

# SUPPORTING A SUSTAINABLE FUTURE FOR GP TRAINING



# ANNUAL REPORT

## 2019/20

# SUPPORTING A SUSTAINABLE FUTURE FOR GP TRAINING

GPSA is supported by funding from the Australian Government under the Australian General Practice Training Program.



**Australian Government**  
Department of Health



GPSA would like to thank the following organisations for their support:



**RACGP**

Royal Australian College of General Practitioners

**Australian College of  
Rural & Remote Medicine**  
WORLD LEADERS IN RURAL PRACTICE



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## MESSAGE FROM THE CHAIR

It has been a privilege to be associated with the incredible work GPSA has delivered over the last 7 years since the organisation was first funded in 2013 and more recently as the Chair for the past two years.

Passion is what drives the GPSA board and staff of this organisation to always put members and their needs above themselves. We have seen the appreciation of this approach by members through surveys in 2020, expressing gratitude for the advocacy work GPSA has conducted on their behalf and that has continued to drive the narrative internally and externally in helping us determine what to advocate for and the reasons why.

I would like to pay tribute to the growth and maturity of the organisation. There is great support from the GP training industry for what we have been doing over many years, with ever increasing consumption of education resources developed and maintained by GPSA. Colleges and RTO's link to our resources, which continue to be Free and Open Access online. No barriers, no fees – the GPSA way.

The resources are used not only by AGPT Supervisors, but registrars and Supervisors of medical students and learners from outside the AGPT system, including internationally.

GPSA's advocacy on your behalf has seen supervisors more visibly recognisable in the GP Training Outcomes Framework developed by the Department of Health and tempered unbridled enthusiasm by those who don't have to fund the single employer model or manage Registrar HR issues.

While the Single Employer model is an option for Rural and Remote areas, particularly Rural Generalists, the Board and SLO Network believe all options need to be thoroughly explored.

We have been constructive in our approach, seeking stakeholder views to inform advocacy. Research conducted throughout the year has included "Supervisor attitudes and experiences related to COVID-19", "adaptations of quality frameworks to suit general practice in the form of the General Practice Clinical Learning Environment" (GPCLE) and our annual "GP Supervisor survey". We expect research papers to be published later in 2020 to add to the growing body of GP Supervisor research.

Just under 100 supervisors have been interviewed throughout the year to inform research that has also informed our advocacy with RTOs, the Department of Health and Minister Hunt.

GPSA were the first to develop a universal COVID-19 resource that could be adopted and adapted by general practices nationally and this resource was downloaded more times than any other GPSA resource ever.

When you consider that with little over 4 FTE staff, an honorary board and a shoestring budget GPSA:

- Supports around 5,500 members.
- Provides hotline support for interpretation of the NTCER.
- Responds to many if not all of the same consultations as the colleges and RTOs on GP training.
- Delivers a comparable amount of education resources as RTOs (and they are open access).
- Provides opportunities for supervisors to network and connect through SLO meetings and webinars.
- Maintains a social media presence that is useful for supervisors.
- Attends all industry conferences to enable member access to the organisation.

There is a lot to be proud of. And we know that you agree because not only has GPSA been able to maintain its membership, but membership growth sat above 10% this year – driven by the webinars and resources that we were able to commission as a result of the funding we gratefully receive from the Australian Government under the Australian General Practice Training Program.

We thank you for your ongoing support and belief in the work that we do. I'd like to thank the staff who made this tremendous report possible and who have delivered incredible outputs throughout the year. They are ably led by our CEO Glen Wallace, who has been instrumental in raising GPSA's profile and output in his time as CEO. I extend my gratitude to the board, who continue to deliver sage advice and governance to the operational team on a voluntary basis.

The 2019 financial year again delivered an unqualified/unmodified audit result highlighting that financial processes of the organisation remain appropriate. This provides the membership with confidence in the administration of the company.

Finally, Dr Steve Holmes will step down from the GPSA board after 8 years (under the terms of the GPSA constitution). His contribution to the Board has been invaluable. This has included two years as Chair and the GPSA lead in at least two NTCER negotiations. He has made a huge contribution with his insights into rural general practice, engagement with ministers, practice owners and supervisors and we thank him for his service.

The Board and staff look forward to continuing to serve you throughout 2020 and beyond.

Sincerely,

Dr Gerard Connors - Chair

## MESSAGE FROM THE CEO



Dynamic and responsive are the two words that sum up GPSA's offering to its membership in the 2019/20 reporting year. The value GP Supervisors experience from their peak body is reflected in the over 10% membership growth achieved on the previous year.

This growth was driven by the thought leader strategy GPSA pursued under the stable strategic direction of the board. GPSA led the way with Pandemic planning templates practices could adapt earlier than any other member organisation and this was only possible due to the sharing economy that has long existed between GP Supervisors.

New challenges associated with the COVID-19 Pandemic including how to implement COVID-19 Pandemic Plans at the practice level, supervision via distance and telehealth consultation skills were responded to through the delivery of contextually responsive webinars and FAQs at a time where there was very little available.

The tiny but dynamic GPSA team responded to the crisis churning out multiple webinars per week over a number of weeks to ensure information and guidance around supervision via telehealth and teaching telehealth to registrars was readily available.

Stakeholders seeking resources on Aboriginal and Torres Strait Islander Health in General Practice were met with a new guide built upon 18 months of consultation with key cultural consultants, a related webinar by fellow authors Dr Keith Gleeson and Dr Tim Senior, and a webinar on teleconsultation skills for GP registrars in Aboriginal and Torres Strait Islander contexts.

Partnerships is another key aspect of the success delivered to members throughout the reporting period. GPSA established a regular and supportive dialogue with its registrar counterpart organisations to ensure registrars and supervisors remained aligned and on the same mission; to deliver quality health care outcomes for our patients.

A great deal of research was conducted during the period the results of which will be realised through publications next year. This will include the development of the General Practice Clinical Learning Environment (GPCLE) which will provide a road map for new supervisors and training practices in what things training practices and supervisors need to focus on to deliver best practice clinical learning experiences. This framework was validated by supervisors, practice managers and registrars alike.

Similarly the GP Supervisor review investigated the GP Supervisor remuneration and investment across programs to identify the current state of training and to suggest any alternate paths forward that might benefit the sector. This work is ongoing.

Similarly the research team concluded its investigations into the characteristics of Supervisors recognised by

their peers through Supervisors of the Year accolades awarded over the past 10 years. The manuscript for this project at the time of writing this report was in production and is expected to be published in 2021.

Supervisors and their professional organisation continued to hold registrars and safety net them like any patient visiting any one of the 3,264+ training practices our registrars learn within. We achieved this by ensuring member practices were supported with NTCER compliant contract, percentage calculation spreadsheets, advice on changes to registrar base rates to RTOs and training practices.

We were pleased to see throughout the year greater focus on supporting rural workforce initiatives and initiatives designed to support non VR doctors. Though we support continuation of same we continue to be dismayed at College lead programs that do not directly fund supervision for particularly vulnerable learners such as International Medical Graduates and in turn their patients such as the Practice Experience Pathway and Independent Pathway programs.

