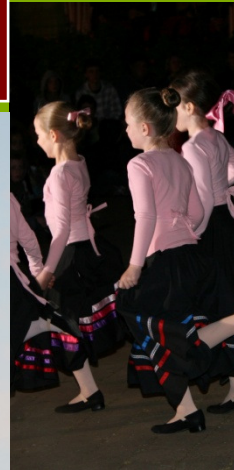


Southern Grampians Glenelg Primary Care Partnership

Action Plan



2009-2012



INTRODUCTION

The Southern Grampians Glenelg Primary Care Partnership (SGGPCP) is an unincorporated joint venture consisting of agencies which have signed the partnership agreement. Membership is open to any incorporated body that has a commitment to enhancing the health.

This SGGPCP Action Plan 2009-12 provides the detail as to how we will implement and achieve our Strategic Plan. This Action Plan is our working tool and is to be reviewed annually and adapted to suit our changing needs. Please visit the PCP website for a copy of the Strategic Plan 2009-2012 at www.sggpcp.com.



We would like to acknowledge the valuable input of the members and key stakeholders including:

- Aspire
- Balmoral Bush Nursing Centre Inc
- Brophy Family & Youth Services Inc
- Casterton Memorial Hospital
- Coleraine District Health Service
- Community Connections (Vic) Ltd
- Community south West Ltd
- Dartmoor and District Bush Nursing Centre Inc
- Department of Human Services
- Department of Health
- Department of Justice
- Department of Planning and Community Development
- Department of Veteran Affairs
- Dhaurwurd Wurrung Portland & District Elderly Citizen's Association
- Glenelg Shire Council
- Great South Coast Planning Team
- Hamilton Community House Inc
- Heywood Rural Health
- Kyeema Support Services
- Mulleraterong Centre Inc
- National Centre for Farmer Health
- Old Courthouse Community Centre Inc
- Otway Division of General Practice Inc
- Peshurst District Health Service
- Portland District Health
- Portland Neighbourhood House Inc
- RMIT
- Southern Grampians Shire Council
- South West Healthcare – Psychiatric Services
- Western District Health Service
- Winda Mara Aboriginal Corporation



OUR VISION:

*Through capacity building for collaboration,
enhance the health and wellbeing of our community*

COMMUNITY HEALTH AND WELLBEING PRIORITIES

Improve health equity in vulnerable communities

We will improve the health and wellbeing outcomes for low socio-economic communities using an integrated location based approach

We will Improve the health and wellbeing outcomes for

- Indigenous people
- People with a disability
- Farm families
- People ageing at home
- Children and young people

Mitigate and adapt to climate change

We will reduce the impact of climate change on vulnerable groups.

We will reduce our emissions

We will strengthen communities to adapt to climate change

Develop healthy and liveable communities with a focus on mental health and wellbeing, and diabetes prevention and management

We will increase our community's mental health and wellbeing through ensuring it is everybody's business

We will slow the trend of the increasing prevalence of diabetes

We will improve so that consumers with diabetes or mental health issues experience client-centred, equitable and best practice health care

COLLABORATION ENABLERS

1. Strengthen partnerships

Through a focus on governance effectiveness and relationships, we will have the capacity for a flexible and collaborative approach to addressing the Community Health and Wellbeing Priorities.

2. Facilitate integrated planning

We will have a coordinated approach to addressing the Community Health and Wellbeing Priorities as a result of integrated planning.

3. Build health services and community capacity

We will have an increased capacity for a sustainable collaborative approach to addressing the Community Health and Wellbeing Priorities.

4. Improve systems and processes to provide better access to safe and continuous services

We will have a co-ordinated approach for addressing Community Health and Wellbeing Priorities as a result of improved systems and processes.

PCP DELIVERABLES

Partnerships

We will have a strong collaborative partnership that enables improved mental health and wellbeing, reduce the prevalence and impact of diabetes for the community, especially for vulnerable groups.

Integrated Health Promotion

The community, especially vulnerable groups are more physically active and socially connected and have improved food security, oral health and transport options.

