

# Practice Managers and Practice Team Members Network Meeting Minutes

Thursday April 22 from 12:15 – 1:45 at Ballarat and District Division of General Practice

**Facilitated by Michelle MacGillivray**

**The educational content of this meeting was sponsored by SED Consulting Practice Management Services**

**Attendees** – Gail Buchanan, Tanya Bull, Barbara Burton, Marianne Callinan, Talei Deacon, Jill Griffiths, Katrina Hishon, Susan Hocking, Meredith Johnson, Rhonda Kirby, Mary Madden, Nicole McGrath, Karen Park, Julie Shelley, Anne White, Michelle MacGillivray and Lisa Phelps  
17 attendees representing 11 General Practices

**Apologies** – Tracey Ho, Robyn Milroy, Anne Appledore, Jenny Odgers, Jo Binks, Evie McColl

## **Announcements:**

- **NeedAGP Infoline** - to be implemented May 2009. Information will be provided to all PMs regarding the NeedAGP Infoline via the MidWeek News, eNewsletter, a monthly Fax out and email. All practices accepting new patients are asked to provide details back to the division by the end of each month so that the recorded message is updated at the beginning of each month. The number is 5304 5666. Please advise your reception staff of this number. Example of Fax out provided at the meeting.
- **eHealth PIP** – reminder that applications are due by the end of the April 2009.
- **eHealth PIP** – **THIS INFORMATION HAS BEEN REVISED AS OF 31/7/09 BY REQUEST OF DHS.** For GPs who have visiting rights for Ballarat Health Services or who are employed at state government funded health services, practices may request a user ID and password by contacting [chc@dhs.vic.gov.au](mailto:chc@dhs.vic.gov.au) or Paul Ireland Manager of Victorian Quality Council at DHS. ~~at CouncilAdvice from Norma Worswick – Manager Libraries – Ballarat Health Services – GPs may access the Clinicians Health Channel [www.health.vic.gov.au/clinicians/](http://www.health.vic.gov.au/clinicians/) with user ID vic096 and password Yost67. You will find Therapeutic Guidelines and many other electronic guidelines. Ballarat Health Services is happy for all GPs to gain access via this portal. More advice in the next MidWeek News.~~
- **PM Focus Group** - Thank you - Your input has provided focus for this year's activities.
- **2009 CPD Conference** – Emergencies in General Practice – 2<sup>nd</sup> & 3<sup>rd</sup> of May – Torquay – 1 poster per practice available today. This is an RACGP Category 1 Activity
- **Advance notice of a Medical Workforce Forum** to be held on Tuesday May 26 at Oscars from 6-9:30 PM This event is organized and sponsored by the Rural Workforce Agency of Victoria (RWAV) in conjunction with BDDGP. Sessions on the role of the Medical Assistant in general practice & the value of becoming a GP Registrar trainin practice. Invitations will be sent out over the next 2 weeks.
- **Information that may be of interest to PMs**
  - CPR Courses – St Johns Ambulance & Ambulance Victoria First Aid
  - PracShops – Business Workshops for Medical Professionals & their teams – 8 Workshops in 2009 – a flyer was made available at the meeting.
  - UNE Partnerships – Melbourne - Certificate IV in Practice Management Modules Begins May 30 – See the website for more information on this and the Diploma Course [www.unepartnerships.com.au](http://www.unepartnerships.com.au)

- **Australian Primary Care Collaborative** – Gail Buchanan Practice Manager from Carn Brae Clinic shares her experience. See the following eNewsletter article for Gail's talk: <http://bddgp.org.au/wp/2009/04/why-collaboratives-arent-a-complete-waste-of-time/>
- **Time Management** – Lisa Phelps SED Consulting conducted a very energetic and engaging session on time management. Attendees learnt a simple strategy to assist managers to group and prioritize tasks that create time management issues. The group brainstormed the challenges faced by Practice Managers, they then grouped the challenges thematically, they prioritized the groups, then the within each group further prioritization was completed.
- The group looked at some simple tools to assist with time management.
- 4 key areas that Managers are involved in within the practice:
  - PLANNING
  - SETTING PRIORITIES
  - COMMUNICATION
  - TEAM DEVELOPMENT

Lisa was thanked by the Network for her time and sponsorship of the session.

Meeting Close – 1:45 PM

#### **DATE REMINDERS**

- Next Practice Manager/Practice Team Network – Wednesday July 22<sup>nd</sup>
- Wed July 15 & 16 – 3 Infection Control Workshops organized –
  1. Half day comprehensive course,
  2. 90 tips to improve standards and save time and lower general practice carbon footprint &
  3. The Practice Managers role in achieving Infection Control Requirements.