Consumption of GPSA resources continue to demonstrate the targeted nature of GPSA education resources. As at the time of reporting GPSA teaching plans had been downloaded some 107,586 times since the initiative began, representing a 67% increase from 62,067 the previous year.

It remains clear that nationally the 5,432 GP supervisor members choosing to support a registrar through their training remains a key input into positive learner outcomes and equally important to patient safety as our learners progress towards fellowship.

GPSA's orientation to delivering real value to the sector remains in focus as is the need to adapt to new issues and realities. One only has to look at the engagement statistics of GPSA eNews which delivers a key insight. The content that concerns the membership are the stories and resources that help navigate risk whether that be for patients, registrars or business risk.

Our webinars remain accessible to the membership attracting over 2,980 registrations throughout the reporting period alone. YouTube consumption of GPSA webinar recordings increased to 7,929 during this financial year from 5,313 last financial year.

I am proud of the capacity such a small operational team brings to supporting supervisors nationally at just 4 FTE delivering on the directions of the honorary board who are there to ensure GP supervision remains recognised, respected and rewarded.

A handwritten signature in black ink, appearing to read 'Glen Wallace', written over a white background.

Glen Wallace - Chief Executive Officer

## OUR PURPOSE

Provide a strong voice for GP supervisors to ensure they receive the recognition, respect and reward for their essential contribution to the training of the high quality, sustainable GP workforce needed to meet the health needs of the Australian community.

## OUR VALUES

### LEADERSHIP

We aim to use innovation to inspire participation among GP Supervisors.

### EQUITY

We believe it is only fair that GP Supervisors be recognised and respected for the important contribution they make to GP training.

### ACCOUNTABILITY

When campaigning and advocating on behalf of GP Supervisors, we will act with integrity and make our work and achievements transparent.

### GENEROUSITY OF SPIRIT

Our greatest resource is our members. We want to share, teach and continuously learn with them.

### OPENESS

We recognise the importance of listening to our members and working with the wider health industry to reach positive outcomes.

## OUR PRINCIPLE OBJECTIVE

We want to ensure the vital contribution supervisors make to providing quality training for the next generation of family doctors is rewarded and recognised.

### TO DO THIS, WE WILL:

- Lobby and work with relevant health sector policy makers and representatives to make supervision rewarding, respected and recognised.
- Work with our members, GPs and the health sector to increase the recruitment and retention of quality supervisors.
- Listen to members about ways we can support them in their supervision roles and professional development.
- Negotiate the National Terms and Conditions (NTCER) between supervisors and registrars on behalf of supervisors.

This work will benefit GP training and in turn make a positive contribution to the broader Australian health landscape.



**GP SUPERVISION:  
REWARDING  
RESPECTED  
RECOGNISED**

## OUR BOARD



Dr Columbine Mullins



Dr Frank Maldari  
*FARM Committee*



The Hon. Geoff Wilson  
*Chair FARM Committee*



Mrs Leonie Chamberlain  
*FARM Committee*



Dr Kevin Arlett



Dr Sarah Chalmers



Dr Steve Holmes



Dr Nicole Higgins  
*FARM Committee*  
*NTCER SubCommittee*



Dr Gerard Connors  
*Chair*  
*Chair NTCER*  
*Committee*



Mr Glen Wallace  
*CEO*  
*Company Secretary*  
*FARM Committee*

## OUR TEAM



Glen Wallace  
*CEO*



Rebecca Qi  
*Finance Officer*



Helen Hickson  
*Research Fellow*



Margo Field  
*Senior Project Advisor*



Karen Andrews  
*Administration*  
*Governance*



Jane McMahon  
*Administration*  
*Support Officer*

GPSA also wishes to acknowledge the contributions of: Jackie Roberts, Donna-Lee Stanes, Corinna Boldiston, Jodi Skinner and Dale Webster who contributed to the 2019-20 GPSA achievements.

# SUPERVISORS ARE ADEQUATELY RECOGNISED AND SUPPORTED

## MEMBER ENGAGEMENT

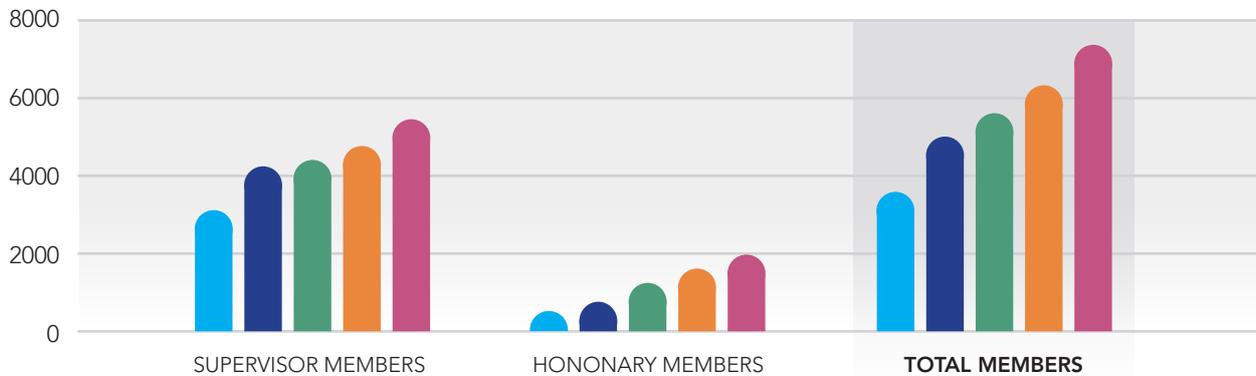
The GPSA Membership grew throughout the 2019-20 annual reporting period by 14% from 4,750 in the 2018-19 reporting period to 5,432 Supervisor members as at 30 June 2020. While membership growth rates are slowing down, this reflects saturation.

State	GPSA Supervisor Members	% Membership	% Population
ACT/ NSW	1,672	31%	35%
NT	207	4%	1%
QLD	1,393	26%	20%
SA	297	5%	7%
TAS	276	5%	2%
VIC	1,232	23%	25%
WA	355	6%	10%
<b>TOTAL</b>	<b>5,432</b>	<b>100%</b>	<b>100%</b>



