARE HOMES

One of the greatest challenges for people entering residential aged care is dealing with depression or anxiety, often caused by adjusting to their new circumstances or coping with ill health or loss. The Psychological Services in Residential Aged Care Homes service, provided by Change Futures, supported 628 residents in the last year. It should be noted that 54 of the Gold Coast's 57 Residential Aged Care Homes are now participating in the program.

This program also supports people experiencing dual diagnosis of mental health concerns combined with dementia or brain injury/development disability, where behaviours are identified as mental health related.

*"After the residents have had a session, we notice a real difference. We see moods change from sad or agitated to being calmer and content. The residents often thank us for this service"*  
- Clinical Manager, Opal Health Care Southport



## Planning your future care today

Easy to understand information about advance care planning



## ADVANCE CARE PLANNING

GCPHN produced an Advance Care Planning booklet, *Planning your Future Today*, which has proven to be a popular resource for healthcare providers and consumers alike. Over the last year approximately 6,000 booklets were distributed. The booklet promotes discussions about advanced care planning and is a simple step-by-step guide to support documenting individuals' healthcare wishes and choices.

## PALLIATIVE CARE

### SPECIALIST PALLIATIVE CARE IN AGED CARE (SPACE) PROGRAM

The Specialist Palliative Care in Aged Care (SPACE) Program provides education to aged care staff and identifies residents with a high symptom burden and/or no end-of-life care planning in place. This year the program was implemented in all RACH facilities with more than 80 per cent of participants demonstrating significant improvement in their clinical outcome measures, and more than 90 per cent expressing satisfaction with the service and the support they received, along with improved various aspects of their lives.


The program in conjunction with RACH also increased the opportunities for people to pass away in their place of choice, supported by improved capacity in aged care, care coordination, and clinical governance. It streamlined the care for residents who require treatment in acute hospital facilities.



### PROGRAM OF EXPERIENCE IN THE PALLIATIVE APPROACH

To support workplace development in palliative care, ten nurses and eight general practitioners completed the Program of Experience in the Palliative Approach (PEPA), which included online training and clinical placements at the Gold Coast Health Specialist Palliative Care Unit. A PEPA post-placement workshop was held with 15 attendees sharing their learnings from their clinical placements. Together with Greater Choice for at home palliative care, GCPHN funded two scholarships for a Graduate Certificate in Palliative Care (one GP and one nurse). Due to a very high level of interest, this was increased to provide full scholarships for two nurses and one GP.

### PEPA/IPEPA Communication Guide: Supporting access to palliative care for everyone



This guide will help you to have person and family-centred conversations with everyone you care for who is affected by life-limiting illness.

## THE CARE FINDER PROGRAM

The Care Finder Program helps the most vulnerable older people on the Gold Coast access aged care and support services at home. The service is designed for people who have no-one else who can assist them and are eligible for government-funded aged care. A Care Finder from one of three commissioned services (Multicultural Communities Council Gold Coast, Footprints Community and Star Community Services) helps people liaise with My Aged Care, other aged care services, and any other relevant supports in the Gold Coast community.



Representatives from GCPHN, MCCC Gold Coast, Footprints Community and Star Community Services at the launch. Attendees included consumers, Gold Coast Health, the Gold Coast Aged Care Assessment Team, Services Australia, Volunteering Gold Coast, the Red Cross, Department of Housing, Gold Coast City Council and other community organisations.

