

Chief Executive Officer - Operational Report to Board 6/9/11

Please note all information for period: Sept 28 to December 6th

1. Reports

PHCRIS Report – 12 Month reports, Core, GPII, WSRGP, RPHS
Audited Financials Submitted to all funding bodies
NPS- 12 Month Program Plan
ACE – Final Report & Financial Acquittal
ACAI- 12 Month Report
Shared Care – 1st Quarter Progress Report
Headspace- 1st Quarter Finance Report

2. Submissions

Local Communities Campaigns Grant- Live Life Well for Young Aboriginal People-
Pending
Binge Drinking Submission- Pending
RICAN - Unsuccessful
MINDFULLNESS for Aboriginal People - Pending
Sexual Health Awareness Week Submission- Pending

3. Contracts

APHCAP – Peelies Bus

4. Operational Activity Updates

RDGP have negotiated with Berri Medical Clinic and Lake Bonney Private Medical Clinic to commence Aboriginal Well Health Checks in their clinics with support from their GPs. This is to commence early December and was well accepted by the two clinics.

RDGP staff participated in the Riverland Wine and Food Festival this year and sponsored the Designated Driver initiative for the first time. Over 60 Designate Drivers were seen by the RDGP team on the day and given information on services available in the region, food and soft drink vouchers.

RDGP staff participated in a Healthy Tune Up at the Paringa Men's Shed, this was also attended by Dr Paul Smith from the Renmark Medical clinic. 20 men and women participated in the event and the feedback was fantastic. Several of the participants commented that Health people are actually human and friendly. One man has not been to see a GP in 40 years made the comment if Dr Paul Smith can come out here to see us then I should make the effort to go and see him in his clinic.

RDGP staff participated in the Multicultural Festival and conducted Health Tune Ups. Over 50 people completed the whole program with many others only doing a few stations. This event was a great day with lots of people getting to know the services that are offered by RDGP and the Medical Clinics. Each person who completed the HTU was given information about health and services.

Planning is complete on the Aboriginal Quit smoking program. The program will be promoted to Medical clinics, Aboriginal Community Health Team and other services working with Aboriginal clients in early December. Face to face services will begin in January 2012. RDGP has gained funding to provide 2 days per week of face to face Quit smoking advice. RDGP have trained 4 of their staff to undertake this program.

RDGP staff have been involved in a number of presentations regarding stress management / exam preparation and drugs and alcohol. Participants have included Yr. 11 and 9 students from local high schools, TAFE students and parents of young people.

The Clinical Services Team continue to receive a high number of referrals from medical clinics across the Riverland. Currently there is 261 active clients being seen by RDGP's 7 clinical counsellors, with 40 people currently on a wait list. Due to the significant level of referrals, clients are currently experiencing a 2-4 week delay before allocated to a clinician. RDGP are working to create alternate demand management strategies that will see clients access a service in a more timely fashion.

5. Communication and Marketing

RDGP was represented at 3 significant community events throughout the period, Riverland Wine and Food Festival Designated Driver Initiative, Paringa Men's Shed Healthy Tune Up and the Multicultural Festival Healthy Tune Ups.

Media Releases were circulated to all local media for the Paringa Men's Shed and the GP Welcome Evening. Multiple responses were given including radio interviews, WIN News and print coverage, this included Dr Paul Smith representing RDGP for the Paringa Men's Shed on both ABC Radio and Win TV.

Dr Grant Baker was interviewed for an article re Hayfever in the Murray Pioneer.

Additionally RDGP staff participated in interviews re Healthy Eating throughout exam time, Mental Health Week activities and the GP Welcome Event.

6. Continuous Quality Improvement/Risk and Complaints feedback

RDGP successfully satisfied all requirements at the Surveillance Audit conducted by SAI Global on October 18th and 19th. Opportunities for improvement have been identified through this process and will be actioned by RDGP in the near future.

7. Client satisfaction survey Summary

Fourteen completed Client Satisfaction Surveys were received between August and October 2011. Eight from female and six from male clients.

Surveys contain 9 key questions with a score range of 1 to 5;

1. None of the time,
2. A little of the time,
3. Some of the time,
4. Most of the time,
5. All of the time.

Results showed that 20% of clients rated the service received at 4. Most of the time and 80% at 5. All of the time.

Clients are also given the opportunity to add any additional comments and following are some of those comments;

- Sharon has helped beyond my greatest expectations, she has been kind, caring and supportive.
- She has helped put me back together.
- Having seen many health care workers over many years with little or no success it was fantastic to finally be part of something that worked.
- The Customer Service Charter is relevant to me it allows me to feel comfortable in a hard situation, treating me with dignity, understanding and respect.

No negative comments were received.

8. Staff Update

Due to receipt of new funding to provide Aboriginal health checkups, clinical audits and stop smoking services RDGP have recruited Tanya Abdulla as an Aboriginal Outreach Worker and 3 new RNs – Christy Kitto, Kerry Rose and Merridy McNaughton. Annie Williams will be on unpaid leave for 2012 as she travels Australia with her family. Sharon Brown and Sarah Meakin have recently left our organisation relocating in Nairne and Adelaide respectively.

We have recruited Matthew Mawdsley (Psychologist) and Courtney Ling (Social Workers) as counselors and they have fitted in well with our organisations.

Megan Maitland will be leaving us at the end of the year to relocate with her family to Queensland.

We welcome our new staff and wish those leaving us every success.

An all of staff day was held on 15th November and staff undertook Manual Handling and CPR training, and also worked on their TPSST plans.

9. Targeted Practice Support Strategy Teams (TPSSTs) and Training

Please see attached details re activity

10. Regional Education Committee (REC)

Please see attached document re membership of this committee for Board ratification

11. Networking & Training Update

Attended

- DENSA – October 14
- Riverland Housing Roundtable – October 20
- Planning session with Country South Medicare Local partners and CHSA – October 26
- GPSA AGM and discussion – October 27
- And presented at RDWA conference - November 11&12
- CEO/Chairs Day – November 16
- AGPN Conference – November 17-19
- Planning session for CSSAML with Div CEOs – December 2

Conducted several meetings with Allan Joy – Director of Community Health - re contracting and delivering Aboriginal health services in collaboration with the Aboriginal Health Team of RCHS.

Completed requirements of AICD Company Directors Course – Received Diploma

Attending Industrial Relations workshop re MLs on December 1

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CEO