



DARLING DOWNS -
SOUTH WEST QUEENSLAND

Connecting health to meet local needs

MEDIA RELEASE

30 June, 2015

Success of GP Liaison Officer role praised

THE success of the jointly-funded General Practitioner Liaison Officer (GPLO) role at the Toowoomba Hospital has been praised by the Darling Downs Hospital and Health Service and the Darling Downs South West Queensland (DDSWQ) Medicare Local.

For just over two years, GPLO Dr Debra Carroll has worked to provide a better experience for patients accessing specialist services at the hospital.

She has worked closely with GPs in the local area to ensure they have the correct information to allow them to efficiently refer patients to the public hospital's doctors or services.

Dr Carroll has also worked in conjunction with staff members at the Toowoomba Hospital's Specialist Outpatient Referral Centre.

"In the past, some patients have waited a long time to see a specialist through the public system," Dr Carroll said.

"Today almost all patients are seen by a specialist within the clinically recommended time at the Toowoomba Hospital.

"This has partly been achieved by setting out clear pathways and processes for GPs on how to refer their patients, where to refer them to and what information they need to provide with their referrals.

"It has been a team effort with many staff at the hospital coming onboard to achieve this outcome for patients."

DDSWQ Medicare Local Chief Executive Officer Andrew Harvey said the success of the jointly funded role was a shining light of the organisation.

"Since our commencement, a key focus of the Darling Downs South West Medicare Local has been to encourage greater co-operation within the health sector to improve patient care," Mr Harvey said

“Our work with the Darling Downs Hospital and Health Service to establish the GP Liaison Officer position is a great example of how we have worked together to improve the very important interface between GPs and the local hospital.”

Earlier this year, the Commonwealth Government announced it would transition all Medicare Locals across the nation to Primary Health Networks from 30 June. In line with this change, from 1 July, DDSWQ Medicare Local will transition to the Darling Downs West Moreton Primary Health Network.

“Even with the impending closure of the DDSWQ Medicare Local, and the end of our collaboration with the DDHHS, I am proud to be able to finish by counting these results amongst our other great achievements,” Mr Harvey said.

“I would like to thank Dr Carroll for her great work and commitment to improving local health collaboration in her role as GPLO.”

General Manager Toowoomba Hospital Dr Peter Gillies also thanked Dr Carroll for her great work in helping to reduce patients’ waiting time to see specialists at the hospital.

“Dr Carroll will continue on at the hospital after 30 June as a valued member of our clinical team,” Dr Gillies said.

“The relationships that she has forged with local GPs during her time in this role will continue to benefit our staff and patients well into the future.”

Ends

MEDIA: *Contact Darling Downs Hospital and Health Service Media Team 4699 8547, 0438 702 328 or DDHHS_media@health.qld.gov.au*