

NEWHOPE SERVICES
MEDICAL REPORT December 2019 and to June 2020

Open 5/3/18 December 2019 - 21 months in operation June 2020 - 27 months

Vision: to share the love of Jesus by serving the community through our interactions at NewHope Medical. To care for patients holistically and assist them in non-medical ways, functioning as an access point to the wider services and community of NewHope.

Staffing:

2 GP part-time (0.85 of Full Time Equivalent, moved to 1 FTE mid October 2019)
1 Psychologist - (0.50)
2 Counsellor - (0.50 total)
1 Dietitian - (1 morning/month)
Practice manager (0.8)
Reception (0.8)
Nurse (0.3)

June 2020

3 GP part-time (1.17 Full Time Equivalent, moving to 1.33 FTE mid July 2020)
1 Psychologist - (0.50)
2 Counsellor - (0.60 total)
Practice manager (0.8)
Reception (0.8)
Nurse (0.4) N.Tilley resigned February 2020, D. Shilling joined 23/3/2020

Patient Demographics

Female - 67% Male - 33 %
34% aged < 30 years, 46% aged 30-64 , 21% >= 65

2020

Female - 65 % Male - 35%
54% Aged < 30 years, 31% aged 30-64, 14% >=65

Measurables - Vision and Medical

When conversation with a patient uncovers a practical, social or other need or interest, we aim to assist them with connection to the different groups that are available through NewHope. le: connecting young families by inviting them to visit PlaySpace, opportunities to increase social interactions and similar activities.

Measures of success are the stories that result from this.

- Our second counsellor came on board and her time was immediately filled with clients in need.

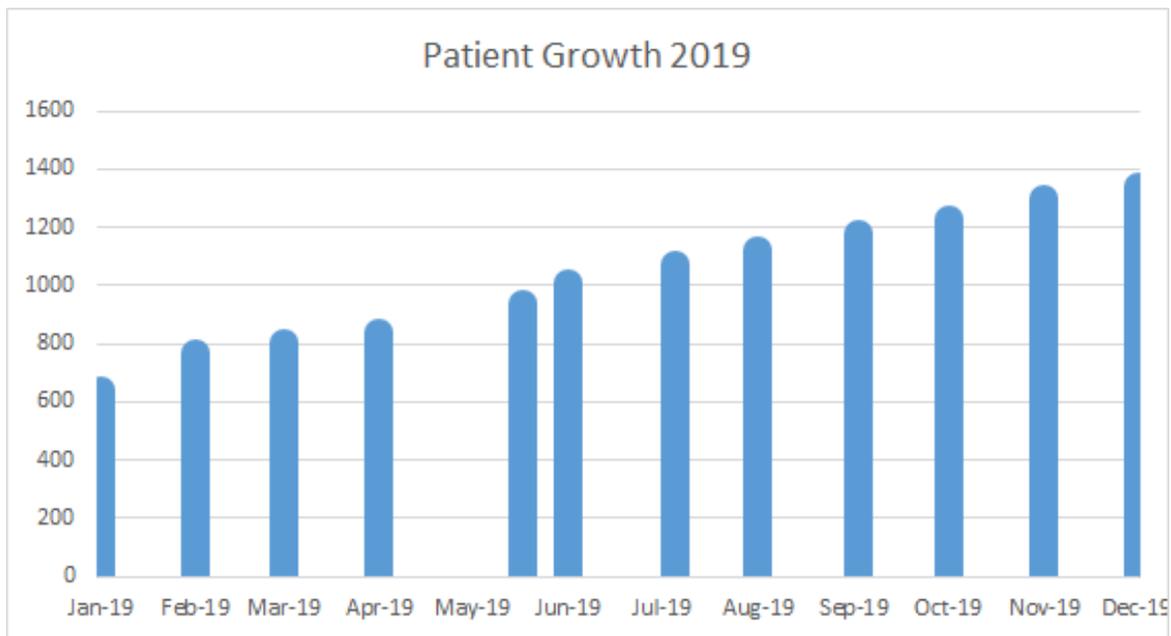
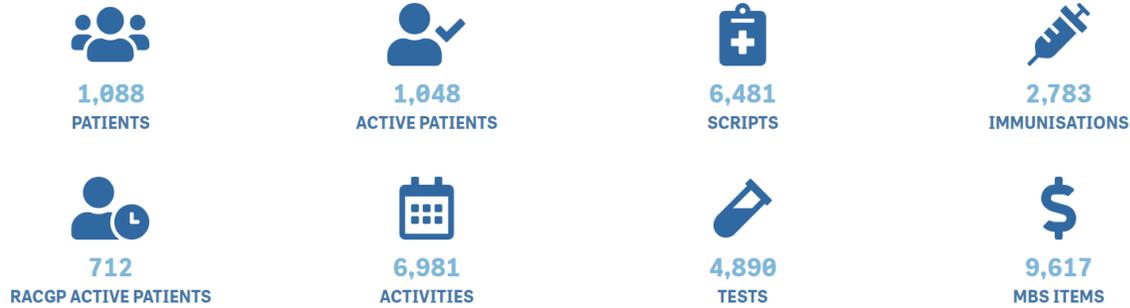
- We set up a counselling service at the Empart building, Croydon campus and immediately had clients opt to see Sarah there. For some clients, scarce public transport or the cost to travel to Blackburn is a barrier to receiving help.
- One counselling client continues to be sponsored by NHCC (co-payment).
- Chaplain continues to walk with four clients who are appreciating her loving support
- A patient confided in Dr Walker that she was unable to feed her family- she lost her job and two of her family were unable to work due to injuries. We were able to assist the family with practical support, introductions to job openings as well as providing mental health support for the patient. Happily in December we were able to celebrate with her when she secured a new job.

