

# CLOSING THE GAP

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# Introduction

- The Strathpine GP Super Clinic has been operational for 15 months
- Initially promotion of the Clinic to the Aboriginal and Torres Strait Islander community was the priority
- Important to set up links with other established Aboriginal and Torres Strait Islander service providers

# How promotion was achieved

- Attending meetings to
  - Promote services
  - Forge partnerships

## Examples

Cultural Awareness training

80 letters outlining services sent to Aboriginal and Torres Strait Islander families

# **Involvement with the local Aboriginal and Torres Strait Islander Community groups**

- Bunyabilla Inc is a community organisation committed to supporting Indigenous people within our local community.
  - Community has input into the clinic
  - Promotion of health to community both verbal and via Bunyabilla website

# Promotion within the Clinic

- Staff wear lapel pins with the Aboriginal and Torres Strait Islander flags
- Aboriginal and Torres Strait Islander flag stickers on the entrances
- Strathpine GP Super Clinic promotional brochure
- Aboriginal and Torres Strait Islander health pamphlets/ brochures available
- Aboriginal and Torres Strait Islander Health promotion material displayed on the walls
- Aboriginal and Torres Strait Islander educational flip charts

# Management support

- A designated Indigenous health day each week to:
  - Collaborate information
  - Design strategies
  - Follow up with / assist clients
  - Perform Health Checks

# Health Checks

2010 - 16% of registered Aboriginal and Torres Strait Islander clients received Health Checks

- HOW THIS WAS ACHIEVED:
  - Opportunistically / on the spot
  - When joining Aboriginal and Torres Strait Islander clients onto the PIP
  - Attending to the Health Checks at the same time as the GPMP's
  - Advertising to community and
  - Word of mouth

# Health Checks (cont)

- SET BACKS:
  - Clients not attending pre booked Health Check appointments



# Health Checks (cont)

- INCREASING ABORIGINAL and TORRES STRAIT ISLANDER HEALTH CHECKS:
  - Adjusting approach
  - Refining the templates
  - Available appointments
  - Contacting the client
  - Letters sent out

# PIP and Co- payment

2010 – 20% of registered Aboriginal and Torres Strait Islander client signed to PIP

- HOW THIS WAS ACHIEVED:
  - Education for GP's
  - Policy and procedure
  - Data base
  - Word of mouth

# PIP and Co-payment (cont)

- SET BACKS:
  - Clients not showing up for Health Checks

# PIP and Co-payment (cont)

- INCREASING UPTAKE OF PIP:
  - Using Care Plan/ Health Check sessions
  - Opportunistically

# What have we taken from the CTG collaborative

- Start small
- But make an impact

# PDSA's

- Aboriginal and Torres Strait Islander clients with no recorded HbA1c
- Diabetic clinics
- Cultural Awareness Training
- Healthy eating education for families rather than individuals going it alone.

# PDSA's

- Aboriginal and Torres Strait Islander clients with no recorded PAP results

# Questions?



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**Australian Government**

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