



JARRAH IS NO LONGER FEARFUL OF INSULIN INJECTIONS

DIABETES JGPSCC

WESTMEAD DIABETES JOINT GP AND SPECIALIST CASE CONFERENCE PROGRAM

Western Sydney Diabetes (WSD) is a joint initiative between the Western Sydney Primary Health Network (WSPHN), Western Sydney Local Health District (WSLHD), PwC, and Diabetes NSW & ACT. WSD's Joint GP and Specialist Case Conference (JGPSCC) program helps GPs manage patients with type 2 diabetes.

As a diabetes 'hotspot', chronic health management is a priority area in Western Sydney and the WSPHN works closely with partners to create care models that identify and support those at risk of developing diabetes.

The JGPSCC program, was originally designed as a face-to-face service, yet adapted during the COVID-19 pandemic and now offers a telephone and video service to support patients with ongoing diabetes management from the comfort of their own home or GP practice. The specialist JGPSCC team conducts 30-minute consultations with GPs and their patients about medication options and formulate a plan of care. This service is available in 39 suburbs within the Seven Hills, Blacktown and Toongabbie areas.

Jarrah* is a 55-year-old man who has had type two diabetes for over 15 years.

Haemoglobin A1C (HbA1c) is a measure of how well controlled your blood sugar has been over three months, and it provides a good understanding of how high, low, or normal blood glucose levels are. The ideal HbA1c level for someone with diabetes is below 6.5%, however, Jarrah's HbA1c was elevated, at 10.3%. He was taking two types of medication to manage his

diabetes but was declining insulin to improve his HbA1c levels due to a fear of injections.

Westmead JGPSCC worked closely with Jarrah to address his fears and demonstrated how to administer insulin via video conference. He initially started basal insulin and is now on BD mixed insulin to optimise his control. Jarrah is no longer fearful of insulin injections and has already improved his HbA1c to 8.2%.

WentWest's relationship with General Practice spans almost two decades and our Practice Development Team work with practices to build their capacity and capability. JGPSCC is just one of the many support services offered to practices. Since 2014, over 300 GPs in Western Sydney have participated in the JGPSCC program.

For more information about how WentWest supports Western Sydney, visit www.wentwest.com.au.

*Name has been changed to protect the identity of this client.