2020

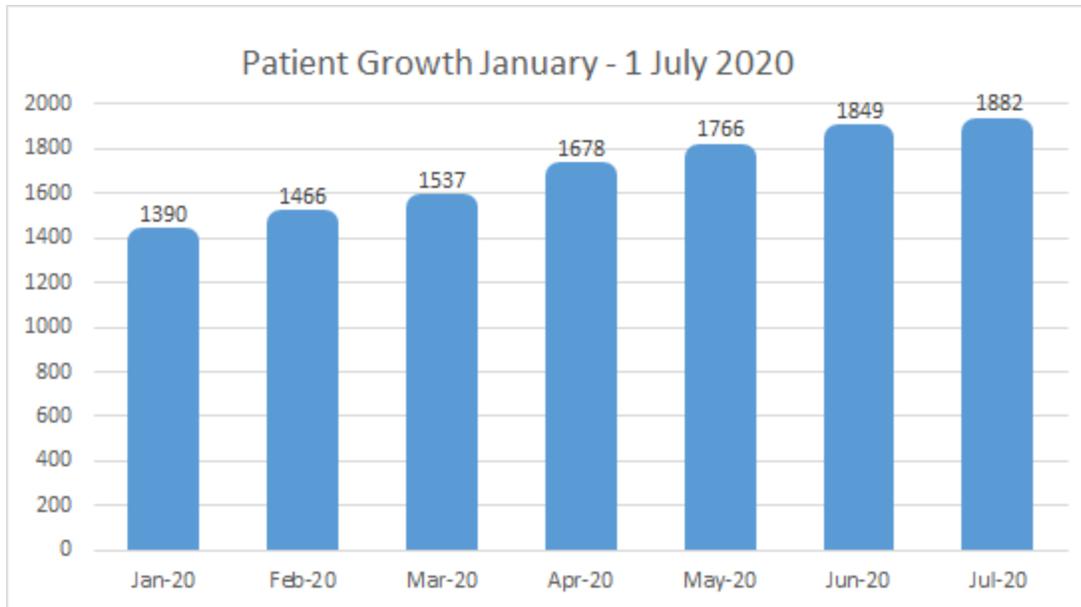
- While making an appointment, a patient confided that she was very low in spirits.. Due to Covid-19 they had lost their job, had no vehicle and were about to lose their housing. In the space of a morning Liz (receptionist) was able to meet all of these needs for the patient. A job was found through one of our GPs. Liz felt prompted to speak to another of our clients (who just happened to know of a shared house with a vacancy) and she also organised the loan of a vehicle. For this patient, NewHope Medical certainly presented a miracle outcome.
- During April and May our GPs made 150 home visits to administer flu vaccinations, allowing our more vulnerable patients to stay home in safety. The added benefit of the home visit was a cheery smile and often a much needed chat for the person in isolation.
- A number of our older patients are without family to be able to assist them with shopping and supplies and this impacted during the panic buying earlier in the Covid-19 season. During welfare check phone calls, we heard that some had run out of basic supplies - our staff made sure that emergency supplies were delivered where needed.
- Dr Walker has surprised a few new patients with her interest in their health- two have been referred to hospital direct from the clinic and Dr Walker contacted them later to see how they fared. One patient commented that they have never been rung at home by the doctor, especially when it was their first visit.
- Grandmother of an extended family - originally a medical patient, having trouble feeding her family and struggling. NHCC were able to assist regularly with groceries and the patient was also invited to participate in Prayer Ministry. We have heard that this has had a very positive impact on her life, releasing her from feeling the stress of her situation and improving her ability to cope. She is very grateful to have found NewHope Medical.
- Staff and a doctor noted that one of our newer, elderly patients was not looking after herself well, not using her heating or eating properly. They organised for snacks and meals from NewHope Middleground cafe to be given to her and encouraged her in her self care. It was humbling to see how this demonstration of care and unexpected interest in her welfare made such a difference to a vulnerable person.

