

The Practice Support Team

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To contact the Practice Support Team

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Practice Support Services

ILLAWARRA DIVISION OF GENERAL PRACTICE



IDGP Practice Support Team

Aims

The aims of the Practice Support Service are:

- To provide a responsive information service to meet the needs of Illawarra general practices
- To develop systems that enhance effectiveness, efficiency and quality in general practice

Support Methods

Information and support is provided by phone, email, fax or practice visit to GPs, practice nurses, practice managers and staff.

Phone: (02) 4220 7600
Email: practicesupport@idgp.org.au
Fax: (02) 4226 9485

IDGP website

Visit our website for resources, links, latest news and a range of templates for CDM, SIP/PIP, Indigenous health, HMR and local services.

Visit: www.idgp.org.au

Education

Education workshops and on-site education provided for:

- GPs
- Practice nurses
- Practice managers
- Administration staff
- GP registrars
- University of Wollongong GSM students

Some education activities will incur a fee.

PS Newsletter

A quarterly publication covering immunisation, accreditation, education and a wide range of issues relevant to the practice team.

Illawarra Division of General Practice Practice Support Services

Information and Support services for members

- MBS items (CDM/PIP/SIP/health checks including Indigenous health items)
- Accreditation
- Immunisation
- Information management
- Human resources & industrial relations
- Practice nurse orientation
- Nurse led clinics
- Practice management
- Closing the Gap (Indigenous Health)
- IDGP clinical services including:
 - * 'Reset Your Life' program
 - * Illawarra Leg Ulcer Clinic
 - * Clinical Psychology Service
 - * **headspace** Illawarra
 - * Mental health nurse service
 - * Perinatal support service

Systems to improve quality and effectiveness

- Extracting and using patient data to: Identify and manage patient groups eg diabetics; measure aggregated results, and; monitor MBS claims eg diabetes annual cycle of care
- Data cleansing
- Building reliable disease registers
- Pro-active recall and reminder systems

The above services are provided at no cost to practices

Service Packages

Service packages provide structured, specialised support over and above that provided by regular Practice Support services. Practices benefit from focused education and training and practical assistance to undertake tasks that the practice would otherwise need to do themselves or outsource. This support is designed to help practices utilise their human, financial and time resources efficiently, meet compliance requirements and manage risk.

Service packages provide specialised assistance in the areas of:

Accreditation: Includes workshops, completion of Accreditation Pro or GPA +, collation of practice surveys and preparation of resources.

Information management: Includes training in clinical software and data extraction tools and on-site data cleansing support and training.

Orientation for GP registrars and GSM students: Includes training in clinical software and orientation to general practice in the Illawarra.

Area of Need: Includes provision of demographic and other statistics, letters of support and assistance with writing applications.

All service packages include a standard level of support and education which is provided at no cost to practices, including phone and email support, practice visit hours and some training. Charges are made for higher levels of support and education. Details of packages and cost are available by calling the Practice Support Service.