

GP Liaison

2013-2016

**Hospital and Health Services, Queensland Health
by Recognised Public Hospitals
and Primary Health Centres**



Legend

- Hospital
- Outpatient Clinic
- Multipurpose Health Service
- Aged Care Facility





Then...

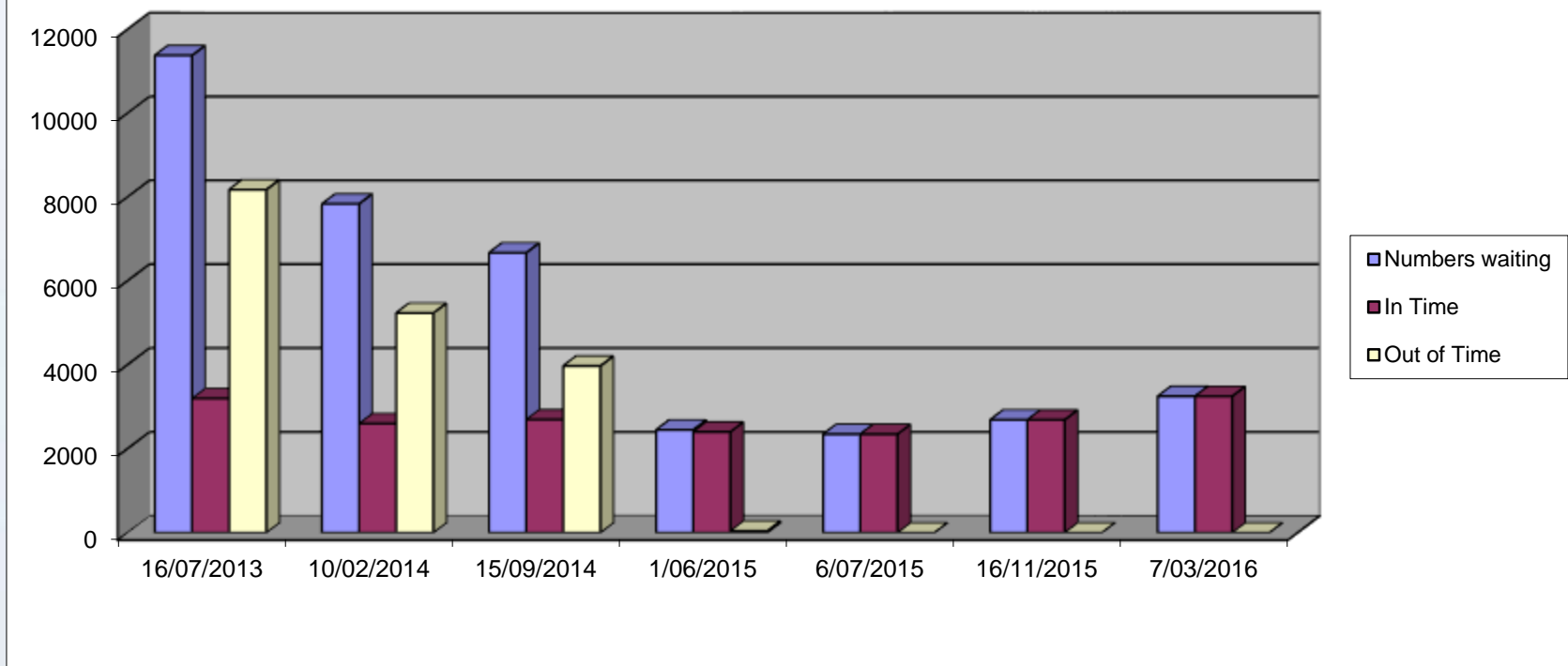


Now

What do GPLOs do?

- Enhance appropriate clinical pathways between settings
- Improve clinical handover and discharge from hospital
- Better integration of services
- Identify and address service gaps especially at the interface between primary and specialist outpatient care

Numbers waiting for specialist OPD apointment



Clean Waiting Lists

Referral Centre:

- Consistent referral processing
- Administrative and clinical audits
- Accurate data input by AOs

Referral Management

- Referral guidelines
- Reject inappropriate/incomplete referrals
- Internal referrals
- Provide GPs with information
- Offer alternative options

ENT Referral Guidelines

Tonsillitis in Children



Referred patients will seldom be seen by a specialist during an acute episode, so the diagnosis of recurrent acute tonsillitis must be established by the referring doctor.

