



Panels Initiative

GP Experience of Service in Aged Care Homes

What Works Well

Systems

'Organised staff and systems in place'.

'Homes that have a system are better'.

'When you go regularly you get to know your residents. It makes it easier'.

'I don't find scripts owing onerous. I'm prepared and have a system going – I just do them'.

'Protocols for visits'.

'When they seem to have everything under control'.

Timing

'I go early, 8.30am. The resident is in bed so I can find them. I can also find the RN because they're doing the drug round'.

'Having a planned time to go'.

Teamwork

'In the good homes the UM goes round with me – that's great – it doesn't happen at all the ACHs I visit'.

Continuity of Staff

'Constant core staff make a big difference'.

'Communication and continuity'.

Proximity

'When the ACH is close to the practice it makes everything easier'.

'I don't mind "picking up" extra residents if they are in a nearby ACH'.



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What Does Not Work Well

Poor Timing

'Time is really difficult. The middle of the day is no good. They are still in an activity or at lunch and either can't locate them or it's a big upheaval moving them for me to see them'.

Not enough GPs

'The supply of GPs in our area is dwindling'

Poor Systems / Poor Teamwork / Poor Communication

'One ACHs medication chart had expired 3 days ago. I just discovered it, no one had told me. The RN said, "That's your responsibility to diarise it"'

'When the staff are too busy to help'.

Pharmacy Supply / Scripts

'Scripts used to be controlled by the RN. They would say, "I'll need a script next visit." Now scripts are held by the pharmacist and we get piles of owing scripts'.

Miscellaneous

'A lot of older GPs have many ACH patients. I don't think they're computer literate. I think they may struggle with clinical programs like Medical Director'.

'When the staff are different each visit or are from an agency'.

'Where there isn't an RN such as some Hostels and you get called out unnecessarily'.

'The patient is often admitted from hospital and there are no proper notes'.