Chronic Disease Management

Consumers with diabetes or chronic mental health conditions, especially from vulnerable groups, experience a co-ordinated health system and quality health care, centred on support to optimise their health and quality of life.

Service Coordination

Consumers, especially those from vulnerable groups, experience an accessible and coordinated health system.



LEGEND

- HE - Health Equity
- MH - Mental Health
- CDN – Chronic Disease Network
- WDHS – Western District Health Service
- FSWG – Food Security Working Group
- NCFH – National Centre for Farmer Health
- GSC – Glenelg Shire Council
- X - Completed in the year
- O - Ongoing
- CC - Climate Change
- Members – All members of SGG PCP
- PCP Sec – PCP Secretariat (Staff)
- SCWG – Social Connections Working Group
- PDH – Portland District Health
- D - Diabetes
- ODGP – Otway Division of General Practice
- Exec. Comm. – Executive Committee SGG PCP
- IPS – Integrated Planning Sub-committee
- IPS – Integrated Planning Subcommittee
- SGSC – Southern Grampians Shire Council
- ACWG – Active Communities Working Group
- RAMHP – Rural Alliance for Mental Health Promotion

COLLABORATION ENABLERS 1 STRENGTHENING PARTNERSHIPS

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
1.1 We will provide a supportive environment for having the right partnership, at the right time and for the right reason, by expanding and strengthening our relationships with key people, organisations and networks.	X	X	X	X	1.1.1 Provide opportunities for members to be open and sharing with other members.	Exec. Comm.	○	○
	X	X	X	X	1.1.2 Promote achievements and raise the profile of the Partnership via the media, conferences and website.	PCP Sec	○	○
	X	X	X	X	1.1.3 Identify opportunities and mechanisms to support members with less capacity to participate in partnership activities.	Exec. Comm.		○
	X	X	X	X	1.1.4 Strengthen partnership with Otway and WestVic Divisions of General Practice and GP's to ensure alignment of strategic plans and to achieve common strategic goals.	PCP Sec Members	○	○
	X	X			1.1.5 Strengthen links and support for the National Centre for Farmer Health (NCFH).	PCP Sec Members	○	○
	X				1.1.6 Strengthen relationships with Indigenous services and communities.	PCP Sec Members	○	○

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
	X				1.1.7 Strengthen links with South West Disability Network and the disability sector.	PCP Sec Members	○	○
	X				1.1.8 Strengthen links with existing networks for children and young people	PCP Sec Members	○	○
	X				1.1.9 Participate, support and strengthen links to Southern Grampians Youth Network (SGYN) and Glenelg Youth Network (GYN).	PCP Sec Members	○	○
	X				1.1.10 Identify and strengthen relationship with lead agencies for people ageing at home	PCP Sec Members		○
			X		1.1.11 Participate, support and strengthen Regional Alliance for Mental Health Promotion (RAMHP)	PCP Sec Members	○	○
			X		1.1.12 Explore options to expand and strengthen regional governance and collaborations for mental health outcomes within the Great South Coast/ Barwon South West	Exec Comm. PCP Sec	○	○
		X			1.1.13 Facilitate discussions between health, environment, social and economic sectors to improve linkages and decision making regarding climate change	PCP Sec	○	○
			X	X	1.1.14 Strengthen existing Chronic Disease Networks (Portland and Hamilton) to incorporate a greater mental health focus and strengthening links with diabetes management	PCP Sec	○	○
	X	X	X	X	1.1.15 Foster and strengthen partnerships with SW PCP and G21 to optimise resource usage and outcomes for our community	PCP Sec	○	○
	X	X	X	X	1.1.16 Strengthen links with Department of Planning and Community Development (DPCD)	PCP Sec	○	○
	X	X	X	X	1.1.17 Foster networks and partnerships with research providers to enable relevant research to meet evidence and data gaps	PCP Sec Members	○	○
1.2 We will respond to emerging local needs and opportunities with leadership and innovative solutions, particularly in the areas of community arts, climate change and community development.	X		X		1.2.1 Continue to build Southern Grampians Shire Council capacity and commitment for a community arts program through demonstrating achievements	PCP Sec SGSC	○	○

