



Pilot program to tackle Diabetes After Hours

8 February 2017

The Darling Downs & West Moreton PHN, in conjunction with AH Diabetes has established an After Hours service offering support and education to people managing diabetes, running from February to 30 June 2017.

Clients will be able to phone or drop in and get advice from a Diabetes Educator to assist in the treatment and management of this condition. Support and advice will be available, particularly around Hypoglycemia (low blood glucose) and Hyperglycemia (high blood glucose), which occurs quickly and can lead to further complications.

The service is available free of charge to people within the DDWMPHN region in after-hours periods only – from 6pm to 9pm on select days. An appointment based clinic will operate in Toowoomba on Monday and a drop-in clinic on Tuesday nights and an appointment-based rural tele-health line will run on Wednesday and Thursday nights.

Service users can find out if they are in the DDWMPHN region by going to <http://www.health.gov.au/internet/main/publishing.nsf/Content/phn-locator> and typing in their residential address.

If patients call this service outside of the DDWMPHN region or outside of the after-hours periods a service fee will be charged.

AH Diabetes Credentialed Educator, Lynne McCleary said she is excited about providing a pilot after hour service for people with diabetes at AH Diabetes.

"Diabetes doesn't keep 9 - 5 hours. It is a 24/7 condition," Ms McCleary said.

"This pilot program will give people a little more flexibility in accessing diabetes education at a time that is more convenient to them. After-hours access to diabetes education is something that we at AH Diabetes have been lobbying for years."

"I am hopeful that primary health professionals and people with diabetes will take advantage of this program so that we can show that diabetes education and access to diabetes education will improve the health outcomes of people living with diabetes."

DDWMPHN Chief Executive Officer Ms Simone Finch said we need to continue to think about how technology can be used to enhance the delivery of essential primary health care across the Darling Downs and West Moreton Regions.



“Services such as these allow us to support vulnerable groups who may not be able to access important services such as these in traditional hours,” Ms Finch said.

“People will be able to self-refer or be referred by their GP and relevant information will be sent back to their GP, closing the loop and ensuring the highest level of care for the individual. This is an exciting and important initiative for people across our region.”

For more information about AH Diabetes phone (07) 4641 2530 or go to www.ahdiabetes.com.au

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ABOUT THE DARLING DOWNS WEST MORETON PRIMARY HEALTH NETWORK (DDWMPHN):

The DDWMPHN aims to increase the efficiency and effectiveness of primary healthcare services for patients, particularly those at risk of poor health outcomes, and improve co-ordination of care to ensure patients receive the right care in the right place at the right time.

The DDWMPHN works to bring together the leadership, resources and ability from both primary and secondary health sectors across the region to deliver quality primary health care with better integration across secondary care and other care transitions and interfaces.

For more information about DDWMPHN’s programs visit <http://ddwmphn.com.au>

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