Clinical Activities

Data extraction tool in use (POLAR) allows analysis of clinical and billing data to develop actionable insights about our patients and business and to isolate areas on which to focus to improve patient health outcomes. These opportunities are used to develop new services and opportunities. Below is snapshot of activities delivered in 2019.



Operational Month	11 Jan 2019	12	13	14	15	16	17	18	19	20	21	22 Dec 2019
Patients	641	769	803	841	940	1011	1073	1122	1181	1229	1301	1344
% Growth	17	20	4	5	12	8	6	5	9.5	9.6	9.4	9.7



Operational Month	23 Jan 2020	24	25	26	27	28 June 2020
Patients	1390	1466	1537	1678	1766	1849
% Growth	9.7	9.4	9.5	9.2	9.5	9.5

New patients

20% heard of us via NHBC family, 22% word of mouth, 10 % just walked past. 40% of our patients have come via Dr Walker. 99% of patients live within postcodes 3129 and 3130.

2020

16% heard of us via NHBC family, 40% word of mouth, 9 % just walked past, 4% internet search. 24% of our patients have come via Dr Walker, 6% from Dr Bird.

Key Partnerships:

Nina Cumming - paediatric speech therapist - leases one room for one-two days per week
 Comfort Feet Podiatry Group - leases one room for one day per week, seeing NHM referrals and their own patients.

Keen Physio - leases room for one day per week, began 7 October, 2019.

Volunteer Chaplain - Lyn Russell, provided through NHCC (4 hours/week). Currently Lyn is providing pastoral care to 5-6 of our patients.

Melbourne Pathology - service provider, generous provision of pathology chair, ECG, consumables

St Vincent's Pathology - 2nd pathology service provider

Discount Pharmacy Kerrimuir - mutually supportive with supplies and 2-way referrals

East Melbourne Primary Health Network - training events and support

Crofton House - supported residential services

2020

As above:

Due to Covid-19 restrictions, Chaplain activities ceased in February 2020, Physio and speech therapy in March.