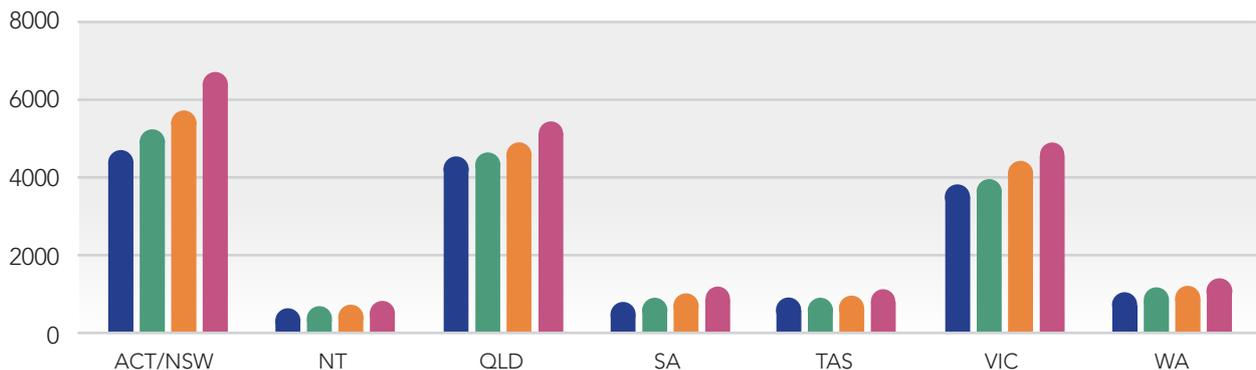
## MEMBERSHIP GROWTH 2016-2020

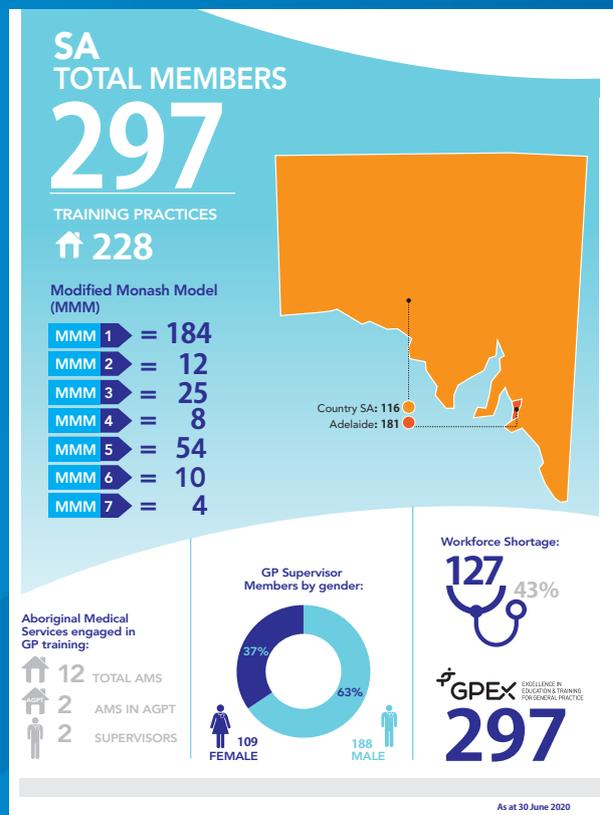
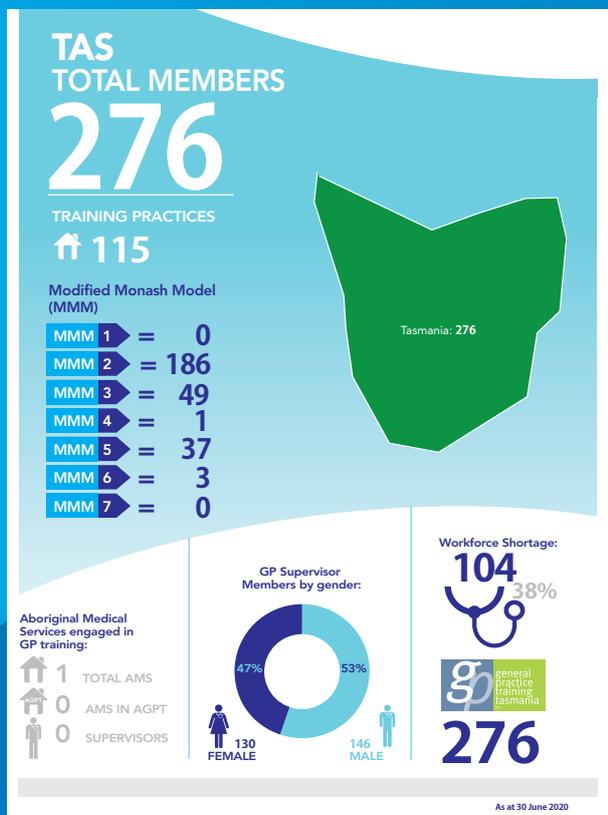
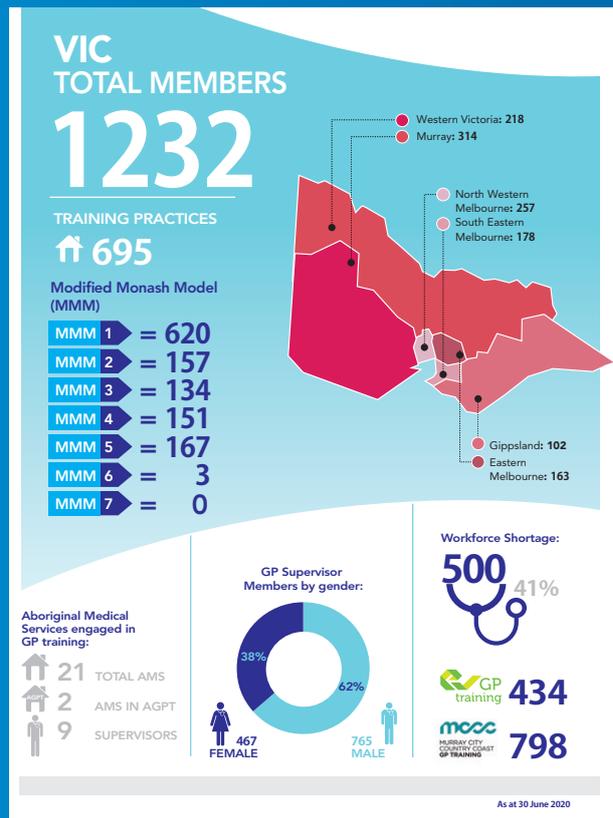
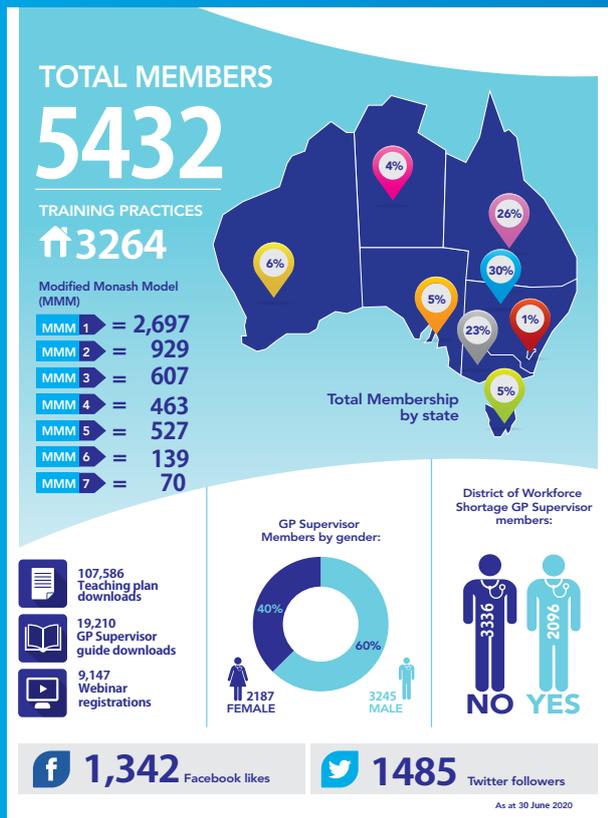
● 2015-16 ● 2016-17 ● 2017-18 ● 2018-19 ● 2019-20