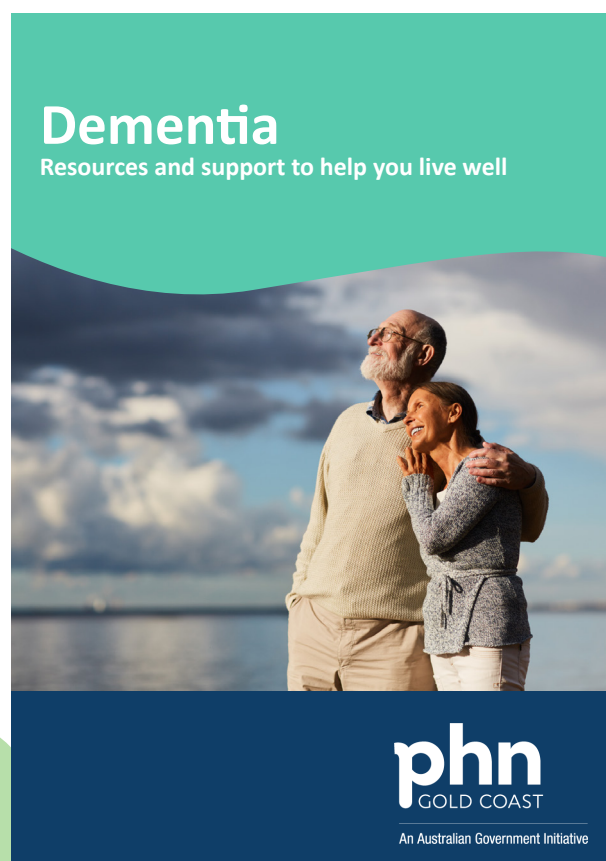
## DEMENTIA PATHWAYS

In response to the Royal Commission into Aged Care Quality and Safety, GCPHN developed dementia consumer resources and new support pathways, to provide better access to information and advice on dementia and support services available in our community.

The development of a consumer booklet for those living with dementia, their families and carers involved significant consultation with Dementia Training Australia, stakeholders and consumers. The booklet includes a repository of local services and supports, questions to consider asking your doctor and helpful check lists for the first six months after receiving a dementia diagnosis. We also published dementia support pathways on the HealthPathways platform, which included extensive allied health referral pathways.

Dementia Training Australia commended GCPHN for developing some of the best information available in Australia, to help service providers and patients understand the local care options available for people with dementia.

***"GCPHN Dementia consumer resources are among some of the best dementia service mapping they have reviewed in Australia."***  
- Feedback from Dementia Training Australia





## RACH TELEHEALTH PROGRAM

Almost 80 per cent of Residential Aged Care Homes (RACHs) on the Gold Coast have now accessed additional telehealth equipment for their residents through a Commonwealth grants program. The availability of telehealth equipment provides residents with additional options in accessing primary care providers including GPs and allied health professionals.

Broad consultation with key stakeholders identified that a grant opportunity was the most appropriate mechanism to support RACHs to increase the availability of telehealth technology. GCPHN extensively promoted the grants through various channels which strengthened GCPHN and RACH relationships, which will benefit future projects.

There were two telehealth training workshops in June 2023 facilitated by the Australian General Practice Accreditation Limited, attended by 41 participants.

In line with the Aged Care funding agreement, the Electronic National Medication Record for Aged Care and My Health Record continue to be promoted to enhance the digital capabilities of our local RACHs.

GCPHN contributed to the development of a national telehealth training platform to support workforce training. This online training was released in October 2023, and will provide sustainable training options once the grants are concluded.



## SUB-ACUTE PAIN PROGRAM

GPs, allied health professionals and hospitals who have patients that are in the early stages of injury and experiencing pain, may be able to refer them to a new program that we are now providing. The GCPHN Early Intervention Sub-Acute Pain Program provides fully-subsidised group based education and is focused on early intervention to help a patient return to normal functions quickly, so that the impact of an injury on day-to-day life is prevented.

*“Not only is the patient’s prognosis better overall, but it creates fewer recurring presentations to the emergency department. This is such a good initiative and as an ED medical officer I see too many who come in our doors who, if managed early by such a program, would not need to come to us and achieve better pain management.”*

- Dr Karmakar, Senior Medical Officer, Emergency and General Medicine, Queensland Health

## EARLY INTERVENTION

### THE EARLY INTERVENTION PROGRAM

This year GCPHN commissioned new programs to support older Gold Coast residents maintain a healthy lifestyle through early intervention initiatives and ongoing management of chronic conditions, particularly pre-frailty. These services include:

1. A personalised 4–6-month Frailty Care in the Community program, being delivered by PainWISE.
2. Bond University’s service utilises allied health students to provide care to older residents.
3. The Gold Coast Health’s Mungulli program is a dedicated Aboriginal and Torres Strait Islander Service, offering a “walk and yarn” day to promote physical activity.
4. Fifteen general practices are participating in a facilitated quality improvement activity to screen for frailty and provide referrals to relevant programs. Ten GPs from these practices are also completing a clinical audit for patients as part of their annual over 75’s health assessment.

*“This was the most practical and useful training I have had in 30 years.”*

- GP involved in the implementation phase of the trial. Positive feedback has been received from general practice teams involved in this program.



