

24 July 2019

Ben Sladic
Assistant Secretary, Pharmacy Branch
Technology Assessment and Access Division
Department of Health
GPO Box 9848
Canberra ACT 2601

Dear Mr Sladic,

Re: RACGP submission to the consultation on the National Diabetes Services Scheme (NDSS) Enhancement Project

The Royal Australian College of General Practitioners (RACGP) thanks the Department of Health (the Department) for the opportunity to provide feedback in relation to the National Diabetes Services Scheme (NDSS) Enhancement Project. As Australia's largest professional general practice organisation, supporting over 40,000 members working in or towards a career in general practice, the RACGP is supportive of initiatives that seek to improve health service systems and processes, and ultimately, deliver better patient outcomes.

The RACGP's submission covers:

- The optional business process change to allow practice nurses to complete the certifier section of the relevant NDSS form.
- The introduction of an online portal, whereby health professionals can complete the NDSS forms electronically.

Optional business process change to allow practice nurses to complete the certifier section of the relevant NDSS form

The RACGP is supportive of changes that utilise the skills and expertise of practice nurses where appropriate, to simplify processes and alleviate the administrative load of general practitioners (GPs). Such changes will boost integrated models of care within general practice as well as support and facilitate patient self-management; a key element of chronic disease care. The RACGP supports a process whereby practice nurses, who are employed by the practice making the diagnosis, can complete the certifier section of the relevant NDSS forms.

Introduction of an online portal for health professionals to complete the relevant NDSS forms electronically

The RACGP urges the Department to provide more information regarding the design and functionality of the proposed online portal. General practice has been an early adopter of electronic clinical, administrative and communication systems to increase quality, safety and efficiency of care. It is important that GPs have input into the design of online systems to ensure they can be integrated into GP clinical information systems. When portals are created and implemented without GP input, a large administrative burden is placed on general practices by way of manual transfer of information from clinical or administrative systems into online forms or web portals.

The RACGP position on [secure electronic communications](#) supports communications using existing data from general practice clinical information systems and the automatic receipt of all incoming communications directly into the local patient record.

Conclusion

The RACGP is supportive of improvements to service processes that reduce administrative burden, and utilise the skills and expertise of other professionals in the team. The RACGP welcomes further information from the Department regarding the online portal and strongly recommends GP input into its design and implementation. Thank you again for contacting the RACGP to provide feedback. For further inquiries, please contact Fran Hardcastle, Manager RACGP Specific Interests on 03 8699 0361 or at frances.hardcastle@racgp.org.au

Yours sincerely



Dr Harry Nespolon
President