

Small group discussion: Service Providers/Support Organisation (#1)

Question 1

What you found encouraging	What you found discouraging
<ul style="list-style-type: none"> Evidence & outcomes to show teamwork working Processes were improved 	<ul style="list-style-type: none"> Outcomes were not improved due to processes So few GPs knew what services providers do Two programs with so many parallels and synergies with APCC(collaborative)—should not be a total disconnect.

Question 2: What aspects of teamwork need to be improved?

- Formalised meeting processes
- Teamwork at every level- not just practices
- Educate GPs on what AHP do
- Financial incentives to help GPs work in this space
- Access to information (e.g. health directory)
- Decision making processes-consultation/shared team process responsibility & accountability
- Definition of roles & regular review
- Communication & linkages

Question 3: Who needs to do what to improve it?

What needs to be done	Who needs to do it
All of the above	Divisions
Develop structures with interagency communications	Divisions, practices
More complex care coordinators	Area health service
Teamwork kit with generic post, descriptions templates etc	GPNSW/AGPN(national)
Electronic health records	Commonwealth
Teamwork across all curriculums	All education bodies
Increased cross-discipline education opportunity	GPNSW/Divisions
Evaluation of previous research	CPHCE

Group: Service Providers/Support Organisation (#2)

Question 1

What you found encouraging	What you found discouraging
<ul style="list-style-type: none"> • Reform inevitable • Does work-divisions could -needs capacity to drive it • Better teamwork equals job satisfaction • Intervention practices more willing to change • Toolkits to help embed change • Directory of AHP-excellent but need to help develop relationships 	<ul style="list-style-type: none"> • 4-5years down the track, will still be tracking about it • Job satisfaction didn't increase • Not clear how/when/where AHP can be utilised or why co-located but the referrals decreased

Question 2: What aspects of teamwork need to be improved?

- AHPs onto Division Boards—review constitutions
- AHPs as member of Divisions
- Determine which AHP serviced best improve patient outcomes (in TCAs)
- Encourage GPs to think “team” – reward the task-perhaps through MBS

-during medical training

Question 3: Who needs to do what to improve it?

What needs to be done	Who needs to do it
Reform & policy development Pay AHPs to deliver CPD to GPs Mandatory training around teamwork Improve IT systems of AHPs (similar to incentives extended to general practice) Improve data entry in practices Patient health records Better communication between GP- patient and GP-AHPs Educating GPs & AHPs recorrect referral pathways Clearer identification of roles & responsibilities	Government Medical bodies Divisions Allied health bodies

Other comments