

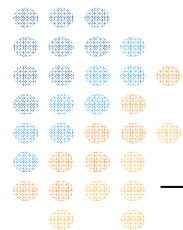
General Practice Access & Support Service



**The Power of Partnerships
November 2008**

Role of Access & Support Service

- Provide one point of access for GP referral
- Assist general practice in linking with broader service system
- Support and enhance effective system of access, service coordination & delivery
- Facilitate smooth client/patient centred journey

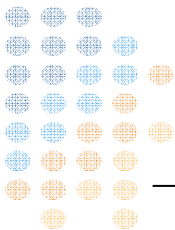


Dandenong Casey General Practice Association



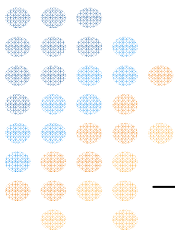
Why are we doing this?

- History
- Projects/programs across diabetes continuum with multiple sites offering services
- One point of referral highly desirable



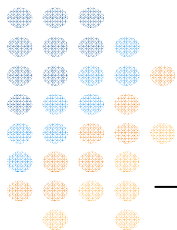
How does it work?

- Staffed by health professionals with admin support - all managed by DCGPA.
- Services for diabetes across the continuum
- Consistent referral process for GPs using State-wide Referral Tool
- Regular communication, including timely feedback
- GP specific information, care co-ordination negotiation and assistance



Outcomes

- In excess of 400 GPs referring
 - > 1,000 GP referrals pa
- Recognized as point of entry for diabetes services



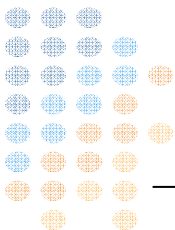
Dandenong Casey General Practice Association



Partnerships

- SEHCP key to facilitating the partnerships
- Southern Health
- Neighboring Divisions of General Practice
- State/Commonwealth (ABHI)

Dandenong Casey General Practice Association



Future Sustainability & Adaptability

Consultant's report (Sept 07) stated:

- DCGPA is well placed to oversee the GP referrals for other chronic diseases (BLBH) building on the successes and experience of diabetes
- Service now known as *“GP Access and Support Service”* encompassing an expanded role, soon to include respiratory services

Dandenong Casey General Practice Association