Indications for specialist referral

- Upper airway obstruction – sleep apnoea or enlarged tonsils causing difficulty swallowing
- Frequent, recurrent, acute tonsillitis – greater than five (5) episodes in the last 12 months or greater than six (6) episodes in the last two years
- Peritonsillar abscess (quinsy) – two (2) episodes of quinsy with previous or subsequent history of tonsillitis
- Other, e.g. recurrent haemorrhage, tonsilloliths, tonsillar cysts or chronic diphtheria carriage following failed antibiotic eradication, refractory halitosis

Referral information required

- The number and timeframe of previous episodes
- The appearance of the throat
- The presence of membranes/exudates
- The presence of bleeding
- The degree of systemic upset
- The presence of tender neck lymph nodes
- The degree of disability caused by episodes
- Previous antibiotic prescriptions
- Previous medical history
- Previous surgical history
- Perioperative and anaesthetic considerations, e.g. anticoagulant use, insulin requirements



'Red flag' items

- Suspected neoplasm – ulceration or recurrent unilateral enlargement, particularly with associated cervical lymphadenopathy

Urgent referral is indicated.

Please contact ENT Registrar through Toowoomba Hospital switchboard on 4616 6000.

All information contained in this sheet has been supplied by appropriately qualified professionals. It is a guideline for care only. Seek medical advice, as appropriate, for concerns regarding your health.

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Fact Sheet No: 147

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Toowoomba Health Service District Specialist Referral Letter



Armstrong Clinic
Phone: 4616 6287 Fax: 4616 6334

Medicine
Phone: 4616 6283 Fax: 4616 6793
Dr E Abdi Medical Oncology
Dr R Brodribb General Medicine
Dr S Choudhury Palliative Care
Dr T Hut General Medicine
Dr J Francis Gastroenterology
Dr P Marry Cardiology
Dr P Nolan General Medicine
Dr R Seltzer Respiratory & Sleep
Dr N Wu General Medicine
Nematology

✓ **Surgery**
Phone: 4616 6287 Fax: 4616 6762
Dr P Thomson Dr R France
Dr E Donohoe Dr M Egerton
Dr S Fitzgerald Dr R Galy
Dr R Hinkley Dr J Hord
Dr R Houston Dr Buchheim
Dr T Puster Dr Wicks
Dr A Swainwright Dr Hiral
Dr Swick Dr Weston

Obstetrics & Gynaecology
Phone: 4616 6200 Fax: 4616 6672
Dr K Mohamed
Dr L Swain
Dr D Glynn

Pediatrics
Phone: 4616 6219 Fax: 4616 6664
Dr B Morris Dr J Coglan
Dr L Downing Dr D Ades
Development Assessment Clinic

Endoscopy
Phone: 4616 6417 Fax: 4616 6792
Dr R Brodribb Dr R France
Dr T Hut Dr P Thomson
Diagnose medical assessment required

Public Health
Phone: 4616 6287 Fax: 4616 6334
Dr R Parker Q Fever
Travel Medicine
Dr J Hooper
Phone: 4616 6445 Fax: 4616 6450
Dr R Seltzer Tuberculosis

Orthopaedics
Phone: 4616 6229 Fax: 4616 6781
Dr E David
Dr R Jones Dr M Zandi
Dr W Pux Dr A White
Dr A Wilson Dr L Zoller

Mental Health
Dr N Stewart Dr A John
Dr R Phillips Dr R Campbell
Dr D Compton

Appropriate referrals to staff specialists may be bulk billed with revenue going to Toowoomba Health Service

Patient details

Surname: [redacted] DOB: [redacted]

First Name: [redacted] Sex: male

Address: [redacted]

Phone (home): [redacted] (work): [redacted]

(mobile): [redacted] (other contact): [redacted]

Priority: Urgent Semi-urgent Routine
Immediate - life threatening Serious/unstable conditions Other conditions

Referral to (Department): [redacted]
(Referrals may be distributed to consultants within departments based on availability and specialty area)

Doctor (Armstrong Clinic): [redacted]

Reason for referral:
Circumcision

Relevant history:
nil

SUSC

(B)

