

“Collaborative Solutions for After Hours”

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Stream

Focussed on the future

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DIVISIONAL AND AFTER HOURS
SERVICE HAS HAD A GOOD
HISTORY OF WORKING
TOGETHER.

SOME IMPORTANT FACTORS
CONTRIBUTE TO THIS
PARTNERSHIP.

FAMILY CARE MEDICAL SERVICES (FCMS) HAS BEEN OPERATING FOR NEARLY 30 YEARS. IT IS THE LARGEST SERVICE IN AUSTRALIA.

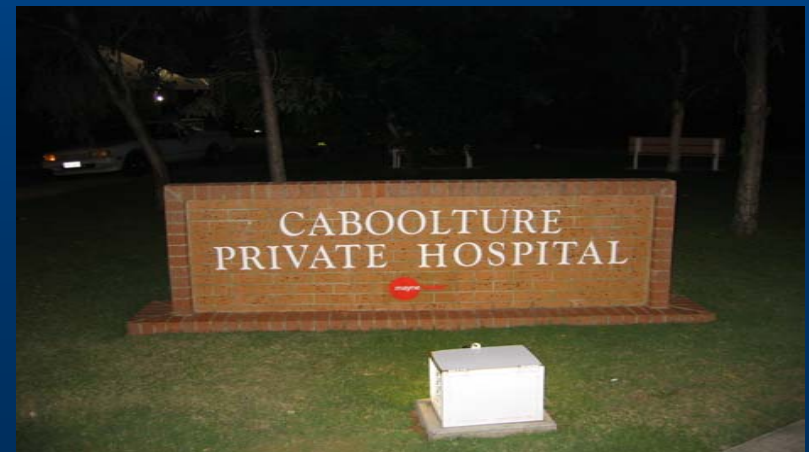


- Family Care has established a well respected and diverse Board of Medical Directors.
- Medical Directors are responsible for setting clinical standards
- 40 complaints per annum.
- 100,000 patient contacts.
- fewer than 5 complaints related to significant clinical issues.

- **Family Care has developed a mixed and balanced service delivery model.**



- Subscribing GPs are encouraged to participate in rosters.
- Benefits include reduced subscription fees and 75% retained earnings.



- * The service has around 50 after hours GPs servicing a population of 1,400,000 people.**
- * All doctors have at least 3 years of post graduate experience.**

- * GPs are required to use personal chaperones, 2 way radios, personal alarms and carry mobile phones and PDA's.



*** Family Care has an “opiate free” policy and has virtually eliminated drug-seeking patients from the after hours service.**

* 20 Medical Referral Assessors triage patients into 7 categories



✳ Family Care runs a 17 vehicle car fleet purposely fitted out for after hours primary medical care.





✳ **Medical bag contents determined by the Medical Directors and filled from a pharmacy within the after hours service.**



* S8 drugs managed at off-site pharmacy - record kept of all medications dispensed.

Patients given starter packs funded by after hours service.

No all-night pharmacies in South East Queensland.



Family Care runs a “full service” medical deputising service.

All related administrative matters handled by the service.



Family Care runs weekly CPD courses for all their Doctors.



The service maintains AGPAL accreditation and is quality assured to an international standard.





FCMS worked closely with various Divisions of General practice to expand the service to the Sunshine Coast, Logan and to apply for a grant to establish a clinic at Kallangur in Brisbane North.

GPs and Divisions recognise that day-time general practice takes up around 30% of a typical week while the after hours provider covers the remaining 70%.

Service delivery reforms include:-

- a \$600,000 make-over of the FCMS call-centre to the latest Microsoft DOT-NET software partly funded by the Commonwealth Government through the Quality Innovation Fund.



OLD



NEW

- Changes will allow the electronic exchange of patient data
- Transmission of TEAMCare 2 coordinated care plans to locums in the field
- BNDGP and FCMS are presently working together to improve continuity of care for patients living in residential care



metropolitan fringe residential care a major challenge for GPs and the after hours service.

grassroots trial of GPs accessing Medical Director on the computers of some residential care facilities.

Hopefully, if this small trial is successful, we will be able to encourage more residential facilities to provide computer facilities for their GPs for clinical information

CONCLUSION

In the greater Brisbane and Sunshine Coast areas the preferred Divisional model is one of collaboration with an existing medical deputising service



MODEL COMPONENTS

to deliver real benefits to patients and GPs alike

to be efficient, affordable, accessible and available during the whole of the defined after hours period

to include a genuine home visiting service to patients

to be economically sustainable past the time that grant monies expire