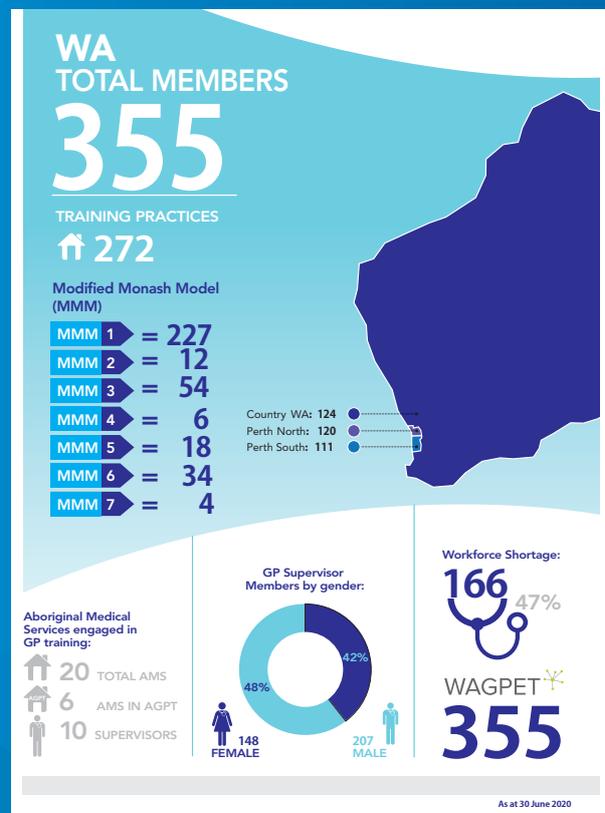
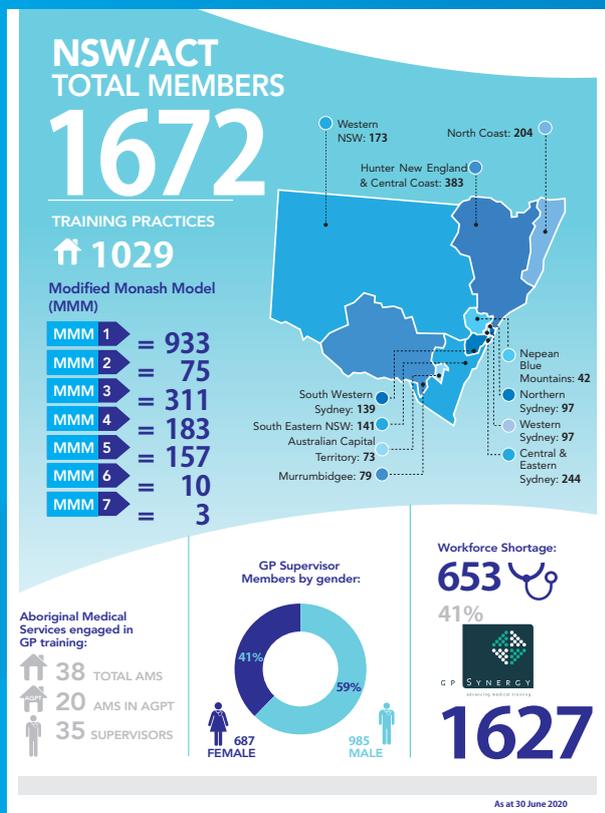
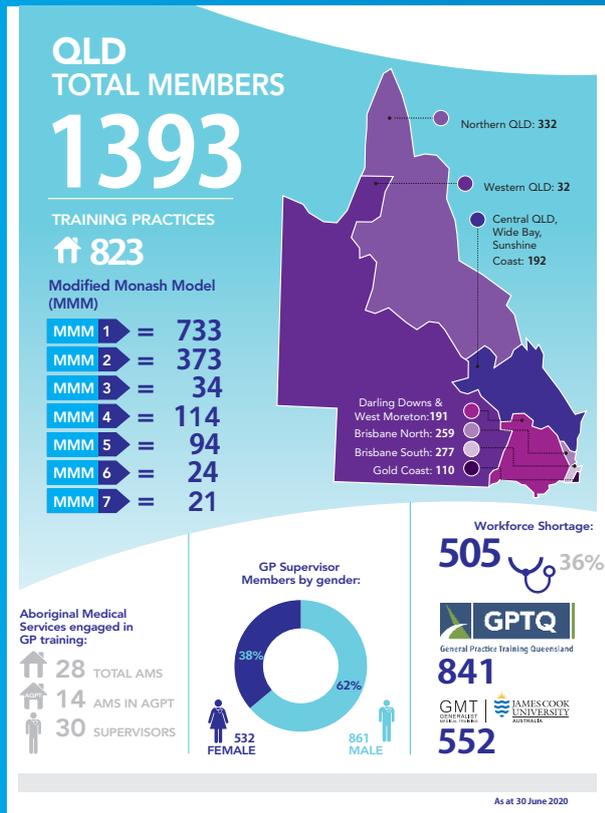
## MEMBERSHIP GROWTH BY STATE

● 2016-17 ● 2017-18 ● 2018-19 ● 2019-20





GP SUPERVISOR MEMBERSHIP



## GP NATIONAL SUPERVISOR SURVEY

The National GPSA Survey informs how GPSA and other stakeholders can tailor their support to the needs of GP Supervisors. In March 2020 GPSA invited GP Supervisors to complete a contextualised survey to COVID-19 response, to assist in providing support that is of real value to our members. The survey was open to all GPSA supervisors members from 23 March to 13 May 2020 and received 572 responses.

### **GP SUPERVISORS APPRECIATE SUPPORT PROVIDED BY GPSA**

“Love you guys = especially the webinars and Sanitisers!

[GP Supervisor, GP Supervisor Survey 2020]

“Thanks for being there with us. To support us in maintaining quality and safe training of GP Registrars and/or non-VR IMG's, in a financially sustainable way for both supervisors and training posts.”

[GP Supervisor, GP Supervisor Survey 2020]

### **GP SUPERVISORS WANT GPSA TO CONTINUE TO PROVIDE ADVOCACY.**

“Keep up the good work. Standing firm on registrars remuneration. Continue to be a voice for practice management.”

[GP Supervisor, GP Supervisor Survey 2020]

“Continue the great advocacy thank you. GPSA is a vital representative body.”

[GP Supervisor, GP Supervisor Survey 2020]

### **GP SUPERVISORS WANT GPSA TO CONTINUE TO PROVIDE SUPERVISION RESOURCES, INFORMATION ON ISSUES AND TRENDS IN GP TRAINING, INFORMATION ON GOVERNMENT POLICY AND UPDATES ON GP EDUCATION AND RESEARCH.**

“Continue the great work with communication and webinars”

[GP Supervisor, GP Supervisor Survey 2020]



## ENGAGEMENT WITH GP SUPERVISORS IN RURAL AND ISOLATED AREAS OF AUSTRALIA

GPSA is focused on supporting GP Supervisors in rural and isolated areas of Australia and aims to provide relevant information and services to those GP Supervisors. Through GPSA's increased profile resulting from our engagement with RTO's, and directly with GP Supervisors through the introduction of new services like the employment agreement and social media policy templates, our webinars and our engagement with GP Supervisors in rural and regional Australia has greatly increased.