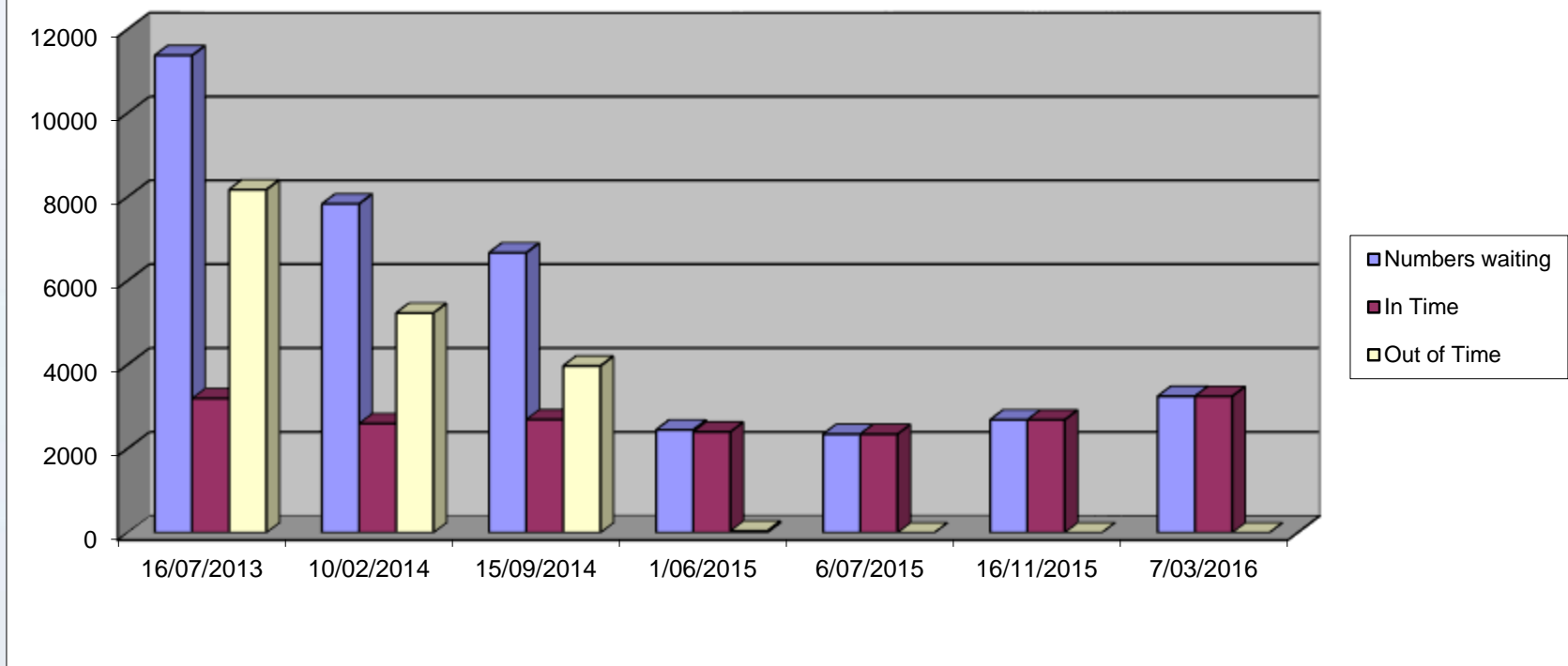
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Relevant investigations (attached):
nil

Increase clinic capacity

- Room utilisation
- Clinic templates
- FTA procedure
- Improve processes around leave management
- Partnerships with the private sector
- Extend scope of nursing and allied health staff
 - Podiatry clinics
 - TOV clinics
 - Hand clinics
- Low acuity registrar clinics
- Extra clinics
- Weekend clinics
- Weekend OT lists
- Encourage primary care
- Encourage discharge
 - Better dictation, faster letter turnaround
 - Form letters for discharge
 - Criteria led discharge

Numbers waiting for specialist OPD apointment



Where to from here?

Sustainability

- Consistent guidelines
 - Clinical Prioritisation Criteria
- Encourage and support primary care
- Continue to maintain clinic efficiencies
- Keep the data accurate and in our face
- Discharge protocols

IT gains

- E-referrals
- Electronic records
- Improved data management

Primary Health Network

- Improved GP communication and engagement
- Better primary and acute care linkages
- Reduced service duplication
- Monitoring and reporting regional health outcomes

"It is literally true that
you can succeed best
and quickest by helping
others to succeed."

Napoleon Hill



Any Questions ???