

PRACTICE MANAGERS NETWORK MEETING
Wednesday 17th August 2011
General Practice South

MINUTES

1. Previous Minutes

Wednesday 15th June 2011 – available on GP South website under Practice Support.

2. Business Arising

2.1 Receptionist Bootcamp

Inaugural running of the Front Desk Staff Orientation workshop or Receptionist “Bootcamp” was 11th & 12th July. Aimed at staff that have recently started work in a general practice, the two day workshop provided an opportunity to give attendees a broader view of general practice than the front desk and to underline the important part they play in the team.

Twelve staff attended and the sessions included:

Primary Health Care and the Health Care System

An overview of where general practice fits into the health care system

What is General Practice?

RACGP definition

What does it mean to you, what is your role?

What will be covered during the workshop

Medical Terminology

Abbreviations, symbols, anatomy

MIMS, medical dictionaries

Infection Control – Elaine Jackett

Policy & Procedures –
Sharps injury
Bloody and body spills
Hand hygiene
Surgery cleaning
Sterilization and validation
Waste management
Immunisation

Medical Benefits Schedule

MBS Online

Provider liaison

Updates – May and November

Attendances, CDM, HA, Procedures, After Hours, Case Conferences, PIP/SIP

Accreditation – Lynne Green

Purpose and process

Standards

Information Management – Ian McKnight

MD, Best Practice

PEN CAT

Importance of accuracy

Communication Skills – Sue Quarmby

Communicating effectively in the workplace

Indigenous Health – Sharon Pepper and Jon Gill

Closing the Gap program

Encouraging self-identification

Refugee Health – Jane Barrett

TIS National Interpreting Service

General Practice and Allied Health – Margaret Clarke

Chronic Disease Management

GPMP/TCA

Cold Chain Management – Elaine Jackett

Maintenance of vaccine fridge

Cold chain breach

Triage

POP Guns system – folder and A4 wall chart
Telephone triage

Confidentiality, Privacy and Security

Signed agreement
Reception area and waiting room
Telephone
Patient information/health records
E-health

Feedback was very positive with everyone feeling the workshop had provided them with information useful to their every day experiences.

As well as running this session again later in the year, plans are afoot to run a one day refresher course for longer standing (older?) reception staff. If you have any suggestions for topics please let Pip know (6208 7300 or pscholten@gpsouth.com.au).

2.2 cdmNet

Followed up on the brief introduction given last meeting. RACGP have been offering access to cdmNet through the Sidebar as part of the annual registration package. GPSouth are now rolling out the program to practices with Medical Director and Best Practice. If anyone is interested please contact Practice Support or for more information see <http://precedencehealthcare.com/cdmnet/> .

3. New Business

3.1 Psychologist intro – Dana Adaway, Gregory Street, Sandy Bay

Dana introduced herself and left brochures. She is happy to see young people and adults and has experience in sexual assault and trauma counseling. She has also been a school psychologist so is well versed in issues affecting young people and their parents. Having extended her hours, Dana has appointments available immediately. Contact details are in the Allied Health information on GPSouth website - www.gpsouth.com.au/hd.htm

3.2 Closing the Gap – Sharon Pepper

Sharon introduced herself and talked about her role in the Closing the Gap program and, in particular, the importance of encouraging patients to self-identify. She provided copies of the GP Resource Kit and other booklets. If you need information or would like her to visit please give her a call at GPSouth. There is also information and resources on the GPSouth website under Aboriginal Health - www.gpsouth.com.au/aboriginal.html

3.3 Infection Control guidelines

Australian Guidelines for the Prevention and Control of Infection in Healthcare (NHMRC 2010) are available on line - <http://www.nhmrc.gov.au/node/30290> . The RACGP 4th Edition Infection Control Standards were released in 2006 and they have no current plans to update this document so it has been suggested (not confirmed) that from 2013 the NHMRC Guidelines will be the infection control guidelines used for accreditation – they are certainly more broadly based than the previous edition which were geared towards hospitals. There are changes that will potentially affect general practice, e.g. linen that has been in contact with patients cannot be washed in a domestic washing machine.

3.4 AGPAL 4th Edition Standards Workshop – 30th September

Just wondering how many people are attending. AGPAL have rung the Division to ask us to promote the workshop as they are low on registrations and looking at the possibility of canceling.

4. Any Other Business

4.1 ClinED closing

There is an assumption that RACGP have let people know but If anyone is currently undertaking the Cultural Awareness on-line course, they need to complete it by 28th August when ClinED will be closing down. While it will be possible to access the training through the

new RACGP platform from mid-September, all work done previously will be lost and it will be necessary to start the course from scratch.

4.2 AAPM 2011

Annual conference being held 18-21 October in Perth.

4.3 HR Software for General Practice

There was discussion about how practices keep their staff information – mainly paper based although some have set up complicated spreadsheets!

If anyone is aware of a software solution that is geared towards general practice please let Pip know. Research will be done before the next meeting.

Next Network meeting: Wednesday 12th October