The feedback to GPSA from GP Supervisors in these areas is that they enjoy the engagement and connectivity with others during events like the webinars and meetings which offer some opportunity to renew acquaintances, share ideas, compare practises and build connections and reduce the effects of professional isolation so often present in rural and remote Australia.

GPSA's current capacity to measure member engagement in rural and isolated areas is only achievable by counting those GP Supervisors who are located in districts of workforce shortage. Whilst some districts of workforce shortage are in more densely populated centres, most are in rural and isolated areas.

The map below indicates the locations of GP Supervisors in districts of workforce shortage that have attended GPSA webinars. The individual map markers only indicate locations, they do not represent the number of times a GP Supervisor from a particular location has attended. For example a GP Supervisor who attends 3 webinars will only be represented by one marker.

Please also refer to the individual state by state infographics on the previous pages to view the number of Supervisors working in an area of workforce shortage.



## SUPERVISOR'S RECOGNITION AND REWARD PROGRAM

In 2019-20, 27 Supervisors were recognised by GPSA for their service to their local communities over many years. These awards recognise the hard work and dedication GP supervisors make over the length of their careers.

The objective of the program is to provide recognition to GP Supervisors who have been supervising registrars for many years, in some cases more than 30, enabling generations of GP's to provide high quality medical services to Australian families. They are being recognised for their commitment to providing the very best care to patients, whilst supervising, inspiring and supporting the next generation of family doctors.

The program also aims to improve the profile of GP Supervisors and the role of the Training Practice in local communities through involvement of local media.

## SUPERVISOR LIAISON OFFICER NETWORK (SLON) MEETINGS

GPSA continues to build relationships, foster information flow and bring supervisors together with other key stakeholders in general practice training by holding its SLON meetings in tandem with other key events.

The first SLON was held in Melbourne in conjunction with the General Practice Training Education Conference on 3 September, 2019.

Presentations were delivered on:

- GP Supervisor Curriculum Focus Group, by Dr Gerard Ingham.
- SLO Combined Session by Dr Patrick Kinsella.
- Developing a quality framework for GP Supervisors and training practices – focus group by Phil Cohen and Helen Hickson.
- Current GP Supervisor Issues by Dr Nicole Higgins and Glen Wallace.
- SLO as a Leader/ Influencer by Dr Bruce Willett, Dr Nicole Higgins, Dr Frank Maldari.
- Managing Medical Record Risk by MDA National.
- Department of Health Update by Dr Susan Wearne.

Due to the COVID-19 pandemic and travel restriction, GPSA conducted the second SLON via Zoom on 20 May, 2020. Presentations were delivered on:

- OSCE Exam Change, by Dr Gary Butler.
- GPCLE Update presented by Helen Hickson.
- GP Training Outcomes Consultation and Rural Generalist Coordination Unit Consultation, presented by Glen Wallace CEO GPSA.
- COVID-19 Impact and Supports and GP Supervisor Review Update, presented by Glen Wallace CEO GPSA.

Participation at SLON meeting continues to remain high with satisfaction levels reflecting the quality of the events.

“... most significant is the changing landscape of GP education and where supervisors and practices fit into that agenda.”

[Feedback from the Supervisor Liaison Officer Network meeting]

# GPSA IS A THOUGHT LEADER

## INDUSTRY EVENTS

GPSA is a member of GPTAC which met four times during the financial year. These are important meetings where the GPSA Board Chair and CEO represent the views and position of supervisors and GPSA on a range of national issues affecting supervisors.

GPSA also presented on two occasions at RTON to the nine CEOs of the RTOs. This was a valuable opportunity to collaborate and update the RTOs on GPSA resources available to their GP supervisors and our members.

GPSA were also delighted to meet and present to supervisors and practice managers at seven events during the financial year.

Some of these events included:

Event	Date
GPSA AGM	3 September 2019
GPTEC 19	4-5 September 2019
AAPM Conference	1-4 October 2019
AIDA Conference	2-4 October 2019
GP19	24-26 October 2019
RMA19	24-26 October 2019
RACGP - the 2020 Rural GP Training Summit	25-26 February 2020



## MEMBER ENGAGEMENT

GPSA engages with members through:

- E-Newsletter issued to all members every six weeks.
- Member surveys.
- Webinars.
- Teaching guides.
- Attendance at conferences.
- Supporting the Supervisor Liaison Officer Network (SLON) communications and meetings.
- Attendance at GP Supervisor meetings hosted by RTO's.
- Supporting GP Supervisors through recognition awards.
- Engagement through partner organisations such as AIDA, IGPRN, ACRRM, RACGP, GPDU.
- Feedback opportunities through the GPSA website.

## RESEARCH AND COLLABORATION

In the 2019-2020 GPSA undertook three research projects in conjunction with Monash University:

- Understanding, tracking and meeting the needs of GP Supervisors - COVID-19 paper.
- GP Supervisor of the year a qualitative study into what the common characteristics of GP supervisors of the year are, is underway with the College's and RTO's. 33 GP Supervisors of the year have interviewed and those interviews being deidentified for analysis. RTO's were invited to nominate GP Supervisors of the year for interview and these interviews are both scheduled and underway. It is anticipated that project will continue through to 2021.
- GP Best Practice Clinical Learning Environment framework has been developed in consultation with GP supervisors at the SLO Network. It is now being tested with GP supervisors. It is anticipated that project will continue through to 2021.



# GPSA IS A SOURCE OF HIGH QUALITY ADVICE, RESOURCES AND PROFESSIONAL DEVELOPMENT

## GPSA WEBSITE

GPSA continues to progress and develop the website using an open access model which resulted in 84,662 downloads of resources throughout the 2019-20 reporting period (over 218 downloads average daily downloads) which attests to the utility and value of the information and support being accessed. GPSA's most popular resource for the period was the COVID-19 Resource kit which was downloaded 6,037 times.

The site includes information on supporting supervisors and practices, employment resources and events as well as educational resources such as guides, frequently asked questions (FAQ's) webinars and teaching plans.

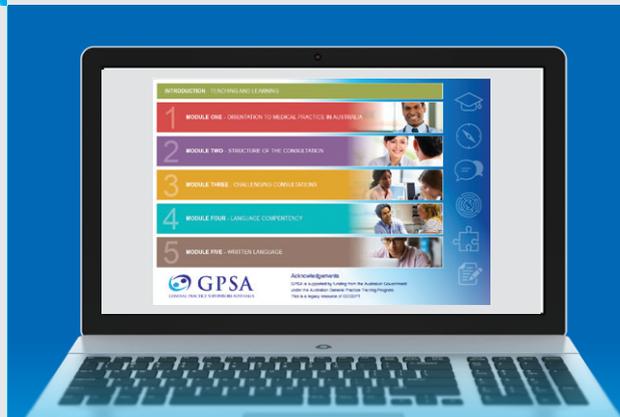
96% of participants in a GPSA webinar during 2019-20 said they would participate again

[data from GPSA post-webinar evaluations]



GPSA'S SERIES OF **ONLINE LEARNING MODULES** aimed at helping GP supervisors and practice nurses in various aspects of their work and training with GP registrars. Learning modules include; Immunisation, Wound Management, Practice Standards and Chronic Disease Management.