# PRACTICE SUPPORT

GCPHN continues to provide tailored support for general practices on the Gold Coast in their provision of high-quality care for Gold Coast residents through quality improvement (QI) activities and other support. In the last 12 months, all practices on the Gold Coast received some level of assistance by our team through email, phone, remote access, video conference, or meetings.

For practices registered for the Practice Incentives Program (PIP) Quality Improvement Incentive (170 of 210 practices), GCPHN facilitated a QI activity through provision of quarterly data reports or engagement with GCPHN staff.

Communication to general practices through regular bulletins and information achieved high open rates significantly above industry open rates. The GCPHN's website continues to be a significant resource, with 281,005 views on the health professionals' webpage. Patient care views have also increased by 18.5 per cent, and education and training page views by 1.9 per cent. Visitors spent more time on the website compared to previous years.

## STRENGTHENING MEDICARE

The Commonwealth Government has committed significant investment in the Primary Health Care System occurring through several initiatives over a five-year period. PHNs have been identified as having an important role in supporting the implementation of the initiatives.

MyMedicare, a new voluntary patient registration model, is one of the Strengthening Medicare initiatives aimed at formalising the relationship between patients, their general practice, GPs and Primary Care teams that commenced on 1 July 2023.

GCPHN has established a Strengthening Medicare Advisory Group whose membership comprises GPs, a manager and nurse from general practice, and an allied health and consumer representative to provide advice and feedback on the approach to implementing Strengthening Medicare initiatives at a local level.





## PRIMARY SENSE

Primary Sense is a Primary Health Network owned and operated clinical decision support tool for general practice and population health management. It extracts data to provide general practice staff with real time medication safety alerts, reports, and patient care prompts.

The original version of Primary Sense was developed by the GCPHN between 2017 and 2019. Eventually used by more than 160 Gold Coast general practices, covering almost 80 per cent of the region's population, the value of Primary Sense was recognised by a number of other PHNs, and a project commenced in 2021 to scale it up for broader use by more general practices and PHNs across Australia.

Primary Sense is now being rolled out nationally through the Western Australia Primary Health Alliance with GCPHN support. As of 30 June 2023, 1,400 general practices across Australia and 10 PHNs are now using Primary Sense.

Primary Sense supports GPs and practice teams to provide patients the right care at the right time with the aim of improving health outcomes. One of the latest results has shown that GPs with access to the Primary Sense desktop application are administering 40 per cent more influenza immunisations for their most at-risk patients.



**Primary Sense**  
Helps gives patients  
the right care at the  
right time



## QUALITY IMPROVEMENT

The GCPHN Quality Improvement (QI) team provides support to general practices to implement data-informed QI activities. The aim is to support GPs and general practice team members to deliver best practice care for patients in areas such as practice structures, systems, processes, and clinical care to facilitate improved patient health outcomes.

One of our areas of focus is to raise awareness in the Gold Coast community about the importance of participating in preventative health care, such as health checks, the national bowel, breast and cervical cancer screening programs, and immunisation.

## IMMUNISATION

- Sponsoring general practice nurses to complete accredited immunisation training.
- Collaborating with the Gold Coast Public Health Unit on a regional approach to improving immunisation rates which has resulted in:
  - o Establishment of a Gold Coast Immunisation Collaborative Group whose purpose is to provide strategic oversight and direction around immunisation in the region.
  - o Opportunity for nurses, new or returning to general practice nursing, to attend a community immunisation clinic to observe experienced public health nurses delivering vaccinations.

## CANCER SCREENING

- The QI team have looked for funding and collaborative opportunities to support improvement in regional cancer screening rates in response to continued decreases in bowel and breast cancer screening rates.
- Successful application for a Queensland Health grant aimed at promotion of the cervical screening-self collection option through a facilitated quality improvement activity and GP clinical audit.
- Promoting and supporting general practice staff to integrate their clinical software with the National Cancer Screening Register.

## HEALTH ASSESSMENTS

- The majority of practices participating in the QI activity saw an increase in the rate of completed health assessments, which provided:
  - o An opportunity for GPs to undertake an in-depth check of a patient's health.
  - o Supported early identification of patients with a chronic disease or at risk of a chronic disease in the Gold Coast region.
  - o Positive lifestyle changes and improved health outcomes for targeted cohorts of patients.



## COVID-19 RESPONSE

GCPHN continued to contribute to COVID-19 management in the primary healthcare sector on the Gold Coast by:

- Providing valuable support to general practices participating in the COVID-19 vaccination program.
- Facilitating access to COVID-19 vaccinations to residents of residential aged care homes and other vulnerable people.
- Continuing with community education.

