



Annual Report 2009



Vision, Mission & Objectives

Vision

To lead and support Primary Care

Mission Statement

The Bankstown GP Division Incorporated is committed to providing education and support to General Practice, which will sustain and improve it, enhance the care of its patients and improve the coordination and delivery of health outcomes in the Bankstown community.

Division Objectives

The objects of the Division are:

- To maintain and improve the standards of general practice in the Bankstown LGA and the Sydney South West health area.
- To improve communication and liaison between general practitioners and the Bankstown Health Service (including hospitals and community health staff and visiting medical officers).
- To promote improved patient access to health services appropriate to their medical and social needs.
- To facilitate involvement of General Practitioners in hospital and community health services.



- To improve and facilitate appropriate referral between General Practitioners and the Bankstown Health Service (hospital and community health services).
- To contribute to the development of health policies, programs and strategies relevant to general practice by the Sydney South West Area Health Service and other relevant bodies.
- To meet the special (and localised) health needs of groups (such as Aboriginal and Torres Strait Islanders and those with non-English speaking backgrounds) or people with chronic conditions, particularly where these needs are not adequately addressed by the current health system.
- To establish Shared Care programs involving General Practitioners and other services.
- To facilitate postgraduate, vocational and undergraduate training and education in general practice.
- To facilitate continuing education and quality assurance in general practice in the South Western Sydney health area.
- To promote cooperation among local general practitioners for the purpose of service delivery, health promotion, disease prevention and research.
- To facilitate health promotion and preventative health activities by general practitioners in the South Western Sydney health area.
- To promote the health of the community of the Bankstown LGA.
- To deal with other concerns of members.
- To consider becoming a member of, subscribing to, or affiliating with, any other organisation, whether incorporated or not, having objects altogether or in part similar to those of the Division.

Chairman's Report

Another year of intense activity has occurred with many changes and improvements. Over the first 4 months the internal structure of the office was reorganised to allow the development of the "Practice Support Officer". These people visit your practices delivering up to date information and help on a wide range of topics. We can now offer you the highest level of help in accreditation of your practice, up to date information on MBS, billing options, services available in our area and computerisation.

One of the most important achievements was the development of an integrated IT programme to enable you to computerise and then sustain this technology. Training in the use of certain software products is available if required. This programme has also been offered to the specialists in our area as they also lack this support and it will help us to further develop the secure electronic encrypted messaging between us all called Argus.



This programme allows you to send referrals direct to specialists rooms and for their reports to come straight back to you and is well worth investigating if you have not already done so.

All our other programmes have continued to function and grow and we have had some local successes in putting psychology services into the aged care facilities. A programme run in conjunction with UWS.

Our financial situation has been kept strong and we will continue to deliver as much as is possible within our relatively small budget.

The next year will be one of our most critical. Major changes are coming from the Federal Government over how primary health care should be delivered in Australia.

They are seeking to try and make the system more equitable for all the population and more effective in terms of access to other primary care health providers. They have felt that the development of larger organisations called Primary Health Care Organisations might best fit this picture. We will endeavour to put our input into what is needed in our area and keep you all up to date with any final decisions when they occur.

Finally thank you to all the staff for the enormous effort that has occurred this year

Handwritten signature of Dr Susan Harnett

Dr Susan Harnett
Chair Bankstown GP Division

Executive Officer's Report



This is my first annual report in my role as Executive Officer at Bankstown GP Division, since taking up this role in mid-2009. In my time here, I have felt genuinely privileged to lead a team of technically skilled, committed and enthusiastic professionals.

From its very beginnings, the Bankstown GP Division has been a centre of innovation. Whether this came from ambulatory shared care programs during the early 1990s, or more recent eHealth and practice support programs, new ideas have kept the Bankstown GP Division at the forefront of innovation in south west Sydney. It is this spirit of innovation, and the enthusiasm of our staff that now characterise the Division.