**THE COMMUNICATION TOOLKIT** also a legacy resource from CCCGPT was a printed resource, which GPSA has updated and developed into an electronic online resource to make it more accessible to members.



GPSA is committed to **FREE OPEN ACCESS MEDICAL EDUCATION (FOAMED)**. All GPSA teaching and learning resources are made freely available as are all webinars. [www.gpsupervisorsaustralia.org.au](http://www.gpsupervisorsaustralia.org.au)



## SUPERVISOR GUIDES

The GPSA guides are updated annually to ensure they remain current. Members continue to utilise the series of 15 GPSA Guides, they are downloaded regularly and distributed at the various General Practice conferences. These popular resources were written by GP Supervisors for GP Supervisors ensuring the relevance and utility of the information provided. They are freely available to download via the GPSA website or available to purchase in hardcopy. During 2020 GPSA released the new Aboriginal and Torres Strait Islander in General Practice guide

### Guide consumption rates



## SUPPORTING THE WHOLE PRACTICE

From the initial engagement and orientation into the practice, the entire practice team play a critical role in the successful training experiences of registrars. During the funding period GPSA increased accessibility of resources to practice managers and provided support to practice staff in the form of GPSA webinars, the members support hotline for NTCER and employment contract queries and funding submission support.

### Employment Related Support

Total	Downloads
Employment contract templates	96
Phone/ email enquiries	332
NTCER Downloads	1,137
Treatment of staff and family policy template	1,764
Orientation checklist for GP registrars	680
Base Rate indexation	644
Employment agreement FAQ	478

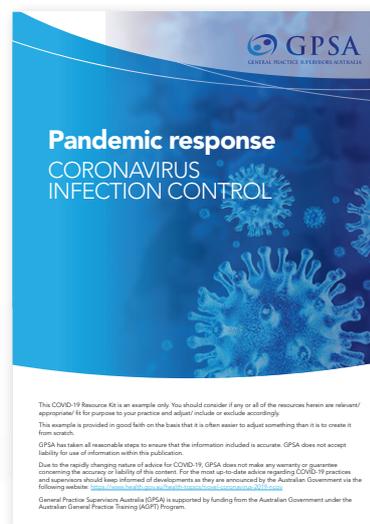
Training practice managers play a significant role in supporting GP Supervisors in their role as well as further contributing to sustainable registrar training activity within the practice. GPSA will further investigate what and how new resources can be developed and delivered in 2020-21 to further support training practices.

In 2019-20, GPSA supported training practices with the following products and services:

### Supporting GP Training Practices through COVID-19 Pandemic

The impact of COVID-19 on GP training practices will take years to quantify, but early anecdotal evidence suggests that practices in the worst affected locals have dropped up to 30% of their income during the peak of the pandemic. Not only were practices ill prepared, so too were national emergency and pandemic communication systems. Despite this there have been successes realised.

GPSA developed a suite of resources to assist training practices. The suite of resources included COVID-19 resource kit, COVID-19 STOP posters which were downloaded 8,798 times, webinars on how to manage COVID-19, conducting Telehealth consultations and assessing registrars with Telehealth consultations, provided GP Practices with a source for hand sanitizer, and lobbying relevant political parties for the inclusion of telehealth in MBS. GPSA's proximity to the coal face of general practice has proven a useful tool in understanding the issues and translating those and recommending the adjustments required to the Government.



## National Terms and Conditions for the Employment of Registrars (NTCER)

The agreement sets out the terms and conditions for the employment of registrars as agreed by GPSA and GPRA. The current NTCER is available on the GPSA website. The organisations agreed to update the NTCER on 1 July 2019 and again on 1 July 2020 to reflect the salary base rate increase which is aligned to MBS Item 23 increases. It is broadly understood that without additional funds coming into general practice the ability for practices to provide more to their registrars needs to remain a discretionary business decision on a case by case basis and negotiation of contracts and terms allows for this under the existing NTCER.

## The Registrar Employment Agreement Template

GPSA has developed an employment agreement template which is compatible with the NTCER. This template has been downloaded 1035 times by training practices from the GPSA website. The template simplifies the registrar employment process for GP Supervisors and practice managers.

## NTCER FAQ's and email enquiry service

Occasionally, due to particular employment condition requests or unusual circumstances arise during the employment process or during the term of employment. GPSA has on the website a comprehensive list of frequently asked questions which may be of assistance when seeking information to resolve a problem. GPSA staff are also available to respond to email or telephone requests for information about the NTCER or Employment Agreement Template.

## Flash Card Teaching Resources

GPSA's series of Flash Cards aimed at helping GP supervisors in various aspects of their work and training are a great communication resource for GP supervisors to run through with their GP registrar as an in-practice teaching session. Shades of Grey Flash Cards focus on ethical dilemmas in General Practice whilst Doctor Talk Flash Cards focus on Communication in General Practice. These are currently available for purchase or downloaded on the GPSA website. Shades of Grey Flash Cards continues to be one of GPSA's most popular downloads. Downloads to date for the flash Card series is 8,434.



## In-practice Teaching Plans

GPSA has developed a new series of resources to assist supervisors. The In-practice Teaching Plans are designed to assist supervisors in providing effective, evidence-based teaching to their registrars. These teaching plans cover common presentations, diagnosis of common conditions or key processes in general practice.

Each teaching plan contains key teaching and learning areas, pre-session activities, teaching tips and traps, key resources and follow-up and extension activities. They also contain exam preparation cases including Clinical Reasoning Challenges, MCQ and KFP style cases.

Seventy-six In-practice Teaching Plans have been produced:

### Presentations

- Abdominal Pain
- Abdominal Liver Function
- Abnormal Vaginal Bleeding
- Acute Monoarthritis
- Back Pain
- Breast Lumps
- Chest Pain
- Cough
- Dermatitis
- Diarrhoea
- Dizziness
- Fatigue
- Fever in Children
- Foot and Ankle Problems
- Haematuria
- Headache
- Insomnia
- Leg Ulcers
- Neck Pain
- Peripheral Oedema
- Red Eye
- Shoulder Pain
- Urinary Incontinence

### Diagnosis

- Acne
- Acute Bronchitis
- Allergic Rhinitis
- Anxiety
- Atrial Fibrillation
- Coeliac Disease
- COPD
- Dementia - Diagnosis
- Dementia - Management
- Depression
- Dyslipidaemia
- Endometriosis
- Fatty Liver
- GORD
- Gout
- Hepatitis C
- Hereditary Haemochromatosis
- Hypertension
- Irritable Bowel Disease
- Irritable Bowel Syndrome
- LUTS in Men
- Menopause
- Non-Melanoma Skin Cancer
- Osteoarthritis
- Osteoporosis
- Peripheral Neuropathy
- Pigmented Skin Lesions
- Sinusitis
- Thyroid Disease
- TIA and Stroke
- Type 2 Diabetes - Screening, Diagnosis and Assessment
- Type 2 Diabetes - Management
- URTI and Sore Throat
- UTI
- Viral Illness
- Vitamin B12 Deficiency

