

Coordinated Care Project Summary and Updates

Strengthening information sharing initiatives

Title: Sharing information – GPs and MDM communication

Background:

Local multidisciplinary teams (MDTs) have been keen to engage and include general practitioners (GPs) in the cancer multidisciplinary meetings that take place within hospitals; however clinicians appreciate the difficulty for GPs being physically present at such meetings.

What we have done/doing:

The NEMICS directorate has worked with MDTs in assisting them to provide GPs with clear and concise summaries of the recommendations made during meetings.

One page summaries are provided to the GP within a few days of the meeting – keeping the GP informed in a very timely manner about the proposed plans for their patients.

This process has involved primary care engagement at every step – from initial consultation to help determine the relevant GP information needs; involvement in the template design and obtaining real time feedback from GPs upon receipt of information, to confirm the usefulness and acceptability of the information. Responses from GPs were fed back to the MDTs, which resulted in further improvements to the quality and readability of information, such as minimising the use of abbreviations and acronyms.

Letters are sent via the automated functionality within the CANMAP MDM software, which is the administrative software adopted by most MDMs within the region.

Outcomes/findings:

To date, seven MDTs are engaging in this form of communication with GPs, with a view to all MDMs in the region engaging in this form of communication with GPs as routine practice.

During the evaluation periods, some 290 summary letters were sent to GPs, with 126 providing feedback. Feedback from GPs has been overwhelmingly positive, they have found the information to be ‘clear and concise’ and ‘clear about what the recommended care plans are for my patient’.

Comments from GPs:

“It is important for me to know the diagnosis and management plan for continuity of care”

“Nice to get legible information in such a timely way”

“Excellent summary, clear but concise, very helpful”

“I prefer this sort of information about a patient”

“At least we know what is going on and also educational to us”

“Timely and helpful”



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“Sometimes patients come in and request updates and clarifications, especially if they have not understood anything and this summary helps me stay informed”

For further details or information on this initiative, please contact **Anna Mascitti – Coordinated Care Service Improvement Facilitator** on 9496 3261 or anna.mascitti@austin.org.au