

# Clermont Medical Model FAQs

## Why does Clermont need its own medical model?

We have tried very hard to recruit to permanent vacancies but have not been able to attract suitable applicants. The feedback is that the workload is too high across the GP clinic and the MPHS. That is why we need to recruit more doctors to work across primary and acute care.

If we have enough doctors they can share the weekend and nights on call and enjoy a much better work life balance. We can achieve this by having at least three doctors working together to share the work across the hospital and the general practice.

Rural communities across Queensland are struggling with medical recruitment, especially those that are furthest away from regional cities with smaller populations. The State Government is responsible for providing doctors for the hospital and the Federal government is responsible for primary care.

## Has this model worked anywhere else?

This is not the first time we have entered into an agreement with a GP practice. The Clermont model has some similarities with other communities. We also have similar models in Dysart and Moranbah where we contract private general practices to provide medical services to Dysart and Moranbah hospitals.

## Why can't there be a full-time doctor for the MPHS?

Our model of service is that while a doctor is available at the MPHS 24/7, they do not need to be on site around the clock. Rural generalist doctors

prefer to work across general practice and acute hospital care. It would be very hard to recruit a full-time doctor to the hospital as they would have to be on call every night and every weekend. This is not sustainable and why we have relied on locums to work one week at a time.

## What will happen to the existing GP area?

This has not yet been decided. It is used by visiting allied health and other specialists but no decision has been made about the location of these services. We are discussing the transition with Dr McLay.

## Will allied health services still visit town?

Mackay HHS will not be making any changes to the visiting services it provides and Dr McLay is eager to see these visiting services continue.

## How many more doctors?

Mackay HHS is working to recruit at least two doctors and Dr McLay will be share her plans for Clermont Country Practice.

## Why can't we continue to have a choice of GPs?

The feedback from both GP practices is that operating two businesses is not financially viable.

Clermont is far more likely to have a sustainable general practice with doctors who live and stay in community, working in one practice where they share the workload and the overheads of running a business are reduced.



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## Where will the new service be?

GP appointments will be offered at Clermont Country Practice.

## What will happen to my medical records?

Clermont Doctors Surgery records can be transferred to the medical practice of the patient's choice prior to the closure. We are still working through the legalities of managing other records.

## Will Dr McLay still run her practice and work at the hospital?

Yes, but the hospital work will be shared by more doctors so there will be less fatigue. She will not be the only doctor and there will be enough doctors to share the workload.

## Does the hospital enter records into My Health Record?

No, this is done by the GP. The hospital enters medical records onto a program called The Viewer which allows your records to be viewed if they seek treatment at another Queensland Health facility or a GP. Patients do not have access to The Viewer however your GP does.

## What happens to people who work at Clermont General Practice?

Private conversations have been held with these staff.

## It can be hard to get an appointment now - won't it become harder to see a GP?

With more doctors in town there will be more appointments available.

## Can we still be bulk billed at Clermont Country Practice?

This is a decision for Dr McLay. She advises pensioners, concession card holders and routine immunisations will be bulk billed. If patients fall outside of these categories and are unable to pay a

gap then they need to have this conversation with their doctor.

## Will telehealth services at Clermont Country Practice be reduced?

No, telehealth services will continue.

## How many more appointments will be available?

Appointments won't be lost, the goal is to grow appointment numbers from their current level, but this is dependent on doctor numbers.

## Will future appointments that are currently in place still be honoured at the new surgery?

This will be very hard to achieve and is not a simple task. Clermont Country Practice will need to enter new patients into their system and re-build their record which takes time.

## Will there be enough support staff at the practice to support the extra doctors?

Yes we certainly expect so.

## How can I stay informed?

We are committed to keeping you up to date as we transition to the new medical model.

Please follow the Mackay HHS on Facebook as well as visit our website [www.mackay.health.qld.gov.au](http://www.mackay.health.qld.gov.au).

You may also email [mhhs-comms@health.qld.gov.au](mailto:mhhs-comms@health.qld.gov.au) if you would like to receive updates on the transition.

The health service will also provide information to local media outlets for those who are not on-line.