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
	X		X		1.2.2 Deliver a Community Arts Program within Southern Grampians Shire that strengthens the network of community artists, enhances social connections for vulnerable groups and delivers high quality community arts initiatives.	PCP Sec SGSC	○	○
	X	X	X	X	1.2.3 Through PCP Consulting Services provide membership and others access to PCP staff specialist skills to undertake projects.	PCP Sec	○	○
		X			1.2.4 Implement initiatives at PCP office to reduce it's environmental footprint and carbon emissions	PCP Sec	○	○
		X			1.2.5 Continue to progress and promote the Partnership's leadership and innovation in Climate Change Adaptation	PCP Sec	○	○
	X				1.2.6 Continue to strengthen and promote the Partnerships leadership in 'place based' community development beyond our catchment	PCP Sec	○	○
1.3 We will keep abreast of changes to primary care from the national reform and proactively review our strategies to ensure the best transition for our community.	X	X	X	X	1.3.1 PCP staff to keep abreast of National Reform rollout and disseminate information to membership	PCP Sec	○	○
	X	X	X	X	1.3.2 Provide input, advice and comment into the reform process.	Exec. Comm.	○	○
	X	X	X	X	1.3.3 PCP Executive Committee to consider the National Reform changes and it's implications every six months and review PCP Strategic Plan where required	Exec. Comm.	○	○
1.4 We will continue to improve the governance and processes of our Partnership.	X	X	X	X	1.4.1 Undertake a review of PCP governance and processes with a focus on: <ul style="list-style-type: none"> Improving alignment with our priorities Members leading collaborative work on behalf of the Partnership Options for including members with little available time to participate, in the decision making Including people or representatives of vulnerable communities in decision making Develop an annual cycle for strategic thinking and evaluating our effectiveness in addition to overseeing the operations of the secretariat. 	Exec Comm.	X	
	X	X	X	X	1.4.2 Implement agreed changes to governance structure and processes from the review	Exec. Comm.		X

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
1.5 We will ensure that the Partnership is effective and timely by developing a business plan and our monitoring results.	X	X	X	X	1.5.1 Develop annual business plan with budget to deliver the PCP Strategic Plan 2009-2012	PCP Sec Exec. Comm.	○	○
	X	X	X	X	1.5.2 Monitor progress against the Business Plan on a quarterly basis	PCP Sec Exec. Comm..	○	○
	X	X	X	X	1.5.3 Monitor and report annually on the Strategic Plan outcomes	PCP Sec Exec. Comm.	○	○
1.6 We will provide easy and effective communication and knowledge exchanging processes and tools such as our website, newsletters, media orientation programs and network meetings.	X	X	X	X	1.6.1 Maintain current formal communication with membership including website, weekly newsletter, board briefings and quarterly update newsletter	PCP Sec	○	○
	X	X	X	X	1.6.2 Develop an induction/orientation program for new members and staff	PCP Sec	X	
	X	X	X	X	1.6.3 Improve PCP office filing and storage systems to ensure corporate knowledge is transferable	PCP Sec	○	○
		X		X	1.6.4 Convene Rural Adjustment Support Network (formerly Drought Committee)	PCP Sec Members	○	○
	X			X	1.6.5 Convene Southern Grampians Community Arts Network and Arts Advisory Group	SGSC PCP Sec	○	○
	X	X	X	X	1.6.6 Convene Health Promotion Reference Group	PCP Sec	○	○
			X	X	1.6.7 Convene the Hamilton and Portland Chronic Disease Networks.	PCP Sec Members	○	○
	X	X	X	X	1.6.8 Promote and enhance our usage of video and phone conferencing	PCP Sec	○	○