The Division can now provide practices with the confidence of efficient and effective visits, built on the certain foundations of local experience and long term trusted relationships. The Bankstown GP Division's expertise in practice support provides local general practices with the confidence to meet the emerging challenges in primary care.

In the past 12 months, our commitment to technical skill and innovation has led to an increase in Division membership. Our openness to GPs and other health professionals regardless of postcode of practice or area of residence has seen an influx of specialists, practice managers, and nurses to our CPD events.

Many of those professionals who attended a CPD event chose to join us as associate members, and now benefit from our full range of services.

Strong partnerships between our staff, our Board and local communities continue to generate progressive projects and exciting initiatives for the future. Many of our best ideas have come from people on the ground. Part of my role is to strengthen a culture that fosters, encourages and realises the potential of our industrious and forward-thinking staff members.

New challenges in the year ahead. The staff and systems that have coalesced at Bankstown GP Division during the past year have prepared us for a significant leadership role in primary health care reform. Our innovation, and leadership of emerging health sector reforms will ensure that we continue to provide the highest quality services to our members, in the interests of equitable access and better health outcomes for everyone in our local communities.

A handwritten signature in black ink, appearing to read 'Andrey Zheluk'. The signature is fluid and cursive, with a long horizontal stroke at the beginning and a large loop at the end.

Andrey Zheluk
Executive Officer Bankstown GP Division

Highlights during 2008 – 2009



Practice Support Model

During 2008-9 we implemented a consultancy-style Practice Service model. The Practice Support Officer provides personalised support to GPs and staff in member practices. It is a hands-on approach to the delivery of support to the general practice team, whether it be via a personal visit, one-to-one training, telephone or email support. The practice services model provides practices with up-to-date information and about clinical guidelines, health initiatives and ways to maximise practice performance.

Accreditation Program

Our accreditation program is designed to ensure practices can interpret and understand the standards, identify areas within the standards they are not currently meeting and access support to make improvements. Accreditation is necessary to ensure safe high quality care is delivered to patients. Accredited practices are also able to access Medicare Practice Incentive Payments. Accreditation is one of our particular strengths.

eHealth Program

Data management supported by reliable information technology is the foundation for effective and efficient general practice. Our eHealth program has allowed all members, from those uncertain how to start, to advanced IT users to engage with emerging opportunities in eHealth.

Highlights during 2008 – 2009 *continued*



Indigenous Health Program

In September 2009 the Australian Government provided funding for an Indigenous Health Project Officer position at the Bankstown General Practice Division. During 2009-10 and beyond, the Division will focus on prevention and management of chronic disease for Aboriginal people in South west Sydney, in order to close the gap in morbidity and mortality.

Updated Internet Site

This new site opens a clear channel of communication with Division members and local communities. Please visit the new website at www.bankstowngp.com.au

Board, Staff and Programs



Board

Dr Sue Harnett (*Chair*)

Mr Geoffrey Allen (*Vice Chair and Consumer Representative*)

Dr Ashok Chalasani (*Treasurer*)

Dr VR Nagamma (*Secretary*)

Mr Kristian Enevoldson (*Consumer Representative*)

Dr Neale Gunning

Dr Diane Phillipot

Staff

Andrey Zheluk – *Executive Officer*

Grace Ng – *Finance Officer*

Sue Goodheart – *Administration Officer*

Anita Mansfield – *ABHI Officer*

Shalini Chand – *Practice Support Officer*

Dianne Lewis – *Practice Support Officer*

Maria Pipicella – *Practice Support Officer*

Lorena Bestrin – *Indigenous Health Practice Support Officer*

Louise Hodda – *NPS Facilitator / HMR Program Officer*

Domenic Bonfiglio – *IT / eHealth Consultant*

Programs

Antenatal Shared Care

Australian Better Health Initiative

Cervical Screening

Chronic Disease Management

eHealth

Immunisation

Mental Health

Nursing in General Practice

Practice Accreditation

75+ Health Checks



Australian Government
Department of Health and Ageing

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Bankstown GP Division Incorporated

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