

Urban Employment Group
“Providing Workforce Support”



Nursing in General Practice
Contemporary Issues for Divisions
ADGP Forum
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PRESENTATION OVERVIEW

- ❖ **Members of Urban Employment Group**
- ❖ **Background**
- ❖ **Objectives**
- ❖ **Defining the Process**
- ❖ **Mentoring Framework**
- ❖ **Evaluation**



MEMBERS OF URBAN EMPLOYMENT GROUP

- ❖ Brisbane North DGP
- ❖ Brisbane South DGP
- ❖ Capricornia DGP
- ❖ Gold Coast DGP
- ❖ GP Connections
- ❖ Ipswich West Moreton DGP
- ❖ Logan Area DGP
- ❖ Redcliffe Bribie Caboolture
DGP
- ❖ South East Alliance DGP





BACKGROUND

- ❖ DoHA allocated funds to promote Practice Nurse (PN) role
- ❖ Majority of Division's provide some aspects of practice nursing
- ❖ (14/19 Division's in Qld) or 74% provided most, but not all aspects that defined PN support
- ❖ Extent of PN support varied according to Division's identified need & capacity



BACKGROUND

- ❖ All urban divisions were involved in one or more of these activities:
- ❖ Informal mentoring and phone support
- ❖ Advertising of vacant nursing positions
- ❖ Promotion of Practice Nursing as an integral part of the general practice team
- ❖ Practice Nurses included in relevant educational events



OBJECTIVES

1. Establish an Urban Divisions network
2. Identify & define issues for P/Ns in urban areas
3. Increase the number of practice nurses employed in urban General Practice
4. Develop and test models of successful and sustainable programs that support the role of practice nurses in urban areas
5. Develop strategies to define & promote the “extended role” of nurses in general practice



DEFINING THE PROCESS

1. Each Division selected 2 practices without a practice nurse for further investigation based on the following criteria:
 - Eligibility for PN PIP payment
 - Physical space for a PN to be employed
 - Receptive to receiving information about employing a practice nurse
2. Conducted a survey of those selected practices using a profiling tool



LESSONS LEARNT

- ❖ Face to face interview – improved quality of results
- ❖ Take relevant resources to visit – e.g. PIP eligibility fact sheet
- ❖ Generate discussion around practice profile – modeling the PN role from this information. Illustrates potential for an extended PN role.





SUMMARY OF RESULTS

- ❖ 12 practices surveyed
- ❖ 11 accredited
- ❖ PIP eligibility: 6 eligible, 3 ineligible, 3 uncertain



Major factors influencing the decision to employ

- ❖ free up GP
- ❖ improve access to primary care
- ❖ deliver specific services



SUMMARY OF RESULTS

Interestingly

- working with PN previously
- eligibility of PIP &
- other GPs in the practice

DID NOT influence their decision to employ a nurse

ENABLERS

- (8/12) 66% proof of cost effectiveness
- (7/12) 58% recruitment & orientation assistance, improved access



DEFINING THE PROCESS

Results of profiling indicated main areas for development

- **Pooling of resources i.e.**
 - HR packages**
 - Orientation Manuals**
 - Business Cases**
 - Advertising Examples**
 - Mentoring Framework**



DEFINING THE PROCESS

Proposed Model:

Contracting of PN Mentors/Coaches which will assist practices with:

1. Preparing for a PN to commence employment
2. Employment processes – recruiting, interviewing, development of position descriptions, advertising etc.
3. Mentoring / Coaching post employment – orientation, role definition & support for a period of time



DEFINING THE PROCESS

4. Mentoring Framework was then discussed & advanced with the group
5. Roles for QDGP, Division's and Mentors were defined



MENTORING FRAMEWORK

Role for QDGP:

- Facilitate 2-day mentoring workshop

Role for Divisions:

- Recruit practice nurses for mentoring role
- Match practices to mentors
- Support mentors

Role for Mentors:

- Pre employment
- Post employment



RESOURCES TO SUPPORT MENTORS

- **Comprehensive Recruitment Kit**
 - **Gold Coast Audit Tool – role development tool**
 - **Advertising examples, letters of offer, position descriptions, simple business cases incorporating time, access & on-costs**



RESOURCES TO SUPPORT MENTORS

- **PN Orientation Manual**
 - **Collaboration of BSDGP, LADGP, SEAGP**
 - **aim of manual**
 - **built on existing manuals**
 - **based on feedback from nurses**
- **Orientation program – existing framework available via Capricornia Division for urban divisions**



EVALUATION

Pilot to be evaluated end March 2006

**- profiling tool to investigate barriers
and/or successes of pilot**

Information to be gleaned includes:

- ❖ utilisation of the mentor**
- ❖ number of practices who employed a nurse**
- ❖ qualitative data on interactions
/experiences qualitative data from
each Division**



EVALUATION

- GPDV implementing similar mentoring framework
- QDGP will be sharing respective results



Any questions ?