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Angelique is a 30 year old mother of 3 children; 5 years, 3 years and 5 months

- Angelique suffers with bi polar disorder
- Family are new to the area
- Multiple services are involved with the family including the General Practitioner (GP), Child and Family Health Nurse (CFHN), Mental health Counsellor and Consultant Psychiatrist.

**Mt Druiitt**

There are many families like Angelique's in Mt Druiitt challenged by limited finances, limited access to public transport, social isolation and poor health.

- Mt Druiitt and its surrounding suburbs form part of the Blacktown LGA and have a population of approximately 100,000
- The weekly income for 38% of population is below the poverty line
- Compared to Sydney as a whole, there are lower education levels and higher crime levels (especially Juvenile crime)
- Public Housing rates are 45-50% (the average for Sydney is 5.7%)
- High incidence of Domestic Violence
- High child protection notifications
- High Aboriginal and CALD population

Reference: [www.abs.gov.au](http://www.abs.gov.au)  
[www.health.nsw.gov.au](http://www.health.nsw.gov.au)

The CFHN became concerned about Angelique and her family because:

- The families attendance at the local Early Childhood Health Clinic had dropped off
- Angelique had spoken about giving up breastfeeding the new baby
- Angelique was at risk of developing postnatal depression
- CFHN discussed her concerns about the family with her nursing colleagues and they decided to offer Angelique the support available from HealthOne Mt Druiitt (HOMD)

**GP Liaison Nurse Role**

- GPLN enrolls families with HOMD who meet the criteria for community health services
- Provides advice about other community services and how to access them
- Liaises between GPs, CFHNs, Child and Family Health Team, local hospitals, government departments and NGOs
- Assists GPs and other case managers to link patients to appropriate care providers

Angelique accepted enrolment with HOMD and a multidisciplinary case conference was convened by the GP Liaison Nurse ( GPLN) in partnership with Angelique.

**HealthOne**

HealthOne is a NSW Health initiative designed to address the fragmentation of primary health care by bringing together GPs, community health, other health professionals and relevant NGOs.

**HealthOne Mt Druiitt**

HOMD has three priorities: families with children where extra support is needed, people with chronic and complex conditions and supporting disadvantaged local communities.

Angelique requested that the case conference be convened at her GP's surgery.

Participants included:

- Angelique
- GP
- CFHN
- Consultant Psychiatrist
- GPLN
- 3rd year Medical Student University of Western Sydney (UWS)

**Facilitating Collaboration**

HOMD links together all of the providers involved in the care of the patient. Case conferences have included representation from:

- GPs
- Community health staff
- Acute care facilities
- Department of education
- Department of community services
- NGOs
- Private service providers
- Carers

Angelique expressed her satisfaction that all of the service providers were involved in the case conference. The following outcomes were achieved:

- A plan to manage Angelique's bi polar disorder was agreed
- Angelique continued to breastfeed successfully after discussing her initial concern that her medication might endanger the baby
- The family was connected to local playgroups, Kids Gym and a local preschool for the 5 year old
- Angelique's husband agreed to adjust his hours of work to be available to support Angelique during her busy periods
- CFHN agreed to provide monthly telephone contact to discuss any concerns
- Granted Angelique's concern about her weight, the GP referred Angelique to SHAPE Program (a health and fitness program funded by WentWest, the local Division of General Practice)

Angelique decided that she would like her GP to take the lead role in supporting her family. The GP was provided with information regarding other potential sources of support in the community and in the mental health system. Angelique's GP and Consultant Psychiatrist continue to liaise.

**HealthOne Mt Druiitt : the story so far**

From Nov 2007 to June 2011:

- 302 patients have been enrolled with HOMD
- 73 patients have been directed to their GP for referral to Perinatal ATAPS program (Access to Allied Psychological Services)
- over 85 individual GPs have patients enrolled with HOMD
- over 500 letters have been sent to GPs regarding patient care

Some of the services that have been established through HOMD include:

- Midwives Pregnancy Care Clinics
- An ATAPS funded service for Perinatal depression
- Access to "Close the Gap team" at WentWest
- Enrolment with HOMD for all Children in Out of Home Care
- Collaborative partnership with Mt Druiitt Paediatric Ward linking families to General Practice

HOMD is also preparing for the future by welcoming medical students enrolled in the University of Western Sydney Medicine in Context Program. As part of a third year attachment HOMD assists to offer an introduction to the social and cultural contexts of health and illness through community immersion.

**HealthOne Mt Druiitt would like to acknowledge the following:**

**Key Partners:**

- NSW Department of Health
- Mt Druiitt Medical Practitioners Association
- Blacktown Medical Practitioners Association
- WentWest Division of General Practice
- Western Sydney Local Health District
- Nepean Blue Mountains Local Health District

**Supporting Partners:**

- University of Sydney
- University of Western Sydney
- Royal Australian College of General Practice NSW/ ACT Faculty

