Annette Fraser – GP Liaison Nurse
Hepatitis C Project

"We don't have patients like that!"

The project purpose

Increase the number of people in WA cured of hepatitis C in line with WHO goals

By creating a
- competent
- confident workforce

capable of prescribing DAA treatment

By strengthening
- skills and
- knowledge

Let's start at the very beginning

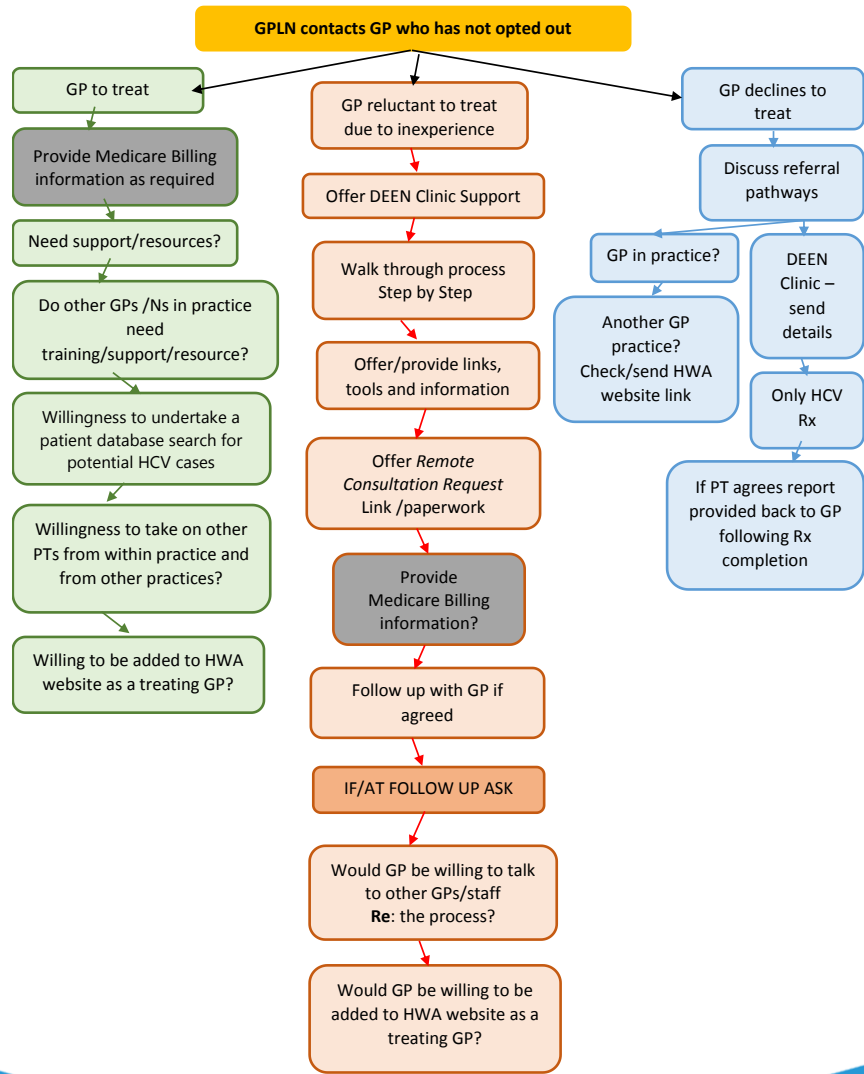**November 2018 - project commenced for the Metro Area**

SHBBVP did the background work

- Contacted GPs by letter
- Patient details and information about the GPLN and to expect contact.
- Gave them an opt out window of 10 days
- List of 50 GPs to **HepatitisWA*** and the project was under way following an algorithm as in the next slide

HepWA

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GP Contact Algorithm

- HWA receives contact details of GPs who wish contact
- HWA receives details of OPT out GPs – to ensure no contact is made

GPLN contacts GP who has not opted out

GP to treat
- Provide Medicare Billing information as required
- Need support/resources?
- Do other GPs /Ns in practice need training/support/resource?
- Willingness to undertake a patient database search for potential HCV cases
- Willingness to take on other PTs from within practice and from other practices?
- Willing to be added to HWA website as a treating GP?

GP reluctant to treat due to inexperience
- Offer DEEN Clinic Support
- Walk through process Step by Step
- Offer/provide links, tools and information
- Offer *Remote Consultation Request* Link /paperwork
- Provide Medicare Billing information?
- Follow up with GP if agreed
- IF/AT FOLLOW UP ASK
- Would GP be willing to talk to other GPs/staff **Re**: the process?
- Would GP be willing to be added to HWA website as a treating GP?

GP declines to treat
- Discuss referral pathways
- GP in practice?
- Another GP practice? Check/send HWA website link
- DEEN Clinic – send details
- Only HCV Rx
- If PT agrees report provided back to GP following Rx completion

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How does the magic happen?

One phone call at a time

- **Process…**
    - GP sends a patient off for bloods which include a Hep C serology …
    - if +ve DOH notified …
    - DOH sends GP a letter
    - GP doesn't opt out
    - List of GPs no patient details
- GPLN makes *that* phone call and perhaps another and another

Next verse different from the first

Since then 4 more lists of 50 GPs forwarded to HepWA
- GPLN currently on the 5th list

Contact methods:
- Phone call
- Emails
- Face to Face
- Snail mail

- Stilted conversations to start with – but is more streamlined now
- Gps may be not available
- Don't get back
- Speak with Practice Managers

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Flow on effect

- Practice visits
- GPs referral to Deen Clinic
- People who call HepWA helpline
- Conferences/events
- International Hep Awareness Day

Spin offs from the project

- Corporate practices
- CPOP pharmacists
- Other pharmacists
- Cockburn Wellness Clinic
- WAPHA
- Model sent to TAS and SA

"We don't have patients like that!"

The take away message

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"Oh yes you do!!"

"You just don't know who they are because you haven't looked ! "

There are people in the community who have HepC but they just don't know

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