To keep general practices informed in a fast changing environment, we produced more than 30 online bulletins and provided regular information to the aged care sector. We responded to emerging needs, including a Queensland wide webinar, addressing an identified lack of information about Long COVID.

GCPHN supported 196 general practices to onboard new vaccine products, including Moderna and Pfizer Bivalents.



## DIGITAL HEALTH

GCPHN continued to promote quality improvement initiatives and digital technologies with general practice staff and healthcare providers. This included promotion and education about digital health tools such as Smart Referrals, HealthPathways, My Health Record, telehealth, electronic prescribing, and secure messaging.

GCPHN was one of the first Primary Health Networks nationally to reach the target of 20 registrations of Healthcare providers, for the Provider Connect Australia pilot by the Australian Digital Health Agency (ADHA). We were also one of only two Primary Health Networks invited to present at the ADHA National PHN Forum.

## MY HEALTH RECORD

GCPHN continued to play a key part in the roll out and community/health professional education about My Health Record, which provides patients with a safe and secure online portal for their important health information.

In the last 12 months, we continued our engagement with the primary healthcare sector with every Gold Coast general practice, specialist practice, and pharmacy receiving information and advice about My Health Record; an achievement which has been maintained for the last three years.





# CLINICAL PLACEMENTS

The GCPHN Clinical Placement Program has been in place since 2005, and partners with Griffith, Bond and Southern Cross universities and GPs, Registered Nurses and other general practice staff from general practices across Northern NSW, Gold Coast and Brisbane regions. In the last 12 months, 748 medical students and 140 nursing students completed a clinical placement in general practice, supervised by 256 GPs and 43 Registered Nurses. In addition, this year, the clinical placements team organised 29 non-compulsory specialist placements across three specialties (dermatology, ophthalmology, musculoskeletal). There's been an increase in positive responses from students wanting to commence a career as a specialist general practitioner or nurse when they have completed a clinical placement in general practice.

## ACHIEVEMENTS

- Met Griffith University's target to increase placements by 180 students to accommodate Year 1 students being introduced to General Practice, and Bond University's target to increase placements by 90 students.
- Onboarded 20 new general practices and 31 GPs into the program.
- A total of 35 practice visits were completed and 56 GPs have met with the university academic leads and GCPHN.
- Developed and implemented an animated orientation video to enable stronger compliance of student requirements for both Bond and Griffith students commencing their placement.
- Held the GP Training Workshop with Bond and Griffith Universities and RACGP representative with 100 per cent positive feedback.
- The GCPHN Clinical Placements team, Griffith University School of Nursing and Midwifery, and Southern Cross University hosted the Nurse Preceptors Workshop attended by 14 nurse preceptors. Feedback demonstrated that the Australian Nursing Standards Assessment Tool (ANSAT) insights and supervision coaching was helpful and informative.
- The Clinical Placements team have updated all the resources and information relating to General Practice placements for the Medical and Nursing program.
- The Clinical placements team have refreshed the website making it a easy to navigate, and provide a central hub for students, GP supervisors and practices managers to locate the resources and information they require.

*"99 per cent of respondents strongly agreed/agreed the supervisor was helpful and instructive and 96 per cent of respondents strongly agreed/agreed it was a valuable placement overall."*

- Medical student feedback



*"98 per cent of respondents felt welcomed and included by the practice staff, 95 per cent of respondents felt there were sufficient clinical opportunities to support their learning and 93 per cent of respondents would now consider a career in general practice."*

- Nursing student feedback

# DISASTER MANAGEMENT

We have a key role in working with local organisations and the community to develop and support disaster response capabilities in primary healthcare and build resilience for disaster management in planning, response, and recovery. Disasters and emergencies are increasing in prevalence and impact, and the Gold Coast region has a relatively high level of exposure to extreme weather events. During the 2022 flood event, GCPHN provided information to general practices about issues such as power outages, cold chain management and telehealth appointments, although only a small number were impacted.

As a result of this significant engagement, we have developed partnerships with Gold Coast Health, the City of Gold Coast, and the Queensland Department of Department of Treaty, Aboriginal and Torres Strait Islander Partnerships, Communities and the Arts to identify activities which could build resilience across the community.