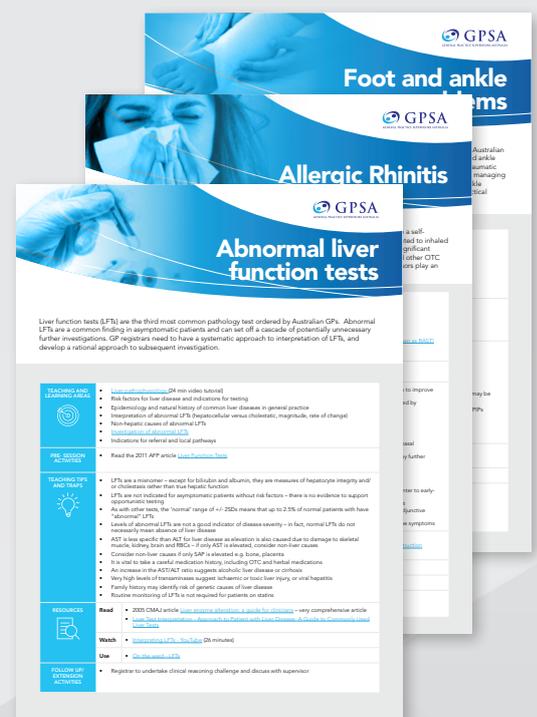
### Processes and Patient Groups

- Adolescent Health
- Antenatal Care
- Antibiotic Prescribing
- Contraception
- Doctors Health and Self Care
- Genomics in General Practice
- Health Assessments and Screening
- Immunisation and Vaccination
- Mechanics of Prescribing
- Navigating Medicare
- Polypharmacy and Deprescribing
- Professional and Ethical Practice
- Rational Prescribing
- Rational Test Ordering
- Reducing Diagnostic Error
- Smoking Cessation
- Workers Compensation

The teaching plans are available on the GPSA website. As at 30 June 2020:

TOTAL DOWNLOADS ARE  
**107,586**  
67% INCREASE  
from 62,067 the previous year.

Further topics are planned for 2020-21.



## Webinars

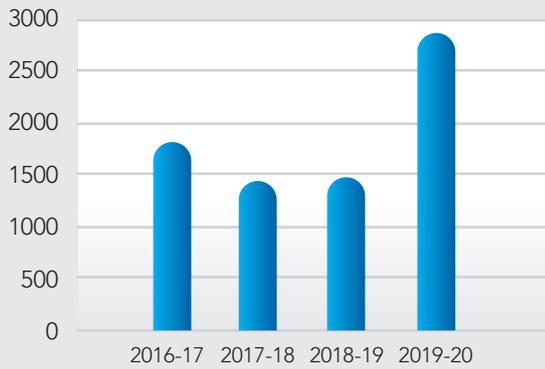
GPSA conducted seventeen webinars during the year with an average of 170 registrations per event. We wish to express our appreciation and thanks to the guest presenters. Satisfaction results from all seventeen webinars was very positive with an average satisfaction rating of 8.23/10.

Webinar	Date	Presented by	Registrations	Average Satisfaction Rating (out of 10)
Supporting RACGP Registrars to Written Assessment Success AKT & KFP	3 Oct 19	Dr Gary Butler and Dr Robin Park	204	7.55
Managing Medicare Billings and Shared Debt Risk	16 Oct 19	Gae Nuttall and Nerissa Ferrie	281	8.46
Teaching Addiction Medicine	26 Nov 19	Dr Paul Grinzi	104	7.71
Voluntary Assisted Dying Laws: What GPs and Their Registrars Need to Know	4 Feb 20	Dr Greg Mewett	58	8.71
Life Hacks and Self Care	25 Feb 20	Margo Field	117	7.81
Teaching the Business of General Practice to your Registrar	11 Mar 20	Glen Wallace	128	9.08
How to Manage COVID-19	12 Mar 20	Dr Nicole Higgins and Glen Wallace	400	8.59
Endometriosis	18 Mar 20	Associate Professor M. Louise Hull	47	7.60
Supervision of Registrars Undertaking Telehealth Consultations	31 Mar 20	Dr James Brown and Dr Paul Dilena	275	7.95
How to Conduct a TeleHealth Consult	2 Apr 20	Dr Amandeep Hansra	265	8.51
Practice Wellbeing: Leading from the Front During a Crisis	7 Apr 20	Dr Nicole Higgins, Mr Gary Smith and Dr Krystyna de Lange	258	7.71
Teleconsultations with Aboriginal and Torres Strait Islander Patients	9 Apr 20	Dr John Kelly	69	8.00
Teaching your Registrar How to Construct a Consultation	6 May 20	Dr Ron Roth	118	8.63
Assessing your Registrars Telehealth Consultation	12 May 20	Dr Simon Morgan	83	8.31
Teaching Yourself and Your Registrar About Aboriginal and Torres Strait Islander Health: Myths, Tips and a New Guide	28 May 20	Dr Tim Senior and Dr Keith Gleeson	112	8.27
Telehealth MBS Item Numbers Chronic Disease	9 June 20	Jane Calligeros and Dr Merran Auland	285	8.16
Enhancing Your In-Practice Teaching	23 June 20	Dr Simon Morgan	90	9.04

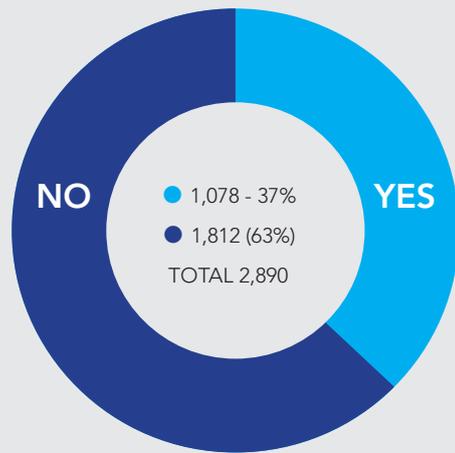
“Enjoying being able to continue learning and developing as a supervisor.  
Thanks for providing webinars.”

[Participant feedback - ‘Teaching your registrar how to construct a consultation’ webinar]

### Webinar Registrations



### Webinar Participants Area Workforce Shortage



### Webinar Attendance District Workforce Shortage



“Thanks guys. I always look forward to GPSA’s webinar. It is such an inclusive and safe space. The presenters are legend.”

[Participant feedback - ‘Assessing your Registrars Telehealth consultation’ webinar]

“Thank you. This is my first time of attending GPSA webinar and I am really impressed with the information that this webinar give us.”

