

# What's Up Doc?




Dr Karen Spielman & Natasha Sekelja






# Creating Links

- An interesting way of creating links between GPs and local youth service providers
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# Background

- “Young people’s Access to Health Care” :  
... one of the key barriers to young people accessing health care – a lack of community and professional knowledge about the range of existing services and programs for adolescents”
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# Background

- Spinning the Web: “ The study found a much greater reliance on personal rather than technological means of information seeking.”
  - “...workers consider that developing connectedness, trust and strong relationships with other services is an essential step towards making appropriate referrals.”
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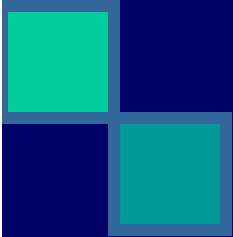



# Background

- ESDGP youth health program since 2002
  - One GP 1 hr/wk and PO at varying level around 1 day/wk
  - The area is reasonably well resourced, but no youth health centre
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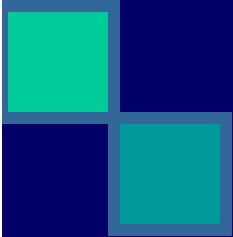



# What had we done so far?

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- Educational meetings
  - Resource list for local GPs
  - Distributing resources (eg Adolescent Health GP Resource Kit)
  - Ad hoc meetings – Area Youth Health Coordinator, specific interest areas – sexual health clinic, youth network
  - Identifying youth friendly GPs
  - “The secret life of them” – Adolescent Physician spoke, role playing with young people – very successful
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# Where to now?

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- The services were connected to each other, sporadically to GPs
  - How to improve referral process?
  - People need to know each other
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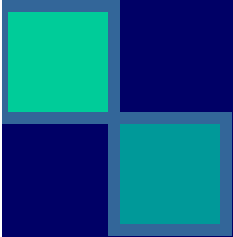



## *Speed dating!*

- Aim for people to make a connection
  - Want people to go home knowing who works where and when
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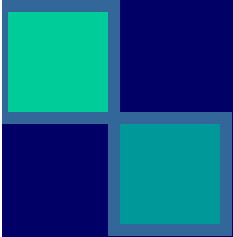



# What's Up Doc?

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- *GPs and Youth health professionals coming together for information sharing*
  - *Wednesday 4th May, 2005*
  - *The Mill Hill Centre*
  - *Agenda:*
  - *6.30pm Arrival & Registration*
  - *7.00pm Drug Rep Intro*
  - *7.05pm Karen Spielman Welcome & Introduction*
  - *7.20pm Marisa & Brandon presentation*
  - *7.40pm David Leary Talk*
  - *8.05pm Interactive Exercise*
  - *8.30pm Karen – presents Case Histories*
  - *8.50pm – Close and any final Questions....what is in store for the future*
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# Who came?

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- 10 GPs
  - 12 Youth workers or mental health workers representing 11 different services
  - 4 young people
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# The Technique

- Two circles
  - Five minutes each
  - **The buzz**
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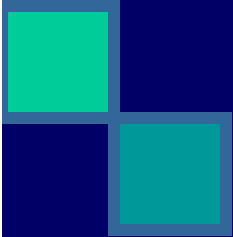



# The survey

- What did we want to know?
  - What are the barriers in accessing youth services for GPs and vice versa?
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# The survey

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- Pre survey – youth workers
  - Pre survey GPs
  - Post survey GPs
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## Results – youth workers

- Response rate 10/12
  - 66% of workers collaborate with GPs, make average of 5 referrals per month
  - Asked them how confident in accessing GPs : 50% 'a little', 10% 'slightly', 30% 'confident', 10% 'very confident'
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## Results – youth workers

- 33% said clients followed through with referral – 44% moderately often and 22% not often
  - How confident are you there would be an appropriate outcome – all slightly or a little confident
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# Barriers to accessing GPs

- Not knowing GPs personally 66%
  - Lack of awareness of services 44%
  - Not able to make appointments when needed 30%
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## Results- GPs

- Response rate 9/10
  - GPs seeing a lot of adolescents, half time with parent present, 66% bulk billed
  - 75% felt confident in management
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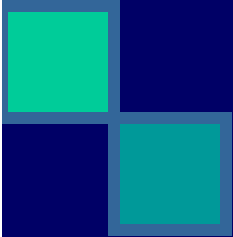



# The barriers to accessing youth services for patients:

- We listed the following barriers:
  - Lack of allied health support
  - Lack of specialist support
  - Lack of clinical knowledge
  - Time pressure
  - Financial pressure
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# The barriers

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- Lack of allied health and specialist support were most strongly identified as barriers – being a big or medium barrier for 7/8 (allied health) and 5/8 (specialist) respondents
  - For all respondents, the other barriers (time, clinical knowledge and financial pressure) were either medium or not a problem
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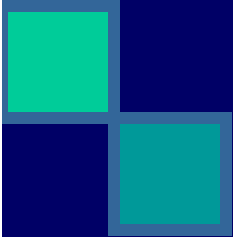



# Not quite what was expected

- Previous research shows time pressures etc more important. However this group is self selected youth interested GPs
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## Post test – 6 months later

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- ??value – asked wrong questions
  - 25% felt confident in accessing local youth services, 12.5% slightly confident (up from 11.1% and 55%)
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# So what?

- On the right track – our GPs seem confident with knowledge issues
  - Playing match maker was fun and addressed some of the access barriers
  - Qualitatively?? Worth asking people if it has made a difference – it did to me personally
  - Problems – funding, staff turnover, research capability .....
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