COLLABORATION ENABLERS

2 FACILITATING INTEGRATED PLANNING

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
2.1 We will improve the integration of health and wellbeing planning by convening the integrated planning subcommittee and developing integrated plans for mental health, diabetes prevention and drugs and alcohol.	X	X	X	X	2.1.1 Expand and strengthen Integrated Planning Committee as a mechanism for integrating health and wellbeing planning	Exec. Comm. PCP Sec.	X	
			X		2.1.2 Build capacity and resources to develop an integrated community mental health strategy	Members PCP Sec.	X	X
			X		2.1.3 Facilitate and support the development of an integrated community mental health strategy	Members PCP Sec		X
				X	2.1.4 Facilitate and support the development of a diabetes prevention strategy including sourcing resources and capacity	Members PCP Sec	X	X
	X	X	X	X	2.1.5 Disseminate PCP Strategic Plan and Action Plan throughout membership to support alignment of members strategic planning process	PCP Sec. IPS	○	○
	X		X		2.1.6 Finalise the SGG Drug and Alcohol Plan and disseminate	PCP Sec. IPS	X	
	X		X		2.1.7 Facilitate the co-ordinated implementation of the Drug and Alcohol Plan	IPS PCP Sec.	○	○
	X		X		2.1.8 Facilitate the co-ordinated implementation of the Climate Change Adaptation Action Plan	IPS PCP Sec.	○	○
2.2 We will gather and share priority local data, research findings and policies to assist members in planning and making decisions.	X	X	X	X	2.2.1 Collate and store/or link existing data, evidence and policy relating to our community health and wellbeing priorities	PCP Sec	○	○
		X			2.2.2 Keep abreast and disseminate climate change data and evidence based information particularly tools that estimate vulnerable groups and their impact as it becomes available	PCP Sec	○	○
		X			2.2.3 Keep abreast of, disseminate evidence and knowledge regarding Heatwave to membership	PCP Sec	○	○
2.3 We will develop integrated health promotion plans to improve physical activity, social connection, food security, oral health and transport options for our	X				2.3.1 Ensure all strategic health promotion planning facilitated by the partnership, targets indigenous communities, farm families, children and young people, people aging at home and people with a disability to improve the equity of their health outcomes.	Members PCP Sec.	X	

community.								
STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
	X		X		2.3.2 Facilitate integrated health promotion planning to increase social connection incorporating evidence and targets groups for problem gambling and drugs and alcohol.	SCWG	X	
	X	X		X	2.3.3 Facilitate integrated health promotion planning to improve food security	FSWG	X	
	X		X	X	2.3.4 Facilitate integrated health promotion planning to increase physical activity	ACWG	X	
	X				2.3.5 Facilitate integrated health promotion planning to improve oral health	PCP Sec. PDH		X
	X	X	X	X	2.3.6 Support and integrate South West Transport Connections Project with other integrated health promotion planning and implementation	WDHS PCP Sec.	○	○
	X	X	X	X	2.3.7 Incorporate new health promotion indicators into strategic health promotion planning	PCP Sec.		X
2.4 We will implement our integrated health promotion plans.	X	X	X	X	2.4.1 Develop framework and mechanisms for members to implement, evaluate and report on implementation of integrated health promotion activities	PCP Sec Members	X	
	X		X		2.4.2 Facilitate the implementation, reporting and evaluation of integrated health promotion activities to increase social connection	SCWG		X
	X	X		X	2.4.3 Facilitate the implementation, reporting and evaluation of integrated health promotion activities to improve food security	FSWG		X
	X		X	X	2.4.4 Facilitate the implementation, reporting and evaluation of integrated health promotion activities to increase physical activity	ACWG		X
	X				2.4.5 Facilitate the implementation, reporting and evaluation of integrated health promotion activities to improve oral health	PCP Sec. PDH		X
	X	X	X	X	2.4.6 Support the implementation of the South West Transport Connections Project	WDHS PCP Sec.	○	○