Community:

We are a positive presence in the community:

- Local residents come to us following injury or for urgent care and then continue their medical care long term.
- On-site flu vaccination service provided for local businesses, Old Orchard Primary School, Crofton House, The Connault residential care.
- Most of the residents of a local Supported Residential venue are tended to by Dr Teo
- Respite patients continue to visit us after they return home from their supported residence.
- Developing links with other GP clinics to share resources in emergencies ie Total Wellbeing - Christian medical centre in Doncaster, Dr Peter Lucas in Box Hill South.

Accreditation:

We are now in a cycle of re-accreditation every three years. Due for re-assessment in 2022. Industry standard policies and procedures in place to support robust risk assessment and management, including emergency, disaster and pandemic situations.

New Services

A counselling service was offered at NewHope Croydon campus from 22nd October, beginning one morning a month. This was in response to a need identified by Phil Gaudion. The hire of the room in the Empart building has been covered by NHCC. The face to face service was ceased in February 2020 due to Covid-19 but continues online and at Blackburn North.

Roadblocks to continued growth/success

Recruitment of additional GPs and psychologists continues to be an issue. Despite many advertisements and widespread sharing, we have not been successful. A Christian recruiter has recently been identified and engaged to source a full time Christian GP and a reduced fee has been negotiated for this.

Advertisements have been placed (multiple times):

- in the medical arena (RACGP, East Melbourne Primary Health Network, Christian Dental and Medical Fellowship)
- Christian employment websites
- Christian Counselling Association of Australia
- Psychology Association
- throughout the NewHope family of groups and associated groups (Soccer club, preschools, social groups)
- Social media, digital screens on NHBC campus

- Permanently advertised on our website
- At Koorong christian bookshop
- Newsletters to local schools and churches
- Mission partners - Pioneers, SIM, Interserve, Global Interaction, Mission interlink
- Churches of Christ - City and Clayton
- Rowville Baptist, Canterbury Gardens

2020

- An additional three recruiters have been engaged, as Prescribed Recruitment have been unable to provide candidates.
- Social media, digital screens on NHBC campus
- Newsletters again sent to local Christian colleges advertising our GP vacancy.

2020 Challenges

The first six months of 2020 presented enormous challenges to every medical centre in Australia, courtesy of Covid-19. Our priority since we activated our Pandemic Plan in late January 2020, has been to operate in a way that keeps our practitioners and staff safe while providing a safe place for treatment for our clients and patients. All of the many changes in process have required new supporting policies and protocols.

We are constantly updating our software and systems, monitoring infection control, redesigning our patient flow to reduce risk to ourselves and patients and trying to stay on top of the ever changing Medicare item numbers and fees. In the space of a few months, Medicare delivered a number of services that were not due for implementation for years.

Our counselling services have been remodelled to be almost completely on-line and we have taken the opportunity to extend the appointments available as we are not restricted by room access.

While the financial cost associated with these changes has not been great, the impact on the staff has been massive. Apart from the time to research and redesign compliant processes, physically rearranging the clinic and sorting through the massive volume of information and updates issued on Covid-19, Telehealth itself generates a large volume of additional paperwork for staff as all prescriptions, referrals, letters, pathology requests need to be sent electronically and all patients and carers need to be screened and appointments strategically booked.

The flu season added another layer of complexity to the situation, as the government promoted the importance of vaccination this year but delivery of stock was very delayed.

This week we have been made aware via a Council Planning Notice posted at street level, of a new medical centre that is planned at 502 Middleborough Road. The plans include 15 consult rooms, treatment room and dispensary. This information has been shared with the Kerrimuir pharmacy and our two local medical centres.

In a time when many practices are struggling, our patient numbers continue growing at a healthy rate.

We continue to be blessed by the prayers and encouragement of the NewHope family, our team is growing together as a family and we eagerly look forward to welcoming new practitioners as God provides.

Attachment:

Financial Scenarios (including maximum capacity).