This local partnership has developed a comprehensive multi-agency schedule of events aimed at health professionals, first responders, and community members. Topics include: how to manage the psychosocial impacts of disasters, their impacts on people's wellbeing and relationships with the people around them. The first event took place in June 2023 at the Gold Coast District Emergency Management Unit with 48 people attending from Gold Coast Health, community groups and faith-based organisations.

***"Findings from the post event survey showed 90 per cent of respondents indicated the workshop content contributed to professional development, 100 per cent of attendants indicated improved capacity to respond to an emergency or disaster event, while 95 per cent of respondents indicated positive engagement with the event."***

**- Survey feedback**



# A YEAR AT THE GOLD COAST PRIMARY HEALTH NETWORK

## Social Media

8,895

Followers across  
all platforms

1,400+

Posts across  
all platforms

5.4%

Engagement rate  
across all platforms

286

Blog posts published across  
a wide range of topics including:  
Aboriginal and Torres Strait  
Islander Peoples, Aged Care,  
Allied Health, General Practice,  
Health Professionals, Mental  
Health, Nursing, Palliative Care,  
and more!

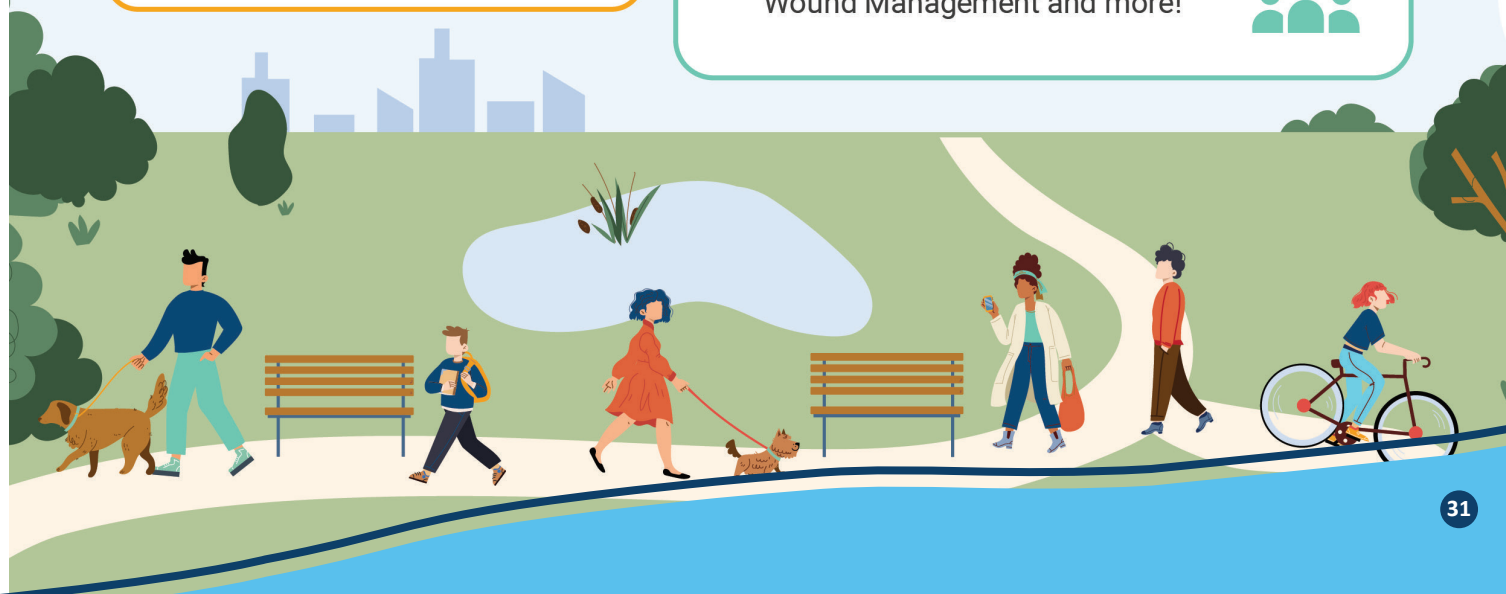


## Events

46 education and training events  
were held

754 health professionals including  
GPs, Nurses, Allied Health,  
Practice Managers and  
Administration staff attended

Topics included: Dementia, Digital  
Health, GP Maternity Alignment  
Program, Practice Quality  
Improvement, Palliative Care and  
Wound Management and more!







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