

GP Liaison: Your hospital connection



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New website for referring GPs goes live!

The General Practice Liaison Unit has published [a new SCHHS website](#) with information for GPs and other referring health providers.

The website contains essential referral information including tips & tricks on how to refer and ensure your referral is accepted by the triaging clinicians.

It explains how GPs can access the Viewer which includes essential patient information such as pathology and imaging tests performed within the SCHHS.

There is a section about the shared antenatal care Preferred Provider Program, the GPs with Special Interest program, Community Fracture Clinics, feedback & complaints and frequently asked questions about the public health service in the Sunshine Coast.



GP Liaison Unit

Phone: 07 5202 3822
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Quick links:

- Referrals
- HealthPathways
- FAQs
- The Viewer
- Feedback and complaints

Image above: Screenshot from the new SCHHS website for local GPs



Sunshine Coast Hospital and Health Service

Exceptional people. Exceptional healthcare.



Contact the GP Liaison Unit

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[Click here to visit our website](#)

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GP's with Special Interest (GPSIs)

We have upcoming positions in the following Outpatient departments;

- Cardiology,
- Gastroenterology,
- Neurology and
- Urology

If you have an interest or extended skills in a different specialty we would also love to hear from you as other positions may become available in the future.

Please contact the GP Liaison unit if you would like more information or to submit an expression of interest.

SCHHS-GPSI@health.qld.gov.au

Have you logged onto **HealthPathways** lately? There are an increasing number of localised health service information pages available, and key information regarding **referral criteria requirements** for SCHHS outpatient clinics.

<http://sunshinecoast.healthpathwayscommunity.org>

Login: usersc
Password: pwsc

Refer directly to a community Fracture Clinic

Many simple fractures and soft-tissue injuries are suitable for management in primary care and do not require specialist orthopaedic management.

However, not every GP may be comfortable managing these conditions themselves. If this is the case, GP's may refer directly to one of the Primary Care Fracture and Soft Tissue Injury Services, available at several locations on the Sunshine Coast. *There is no need to send referrals to the SCHHS central Referral Centre!*

The service is bulk-billed and includes plaster or fibreglass casts, crutches, and braces/splints (e.g. moon-boots) if required.

Patients with suitable simple injuries who are seen in the Emergency Department or who are referred to Orthopaedic Fracture Clinic may also be offered this choice for their fracture or soft-tissue injury management.

To refer, please open the [HealthPathways 'Fracture Clinic Assessment' page](#)¹ and follow the instructions.

1. Login: usersc
Password: pwsc

GP's help to reduce hospital waitlists

Earlier this month we published the results of the Sunshine Coast GPSI pilot [in MJA Insight](#). It generated media interest from ABC, WIN and Seven.

GP's with a Special Interest (GPSIs) demonstrated they can play a role in reducing public hospital wait lists and increasing capacity of the health system.

It's a great team effort and we congratulate everyone who has participated and supported the pilot, especially our 24 GPSIs.

The pilot program improved collaboration and integration between general practice and hospital by facilitating collegiate contact and interprofessional learning between GP's and specialty teams.

Consultants, GPSIs and patients reported high satisfaction levels. Common feedback themes included value gained from bidirectional interprofessional learning and codesign of new outpatient discharge planning models.

GPSIs can help build hospital team confidence in primary care handover and identify which patients can be appropriately transferred back to the regular GP, facilitating continuity of care.

GPSIs often gained additional skills which also assisted to more confidently manage patients in the community. This may facilitate horizontal referrals between GP's in the future, reducing hospital referrals and demand for specialist outpatient services

Here at the GP Liaison Unit we believe it is essential to continue to develop and invest in integrated models of care as they can be part of the solution to a growing demand on public health services.



FASD Survey for GPs

A Fetal Alcohol Spectrum Disorder (FASD) research study is currently being undertaken by SCHHS Dr Samantha Williams as a requirement of the RACP for Advanced Paediatric and Developmental training. Dr Williams is currently working in the Child Development clinic in Caloundra and regularly participates in the second of only two FASD clinics in Queensland.

It is the intention of the study to provide a snapshot of the current level of understanding of FASD and practices of health professionals in the Sunshine Coast area. This questionnaire is aimed at General Practitioners, Obstetricians, Paediatricians, Child health nurses and midwives.

The survey is completely anonymous, and Dr Williams will be reviewing the data with the hope to publish in a peer review journal. Study results will be used to inform and upskill health professionals working with antenatal and postnatal patients. The survey will run from September 2019 to January 2020.

Dr Williams is more than happy to arrange an education session for interested health professionals to discuss FASD and the current diagnostic process further if specific questions arise from completing this survey.