COLLABORATION ENABLERS

3 BUILD HEALTH SERVICE AND COMMUNITY CAPACITY

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
3.1 We will improve our members' participation in collaborative approaches by understanding our collective skill needs and co-ordinating local training opportunities.	X	X	X	X	3.1.1 Facilitate opportunities and links to show case collaborative initiatives to our membership	PCP Sec Members	○	○
	X	X	X	X	3.1.2 Undertake a needs assessment for enhancing membership capacity for undertaking collaborative initiatives	PCP Sec		X
	X	X	X	X	3.1.3 Co-ordinate local training opportunities to address identified needs	PCP Sec		○
3.2 We will improve our members' ability to manage change in the workplace by understanding our collective needs and co-ordinating local training opportunities.	X	X	X	X	3.2.1 Undertake a needs assessment for enhancing membership capacity for change management in the work place	PCP Sec Members		X
	X	X	X	X	3.2.2 Co-ordinate local training opportunities to address identified needs	Members		○
3.3 We will improve our understanding of vulnerable communities by understanding our collective needs and co-ordinating local training opportunities.	X	X	X	X	3.3.1 Undertake a needs assessment for enhancing membership capacity for providing services and programs to vulnerable groups	PCP Sec Members		X
	X				3.3.2 Co-ordinate local training opportunities to address identified needs	Members		○
	X	X			3.3.3 Develop a guide outlining the barriers for farm families to access services and disseminate to membership	NCFH PCP Sec	X	
	X				3.3.4 Facilitate consumer journeys/experiences of people from vulnerable groups to inform services and program providers	PCP Sec Members		○

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
3.4 We will increase our members' ability to provide best practice clinical care and support people to manage their diabetes or mental health issues by understanding our collective needs, exchanging knowledge and co-ordinating local training opportunities.	X	X	X	X	3.4.1 Develop a plan for coordinating local training opportunities based on the outcomes of the annual Service Co-ordination / Chronic Disease Management Survey results	PCP Sec	X	
			X	X	3.4.2 Convene/co-convene four forums across Great South Coast about best practice chronic disease management	PCP Sec ODGP SW PCP	X	X
			X	X	3.4.3 Share knowledge and information on current best practice initiatives for diabetes and mental health management via the Chronic Disease Management Networks	PCP Sec	O	O
			X	X	3.4.4 Disseminate Portland Consumer's Journey report and facilitate action on recommendations via Portland Chronic Disease Network	PCP Sec CDN Portland	X	X
3.5 We will increase our members' ability to deliver integrated health promotion initiatives through networking, exchanging knowledge and accessing training opportunities.		X			3.5.1 "Climate Change Adaptation: A local framework for Action" is disseminated amongst membership	PCP Sec	X	
	X	X			3.5.2 Transfer learnings and techniques from Merino place based pilot to membership.	PCP Sec	O	O
			X		3.5.3 Support and facilitate opportunities for capacity building of membership to undertake collaborative planning for social connection	SCWG PCP Sec	X	
			X	X	3.5.4 Build capacity of membership to undertake collaborative planning to increase physical activity	ACWG PCP Sec	X	
	X	X	X	X	3.5.5 Facilitate Health Promotion Reference group to exchange best practice and evidence for health promotion interventions	PCP Sec HPRG Members	O	O
	X	X	X	X	3.5.6 Support Southern Grampians and Glenelg Shires in building capacity for improving environments for health and community development for improving health outcomes	PCP Sec Members	O	O

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
3.6 We will seek or support others in obtaining or pooling resources for collaborative initiatives that address our priorities.			X		3.6.1 Advocate for necessary additional mental health promotion resources for the region	Exec. Comm. PCP Sec RAMHP		X
			X	X	3.6.2 Broker or support collaborative funding initiatives to deliver increased active community, food security, social connection, oral health and transport programs	PCP Sec Members	○	○
	X				3.6.3 Broker or support collaborative initiative to pilot using technology to overcome transportation barriers in small communities	Members		○
	X				3.6.4 Broker or support collaborative initiatives that provide unique opportunities for disengaged youth	Members		○
	X	X			3.6.5 Complete the place-based pilot project (Merino)	PCP Sec	X	
	X				3.6.6 Support the NCFH "Opening the Gates on Farmer Health" Conference	PCP Sec Members		X
	X				3.6.7 Participate and support "Landscapes for Young People" project and disseminate information to membership	PCP Sec SGSC GSC	○	○
3.7 We will seek or support others in obtaining or pooling resources for community capacity building programs that target vulnerable groups or	X	X			3.7.1 Broker or support climate change / sustainability /heatwave funding to build vulnerable communities capacity to adapt to climate change	PCP Sec Members	○	○
	X	X	X	X	3.7.2 Broker or support community building initiatives that strengthen disadvantaged communities skills, leadership and resilience	PCP Sec Members	○	○

