

# Models of Care Within the General Practice Setting

## Healthy Practices

*APNA has produced a suite of resources to help general practices employ nurses and optimise their role in the general practice setting. Fulfilling these aims will help build Healthy Practices that deliver positive outcomes for their communities through nursing skills and expertise.*

Nurses working in the general practice setting are suitably placed to lead the coordination of patient care that requires a whole practice approach.

The broad range of clinical and non-clinical nurse roles encourages a collaborative team care approach.

Role of nurse: Health assessments	Process
Identify target patients at risk	Various search/collections methods: <ul style="list-style-type: none"> <li>- Practice software search</li> <li>- Manual collection</li> <li>- Specific audit tools.</li> </ul>
Arrange appointment	Whole of team approach will work best: <ul style="list-style-type: none"> <li>- Letter, phone or both</li> <li>- GP and nurse to identify, discuss, and reinforce need for assessment with patients opportunistically during standard consults</li> <li>- Determine type – in surgery, home or residential care facility for over 75s (consider WorkCover and risk implications)</li> <li>- Determine length of appointment with nurse and doctor – this will depend on type of assessment being performed</li> <li>- Adapt to ensure fits logistically with practice appointment schedule</li> <li>- Provide a reminder call or SMS the day before to ensure attendance.</li> </ul>
Patient appointment with nurse	Data collection and recording: <ul style="list-style-type: none"> <li>- Various templates available or manual recording</li> <li>- Ensure MBS criteria is met</li> <li>- Determine needs, including GPMP, TCA, medication review, and make recommendations to GP</li> <li>- Book further appointments if required.</li> </ul>
Recall added to patient file	According to MBS criteria timeframe at appropriate intervals: <ul style="list-style-type: none"> <li>- Ensures continuity of care for patient</li> <li>- Ensures continuity of program for practice.</li> </ul>

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Role of nurse: Chronic disease management	Process
Identify target patients with existing diagnosis of chronic disease (create and cleanse databases both opportunistically and through planning)	Various search/collections methods: <ul style="list-style-type: none"> <li>- Practice software search</li> <li>- Manual collection</li> <li>- Specific audit tools.</li> </ul>
Arrange appointment	Whole of team approach will work best: <ul style="list-style-type: none"> <li>- Letter, phone or both</li> <li>- GP and nurse to identify, discuss and reinforce need for review with patients opportunistically during standard consults</li> <li>- Determine length of appointment with nurse and GP</li> <li>- Adapt to ensure fits logistically with practice appointment schedule</li> <li>- Determine any pathology or tests that may be appropriate prior to the appointment and facilitate</li> <li>- Provide a reminder call or SMS the day before to ensure attendance.</li> </ul>
Patient appointment with nurse	Data collection and recording: <ul style="list-style-type: none"> <li>- Ensure MBS criteria met</li> <li>- Determine need for GPMP, TCA, medication review and make recommendations to GP</li> <li>- Book further appointments if required.</li> </ul>
Recall added to patient file	According to MBS criteria timeframe at appropriate intervals: <ul style="list-style-type: none"> <li>- Ensures continuity of care for patient</li> <li>- Ensures continuity of program for practice</li> <li>- Ensures SIP and PIP payments triggered.</li> </ul>

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Role of nurse: GPMP and TCA	Process
Identify target patients	<ul style="list-style-type: none"> <li>- Initiated both opportunistically and in a planned way by medical and nursing staff, then coordinated for completion of plans and communication with allied and specialist providers</li> <li>- Identified as beneficial to patient's care needs while conducting a health assessment or chronic disease assessment</li> <li>- Via recall system</li> <li>- Specific audit tools.</li> </ul>
Arrange appointment	<p>Whole of team approach will work best, possibly opportunistic but will more likely need prior scheduling:</p> <ul style="list-style-type: none"> <li>- Letter, phone or both</li> <li>- GP and nurse to identify, discuss and reinforce need for review with patients opportunistically during standard consults</li> <li>- Determine length of appointment with nurse and doctor</li> <li>- Adapt to ensure fits logistically with practice appointment schedule</li> <li>- Provide a reminder call or SMS the day before to ensure attendance.</li> </ul>
Patient appointment with nurse	<p>Data collection and recording:</p> <ul style="list-style-type: none"> <li>- Ensure MBS criteria met</li> <li>- Allow time to communicate with allied health providers to meet MBS requirements</li> <li>- Determine need for health assessment or medication review</li> <li>- Book further appointments if required.</li> </ul>
Recall added to patient file	<p>According to MBS criteria timeframe at appropriate intervals:</p> <ul style="list-style-type: none"> <li>- Reviews plans</li> <li>- Ensures continuity of care for patient</li> <li>- Ensures continuity of program for practice.</li> </ul>

[www.apna.asn.au](http://www.apna.asn.au) [www.healthypractices.apna.asn.au](http://www.healthypractices.apna.asn.au)

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