

Themes from 8 June 2016

GP and Practice Staff Forum

The 6 Key themes from GP Forum

- **Critical skills and knowledge of practice staff in dealing with AoD**
- **Health system issues – local and broader**
- **Building the confidence of practice staff to include GPs to deal with AoD and mental health**
- **Care for staff GPs and practice staff**
- **Skills for being human**
- **Focus on youth**

Critical Skills and knowledge of practice staff to deal with AoD

- Two approaches - having access to duress alarms or having the skills and confidence to make a real connection and talk some one down safely and get them some care
- Some staff have a well developed intuitive sense around the management of some one in distress
- Working as a team is vital – if a person presents and needs extra attention having the team support to allow a conversation to occur
- Being flexible with appointments – showing empathy rather than responding to a “busy “ environment and trying to move people on
- Good teams are like well oiled machines
- First point of contact staff are critical to the success and safety of the practice

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Health System issues – local and broader

- **Critical time** is the ED presentation without admission and the immediate post discharge time from an acute admission – the role of liaison across that scenario
- **Medication management** prescribing
- **Adequate detox facilities** especially for clients with children

Build confidence of practice staff to include GPs to deal with mental health and AoD

- **Knowing what is out there and where to refer – not knowing what you don't know as a practitioner**
- **Practices sharing ideas and experiences – has been met with approval**
- **Building skills to ask the difficult confronting questions – getting to the point rather than skirting around the issue**
- **The vital role of mental health nurses in providing education - skills and knowledge to a team to augment their skills at having hard conversations – seeing a mental health nurse in action – learning from them**

Care for staff to focus on GPs and practice staff

- The cumulative effects on staff of tough presentations – whether they are mental health / AoD
- Focus on the importance of the World Health Organisation – Patients Safety approach entitled HALT
- Protect staff from making decisions when they are Hungry Angry Late and Tired – this gets back to team work
- We can't be perfect all the time – it is ok to say you need more education or support

Skills for being human

- This rated as a key theme of the GP Practice staff forum 8 June 2016
- Extend the hand of kindness
- We can all use the words non judgmental care – showing empathy etc but do we really do it all the time

Focus on Youth

- **The mild to moderate end of the continuum – those that are worried – they go to friends and the internet in some cases parents**
- **Stigma attached to mental health issues**
- **Services on the Gold Coast that keep young people at school and functioning – Accorus**

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The GCPHN are conducting a suite of activities to engage consumers and service providers. We will keep you informed. Watch this space for the outcome of the Community Briefing on the 28 June 2016