COLLABORATION ENABLERS

4 IMPROVE SYSTEMS AND PROCESSES TO PROVIDE BETTER ACCESS TO SAFE AND CONTINUOUS SERVICES

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
4.1 We will provide easy access to priority data, evidence, information and policies for our members.	X	X	X	X	4.1.1 Investigate options to store and provide easy access to priority local data, evidence, information and policy documents	PCP Sec		X
	X	X	X	X	4.1.2 Implement the most viable option from 4.4.1 subject to resources being available	PCP Sec		X
4.2 We will assist in improving the accessibility of health and wellbeing services for young people and for people in small communities.	X			X	4.2.1 Assist with the establishment of local practice nurses in Coleraine, Casterton and Balmoral and self sustaining outreach allied health services and facilitate dissemination of learnings from the process	PCP Sec WDHS	X	
	X		X	X	4.2.2 Support membership to implement "Community Health Priority Tools	Members PCP Sec	X	
	X		X		4.2.3 Assist with the establishment of Headspace (youth friendly mental health service model) in Hamilton & Portland, particularly by facilitating the development at local agreements of the processes for the service.	Members PCP Sec	X	
	X	X	X	X	4.2.4 Improve the access to health and wellbeing services for the Merino community, through delivering the Place Based Pilot Project	PCP Sec Members	X	
	X		X		4.2.5 Advocate for the establishment of Headspace (youth friendly mental health service model) in Casterton and Balmoral	Members		X
	X	X			4.2.6 Develop and implement standardised method to monitor farm families' access to services	NCFH	X	
4.3 We will improve the co-ordination and consistency of services by expanding the use of standard referral tools, developing local agreements and working towards shared care planning for consumers with complex conditions.	X	X	X	X	4.3.1 Develop local agreement on tools, processes and pathways to ensure that all chronic disease clients have mental health screening undertaken and actioned appropriately	PCP Sec CDN	O	O

STRATEGY	Community H&WB Priorities				ACTION	WHO	09/10	LATER YEAR
	HE	CC	MH	D				
			X		4.3.2 Undertake joint GP Practice visits in Portland area to support uptake of Victorian Statewide Referral From and discuss patient feedback needs.	PCP Sec ODGP PDH	X	
			X		4.3.3 Support Otway Division of General Practice in establishing a Chronic Disease Management Practice Nurse at the Seaport Clinic	ODGP PCP Sec	X	
			X	X	4.3.4 Develop local agreements for standard referral, acknowledgment and patient feedback processes in Portland area	PCP Sec CDN	X	
			X	X	4.3.5 Support key stakeholders in referral process including Service Access Coordinators/Intake Workers	PCP Sec.	○	○
			X	X	4.3.6 Keep abreast of developments of e-health record and advise membership	PCP Sec.	○	○
4.4 We will support members to continuously improve their service co-ordination and chronic disease management practices by undertaking an annual survey and promoting the Continuous Improvement Framework.	X		X	X	4.4.1 Facilitate and support membership to undertake annual Service Coordination and Chronic Disease Management Survey	PCP Sec	○	○
	X		X	X	4.4.2 Arrange for/ensure appropriate dissemination of results from annual service co-ordination and chronic disease management survey	PCP Sec	X	
	X		X	X	4.4.3 Convene a local workshop for members to discuss the survey, outcomes (from 2008, 2009) and plans for action to improve Service Coordination and ICDM	PCP Sec. Members	X	
	X		X	X	4.4.4 Link with Quality Managers of agencies to identify potential for the survey to be embedded into annual continuous improvement plans/practices	PCP Sec	X	
	X		X	X	4.4.5 Use survey results and Continuous Improvement Framework to develop action plan for Chronic Disease Networks.	PCP Sec CDN.	○	○