



# Virtual Community of Practice Resources

COVID-19 is an evolving situation. As such, advice and information relating to the COVID-19 response may change. Ensure you stay up to date by subscribing to our COVID-19 GP Updates [here](#).

For more information on COVID-19, visit our [Practice Assist website](#).



18/06/2020

## *COVID-19: Future proofing general practice –(re)building trust with patients*

### Encouraging patients back

- Feedback: Consumers Health Forum of Australia
  - Access to health care during COVID-19 [infographic](#).
    - 59% of consumers were worried they would be around people with COVID-19 if attending health appointments.
    - 55% of consumers felt it was safe to delay regular appointments if nothing has changed and they are feeling OK.
  - [What Australia's Health Panel said about Telehealth - March/April 2020](#)
    - Only one third (34%) of respondents reported having been offered a telehealth service as an option for their health care.
    - Majority of respondents found telehealth services to be excellent or good quality (82%).
- Consider utilising the [resources](#) developed by WAPHA as part of the #SeeYourGP campaign on your practices social media.
- Utilise your practice data and the CAT Plus suite of tools: For practices who have the CAT Plus suite of tools, consider recalling patients for routine screening and chronic disease management. As some examples, there are PenCS recipes available for to help identify and recall patients for:
  - [Breast, bowel and cervical cancer screening](#)
  - [Annual HBA1C for patients with diabetes](#)
  - [An annual over 75 Health Assessment](#)
  - [An annual Aboriginal and Torres Strait Islander Health Assessment \(715\)](#)
- Consider [‘7 Simple steps to re-engage with your patients who haven’t been coming back’](#)

### Empower and inform staff

- Have a plan in place in the event of a ‘second wave’ outbreak or increasing COVID-19 cases occurs in WA. The RACGP factsheet [‘Responding to a COVID-19 case in the practice team’](#) may assist with this.

### Change Concepts for Practice Transformation

- The [10 Building Blocks of High Performing Primary Care](#)<sup>1</sup> is a model that identifies and describes the essential elements of primary care to facilitate high performance.
- [Change concepts](#) are general ideas used to stimulate specific, actionable steps that lead to improvement. Changes might include:
  - Provide visible leadership for culture change and quality improvement.
  - Ensure there is protected time for quality improvement.
  - Manage care for high-risk patients.
  - Use patient data to enable planned interactions.
  - Communicate clearly so that patients understand.

### Practice Assist

To help practices navigate through COVID-19 and beyond from a clinical, patient support and practice management perspective, the Practice Assist team has consolidated a number of useful resources into an online [General Practice Information Pack](#) on the Practice Assist website.

The pack, as part of Practice Assist’s dedicated [COVID-19 section](#) on our website, includes information and resources on topics including:

- [Practice Management](#) changes due to COVID-19

- [Useful](#) and [printable](#) resources
- [Consumer](#) resources
- [Communication tools](#) to reassure and engage your patients

## Other resources

- Grattan Institute webinar: [How our health system can be better after the pandemic.](#)