

Small group discussion Group: Patients and Carer

Question 1

What you found encouraging	What you found discouraging
A significant change, though small, in HbA1c in the teamwork study.	<p>Lack of patient outcomes in the Team-link study</p> <p>There were limitations when you have a small team (e.g. Dr McInyre)</p> <p>A short time frame for the Team-link study, lack of change in clinical outcomes</p>

Question 2: What aspects of teamwork need to be improved?

1. Improve communication – e.g. sharing information
2. Improve communication for everyone – patients, GPs, practice staff and AHPs
3. Needs to empower patients
4. Education and training in teamwork
5. The caring team needs to tailor made their services for patient's specific needs
6. Establish a 'case manager' system to empower patients to self-manage
7. Other issues requiring attention are : CALD communities, hours of services, transportation to access services, compliance, comorbidity,

Question 3: Who needs to do what to improve it?

What needs to be done	Who needs to do it
<ul style="list-style-type: none"> - Connections with the team - E-health records - Consider changing from an individual disease model to a more holistic approach (comorbidity) - Breaking down the wall - Improve health literacy - Better data collection and management - Understanding of the roles of each team members - Establish trust to promote linkages 	<p>Everyone in the team</p> <p>Practice managers can be the agents of change</p> <p>GPs and the clinical care team</p> <p>Gove provide financial initiatives for team meeting and collaboration</p> <p>Public health/ population health units</p> <p>Practice managers/staff</p> <p>Everyone in the team</p> <p>Practice nurses are usually good communicators (listeners)</p>