

UNSW research centre for **primary health care and equity**

Practice Case Study (1 - 3 GPs) :
My Team-link experience

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UNSW
THE UNIVERSITY OF NEW SOUTH WALES



My practice

**Solo with receptionist
Since 1982
Inner City Practice
Previously Older and Lower Socio-economic
Now gentrifying
Ethnicity**

Strengths and Barriers



My Team-link experience – Multidisciplinary Care

Myself: Expected Outcomes
Unexpected Outcomes
PDSA

My staff: IT/Search/Recall

Internal Teamwork: More Detailed

External Linkages: More Knowledge
More Databases from Division

Central Sydney DGP: SGL
Templates and Databases



My Team-link experience – impact on patients

Patients with Type 2 Diabetes:

Importance of Lifestyle and AHP

Cycles of Care Structure

Searches and Recall

Outcomes

Patients with IHD/HT:

Less Impact

Other Chronic Diseases:

Useful Lessons



My view of Care Planning (Team Care Arrangement TCA)

My role

Identify/Educate/Motivate/Prepare Plan/Refer

Practice staff's role

AHP Consents and Referral Details/Follow up
Communications

AHP's role

Feedback

Patient's role

Important/Tailor Care Plan to their Situation

Strengths and weakness of a practice-based intervention like the 'Team-link' project

Strengths

Options

Ideal to aim for

Practical

Comprehensive

Weaknesses

Time

Time

Time

Questions ?