The direct link to the survey is: <https://s.surveypal.com/Ts1lxqp91> or contact Dr Samantha Williams at: Samantha.williams2@health.qld.gov.au

Caloundra Minor Injury and Illness Clinic opening earlier

From August 2019, the Minor Injury and Illness Clinic (MIIC) at Caloundra Health Service, is open an hour earlier to meet patient need. **The new operating hours are from 8am to 8pm, seven days a week.**

The MIIC opened in March 2017 and is designed to treat patients whose needs are non-life threatening. The team at the clinic treat patients with conditions such as fever, coughs, earache, toothache, minor eye issues, broken bones, minor cuts, burns, scalds, infections, rashes, sprains and strains.

Patients who require non-urgent treatment outside of the MIIC's opening hours should contact their GPs afterhours service or call 13 HEALTH (13 43 25 84). This is a free 24-hour hotline offering professional health advice.



Palliative Care Upskilling Opportunities for GPs

PEPA Program 2-4 day Clinical Placement Opportunity. Update your skills in the palliative approach through undertaking a subsidised workforce placement with a palliative care specialist service within a metropolitan or larger service. Financial assistance towards travel, accommodation and backfill is provided. To apply for a PEPA placement please visit <https://pepaeducation.com/>.

Case-based Multidisciplinary Pall Care Workshops coming up;

Dr Louise Welch from the SCHHS Palliative Care Consult Liaison Team will be presenting a series of case-based multidisciplinary workshops for GPs, QAS, RNs and Allied Health, includes a free three course meal.

Tues 24th Oct - **Gympie** 6:30pm – [Event Registration Link](#)

Tues 7th Nov – **Maroochydore** 6:30pm – [Event Registration Link](#)



Want to access Queensland Health results on your clinic desktop?

Did you know you can now look at internal Queensland Health patient results from your GP office computer? The **Health Provider Portal (HPP)** is now live. This puts clinical information immediately at your fingertips, rather than having to request a copy from Clinical Information Access. The amount of useful information shared with GPs on the HPP continues to expand. You have access to clinical information from all Queensland Health facilities.

The **Health Provider Portal (HPP)** currently allows registered QLD-based GPs to view the following;

- Pathology results
- Radiology results
- Discharge Summaries
- Emergency Department letters
- Outpatient appointment bookings
- *Soon will include elective surgery bookings*

Sounds fantastic! How do I register for HPP?

Check out the instructions and introduction video on <https://hpp.health.qld.gov.au/>

You or your practice manager will need to;

1. Ensure your GP name and practice details are correct in the STS Address book to receive electronic communication from Queensland Health
2. Create a personal QGov Login account if you do not already have one
3. Register for Health Provider Portal access once steps 1 and 2 are complete.

For technical assistance with registering for HPP phone 1300 478 439

GP Education Calendar @ SCHHS

This calendar will be updated monthly with upcoming GP education events at SCHHS

GP Preferred Antenatal Provider Seminar- Part 2

Accredited for 40 Category 1 RACGP CPD points [Event Registration Link](#)

Date: Saturday 19/10/2019

Time: 8.30 for 8.45am to 4pm

Venue: SCHI @ Sunshine Coast University Hospital

This free workshop targets the needs of GPs participating in antenatal shared care, however all GPs and Registrars are welcome to attend. Workshop 2 focuses on the management **of common presenting problems and complications in the antenatal, puerperium and postnatal period**. This year, we are moving to an interactive, small-group, case-based learning format.



Useful Phone Numbers and Contacts

Referral Centre for ACC

Note: Outpatients is now called Ambulatory Care Centre/ACC

Referral Centre GP Hotline (not for patients) 07 5202 6633

****GPs/Practice staff only to call this hotline for outpatient appointment enquiries****

Patient line 07 5202 2222

Fax 07 5202 0555 (but e-referral preferred)

GP Liaison Office

Phone 07 5202 3822 / 0439 591 731

Fax 07 5202 1044

Email SCHHS-GPLO@health.qld.gov.au

STS Addressbook Enquiries

(STS = Secure Transfer Service. This address book is managed in Brisbane)

Phone 1800 198 175 / 07 3726 4880

Contact this service if you need to update the details for new or existing GPs to receive electronic correspondence from Queensland Health sites.

Email STS_External-Alerts@health.qld.gov.au and we will forward to SCUH to update in HBCIS.

Clinical Information Access

Note: Medical Records is now called Clinical Information Access

Non-urgent – written request faxed on practice letterhead

Urgent – mark fax clearly with 'Urgent' and specify timeframe/reason, **or** GP to call directly (not via a staff member please)

SCUH Ph 07 5202 3011 Fax 07 5202 3419

Nambour Ph 07 5470 6389 Fax 07 5470 5425

Caloundra Ph 07 5436 8503 Fax 07 5436 8766

Maleny Ph 07 5420 5000 Fax 07 5420 5001

Gympie Ph 07 5489 8667 Fax 07 5489 8757

Pathology Enquiries

07 5202 2111

Medical Imaging Enquiries

07 5202 3333