[Participant feedback - ‘Teaching the business of General Practice to your registrar’ webinar]

Not only are the GPSA webinars rated highly by participants they remain accessible for GP supervisors to attend in real time of an evening and thereafter as a recording on the GPSA Youtube channel: [youtube.com/GPSupervisorsAustralia](https://www.youtube.com/GPSupervisorsAustralia)

# GPSA IS A SUSTAINABLE ORGANISATION

GPSA continues its strong representation and advocacy on behalf of GP supervisors throughout 2019-20. This included participation in:

- GP Supervisor and Training advocacy - MBS Telehealth.
- Single Employer Model.
- National Rural Generalist Pathway.
- RTO Board remuneration increase.
- National Medical Workforce Strategy Webinar.
- Primary Health Care COVID-19 Response.

GPSA is a member of the General Practice Training Advisory Committee - the Ministerial Committee tasked with oversight of the governance of the Australian General Practice Training Program (AGPT).

The Chair of the Board, Dr Gerard Connors and CEO, Glen Wallace presented at 51 conferences RTO Board Meetings, discussions and workshops during 2019-20. GPSA continues to attend the Regional Training Organisation Network (RTON) meetings and works constructively with RTOs to promote the needs and interests of GP Supervisors.

GPSA also continues to work constructively with ACRRM and the RACGP and looks forward to actively encouraging our members to participate in accreditation processes as RTOs continue to ensure training delivered through the AGPT program meets both colleges' standards for education program delivery.

In keeping with past practice, GPSA held two Supervisor Liaison Officer Network meetings, one in conjunction with General Practice Training and Education Conference in Melbourne on September 3, 2019. The second meeting held via Zoom on 20 May 2020.

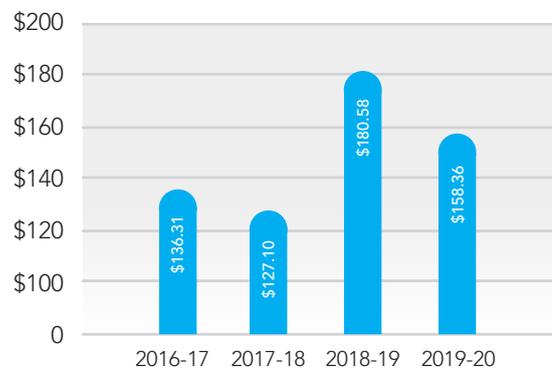
GPSA takes the representative role it is commissioned to fulfill seriously and diligently sets about being a voice of reason in its representation. We ensure that we represent the voice of our members by actively collecting an evidence base for representation. During the reporting period this has taken the form of the GP Supervisor satisfaction survey, stakeholder enquiries, stakeholder feedback, stakeholder reference groups that GPSA attends and feedback from our supervisor liaison officer members, who provide an all important RTO wide perspective on trends, challenges and achievements important to the membership.

**"GPSA is the beacon of hope for General Practice."**

[GP Supervisor, National GP Supervisor Survey 2020]

## COST PER SUPERVISOR MEMBER

GPSA are committed to driving value into being and remaining a member. As such the Board and operational executive regularly review outputs, value drivers and the cost per member. The cost per member has remained consistently low in comparison to the value members have access to through their free membership. This in some small way recognises that supervisors are largely unpaid for their work in training the next generation of family doctors. Since 2016 the cost per member has grown modestly, while member resources have continued to accumulate, grow and responsively meet the growing needs of an ever increasing number of supervisor members.



## SINGLE EMPLOYER MODEL

Discussion about the Single Employer Model as an alternative to traditional GP registrar employment by the practice they training in has continued to feature throughout the 2019/20 reporting period.

GP Supervisors Australia met with United General Practice Australia members, RDAAC CEO Peta Rutherford, ACRRM President Associate Professor Ewen McPhee, ACRRM CEO Marita Cowie OAM, former AMA President Dr Tony Bartone, RACGP Acting CEO Nick Williamson, GPRA CEO Dr Andrew Gosbell and GPRA President Dr Sama Balasubramanian to outline the challenges that would need to be addressed under any such model. This was done with a view to constructively informing any new model being put forward to government.

Similarly GPSA wrote to Health Minister, The Honorable Greg Hunt on number of occasions throughout the reporting period on matters of concern to the membership, one such occasion was regarding the Single Employer Model specifically outlining the costs associated with GP Training and the resourcing that would need to be found by Government to enable practices to continue training if a registrars percentage of billings discontinued to be a cost recovery source of income for practices to pay for their registrars consult space and operating costs.

GPSA have stated publicly and within notes to Ministers and the department that The single employer model may make sense for Rural Generalist trainees but a one size fits all should not be applied to either the Rural Generalist Programs nor the remainder of the AGPT program until the local issues are worked through in each jurisdiction. The Commonwealth may well benefit from a range of trials to suit a range of different contexts.

GPSA supports thoughtful implementation where appropriate.

## National Terms and Conditions for the Employment of Registrars (NTCER)

2019 was a non-negotiation year for the NTCER. GPRA and GPSA did however liaise around contentious issues such as on-call arrangements, payout of unused leave entitlements and the Mondalez case and its relationship to the NTCER and all registrars being entitled to the full 10 days sick leave per annum, regardless of fractional appointment.

The organisations agreed to update the NTCER on 1 July 2019 to reflect the salary base rate increase which is aligned to MBS Item 23 increases.



## GPSA IS A GOOD PLACE TO WORK

During the reporting period GPSA engaged the services of Employsure to assess existing policies, contracts, employee training and processes with a view to ensuring the organisation is a good place to work. Through this process a raft of work health and safety programs were implemented. Online training was systematised and rolled out to the entire team. Contracts are verified consistent with industry standards and appropriate awards.

All staff are engaged in a competitive employment environment and participate in weekly staff meetings and regular one on one meetings with the CEO to ensure their work is enabled to support the membership to the best of their abilities. The efficacy of this work is demonstrated in the consistent growth in resources developed across the period and the growth in membership that has followed.

When the pandemic hit Australia, GPSA staff were provided with the IT supports and infrastructure to work from home. Staff completed work from home safety checks and work station ergonomics checks, determining all employees were safely working from home.

Additionally, GPSA employees were supplied with masks for themselves and their family members as well as five litres of hospital grade hand sanitiser, to support their health and well being through the pandemic.

Zoom had long been used by the organisation for webinars and staff meetings and thus proved an effective and established video conferencing tool for staff working remotely during the pandemic.

Similarly, GPSA work has traditionally been a web based business, allowing staff the flexibility to work from home. Staff have appreciated the flexibility, however have routinely been engaged in weekly orientation to health and safety discussions.

The organisation has necessarily had to be more intentional about engaging and encouraging staff to talk about their personal lives during staff meetings to replicate the types of interpersonal interactions that would take place during random tea room breaks and corridor discussions if staff were working from a usual office based environment. Staff have enjoyed learning more about each other by initiating staff meetings with discussions around what they have been grateful for over the past week.

GPSA staff undertook cultural competency training during 2020 and reported the process as an enjoyable positive experience. Additionally staff were engaged in the development of GPSA's first Reconciliation Action Plan, which will, pending approval, be rolled out in 2021.

GPSA schedules an annual review of all policies and procedures to ensure best practice policies are maintained. Despite this, there was one Fair Work claim made and resolved during the reporting period.





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