

# **GPLO National Conference 2016**

“Going with the Flow” - a GPLO’s experience of clinical streaming

**Friday 18 March 2016**

## Introduction

- Dr James Martin
- GPLO Rheumatology - Brisbane North PHN
- Covering Metro North Hospital and Health Service (MNHHS)

## Learning outcomes

- understand the process of clinical streaming
- appreciate the benefits of GPLOs working within streaming groups
- consider some specific examples of this work.

# CLINICAL STREAMING

## The problem

- MNHHS
  - large, diverse region
  - 20% of Queensland population
- identified issues:
  - fragmentation of services
  - inequity across region

## The approach

- aim for MNHHS residents to have equity of:
  - health service access
  - service use experience
  - outcome.
- Clinical Council workshops
- literature review
- resulting information assessed.

## The solution

- clinical streaming
- streams non-budget holding governance bodies
- facilitate care delivery being:
  - patient-centred
  - standardised but locally adapted if required
  - guided a broad range of key staff
  - coordinated/integrated
  - less constrained by traditional boundaries.

## Streaming in MNHHS

- Six clinical streams
  - medicine
  - surgery
  - heart and lung
  - critical care
  - women's and children's
  - cancer care
- 42 sub-streams/work groups

## Rheumatology sub-stream

- first met November 2014
- monthly meetings with secretarial support
- comprises:
  - 8/9 MNHHS rheumatologists
  - MNHHS directorial/strategy staff
  - 4 allied health practitioners
  - NUM
  - Arthritis Queensland educator
  - PHN staff
  - Frequent invitees
  - GPLO.

# **STREAM-RELATED PROJECTS**

## GP with special interest (GPwSI)

- trial of new model to increase rheumatology outpatient capacity
- widely used in UK
- 1-off funding obtained from MNHHS
- practicalities
  - enthusiastic GP sourced with no special training
  - 1 clinic per week for 12 weeks
  - 1<sup>st</sup> 2 clinics exclusively for training
  - GPwSI management plan reviewed by specialist.

## GPLO input

- participated in discussion about trial
- supported funding application (short notice)
- researched GPwSIs in UK
- helped develop position details
- assisted securing the right GP for the role.

## GPwSI data

- 39 patients seen by GPwSI
- survey of GPwSI visits
  - all rated satisfactory/very satisfactory
- cost outline:
  - \$6,500 salary
  - \$2,800 bulk-billing revenue
  - cost-effectiveness would increase with time in post
- GP rated the experience very positively.

# Rheumatology Education Day

- aims:
  - address GP educational needs in rheumatology
  - improve referral quality
  - showcase Map of Medicine as practical GP tool
  - professional networking
  - answer questions submitted by all GPs on application.
- collaboration
  - ARA Queensland
  - Arthritis Queensland
  - MNHHS
  - Brisbane North PHN.

## GPLO input

- canvassed GP input on content
- submitted RACGP CPD application
- liaised with PHN and AQ for support
- supported Map of Medicine component
- participated in panel discussion

## Education day data

- 46 attendees
- Overall evaluation:
  - 79% very good
  - 21% good
- 14 GPs self-identified as wishing to be considered for GPwSI role if available in future.

## Arthritis self-management course

- funding became available for:
  - innovative community partnership projects
  - extensive collaboration essential
  - short notice.
- streaming group and partners developed
  - course for patients with inflammatory arthritis
    - education
    - self-management
    - intensive allied input
- ultimately unsuccessful but template established.

## GPLO input

- worked with streaming group to develop idea
- liaised with partners to develop/cost this
- researched similar models used overseas
- liaised with UK-based provider of similar course
- co-wrote funding application.

## Other stream projects

- establishing HHS-wide GP referral criteria and keeping these current
- creating a temporal artery biopsy pathway for the HHS
- auditing referrals to inform the sub-stream
- improving systems for equitable referral allocation
- developing a suite of rheumatology Maps of Medicine
- piloting a Map evaluation project
- advising on the Medicine Stream Strategy Document
- establishing regional outreach services for areas without rheumatologists

# **BENEFITS/DRAWBACKS OF GPLO STREAMING INVOLVEMENT**

## Benefits

- advocate for primary care
- provide GP clinical perspective
- gives access to engaged key players
- allows widespread, timely consultation on GPLO projects
- help progress relevant stream projects rapidly
- improves link between sub-stream and PHN
- develop better working relationships with key staff

## Drawbacks

- costly resource
- uses limited GPLO time
- not all activities need GPLO input
- GPLOs not available for all sub-streams
- potential for conflicts of interest.

# CONCLUSION

## Working within streaming

- greatly facilitates GPLO work
- enhances stream effectiveness
- do similar opportunities exist in other regions?

# QUESTIONS