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**MBBS FRACGP DRANZCOG MHHS**

**Challenges, safety and patient counselling around vaccination**

# Adapting to the COVID 'normal'

- Setting the scene
- The context: our population diversity
- Government websites – navigating these
- Vaccine timelines – changing schedules
- Patient Counselling – dealing with anger, anxiety, fear, **rebuilding** trust
- GP education – preparedness
- GP self care – acting as Government stopgap, our burnout, frustration, loss of income....life stuff
- COVID in community – a reality for some states, a distant threat for others

# National Coronavirus and COVID-19 Vaccine Helpline 1800 020 080

[Home](#) > [Initiatives and programs](#) > [COVID-19 vaccines](#)

## COVID-19 vaccine information in your language

Information about COVID-19 vaccines has been translated into multiple languages. Find information in your language.

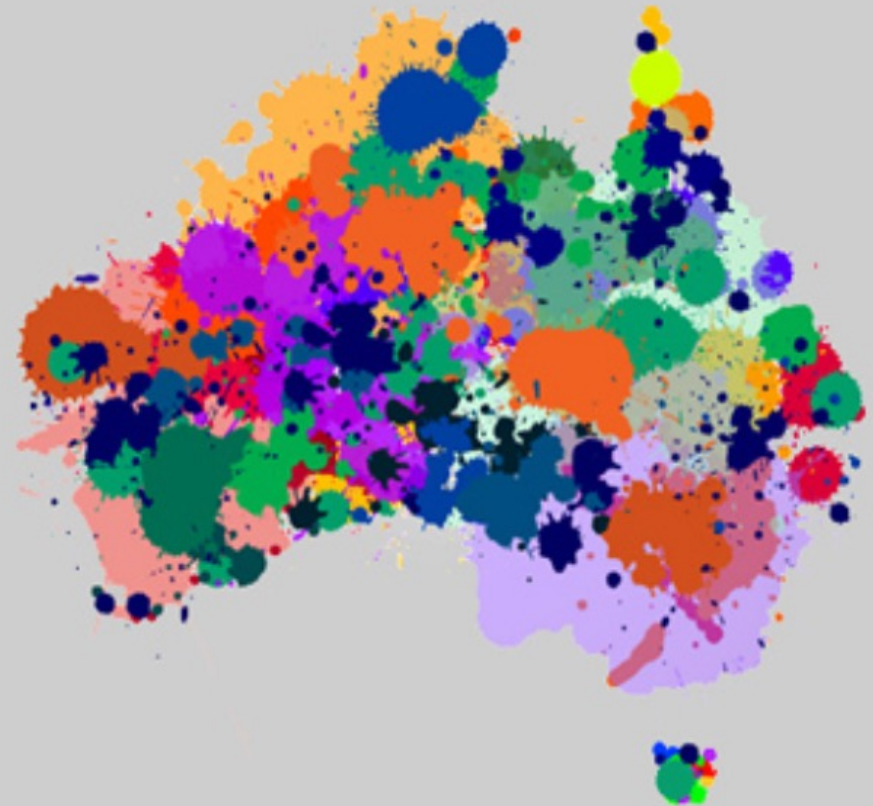
 [Listen](#)  [Print](#)  [Share](#)

[Find a clinic and book](#) >

 [Information in your language](#) >


This page is also available in [English](#).

# Diverse population





**Government  
websites ‘simply do  
not cut it’ when it  
comes to  
communicating  
with CALD groups**



Government websites ‘simply do  
not cut it’ when it comes to  
communicating with CALD groups  
Surveys found > 3/10 (31.9%)  
CALD groups less willing to be  
vaccinated

# WHEN IN DOUBT...



# Which media to focus on?

CENTR

10 NEWS

7 NEWS  
.com.au

Herald Sun  
*We're for you*



The Guardian



sky

news

The Sydney Morning Herald  
INDEPENDENT. ALWAYS.



THE LAND

THE AGE

3AW 693  
NEWS TALK

# Doctors lead international ‘most trusted’ profession poll

## Faith in doctors has risen even higher since the pandemic began, seeing the profession overtake scientists for the first time (market research firm Ipsos MORI\*)



The survey, carried out across 28 countries by the market research firm Ipsos MORI, took a sample of 19,570 adults aged 16–74 who collectively ranked doctors the most trusted profession in the company’s Global Trustworthiness Index.

*Australia is among the countries where faith in doctors was highest, with 67% of respondents ranking the profession as trustworthy*

\*<https://www.ipsos.com/ipsos-mori/en-uk/doctors-become-worlds-most-trusted-profession>

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# Cultural safety plays an important role in healthcare

Victoria's Department of Health (DH) was guided by community & faith leaders, recognising that cultural safety plays an important role in healthcare

Support from in-language media

Building on strong community partnerships

DPV Health and volunteer medical staff

Hellenic Medical Society of Australia and local community to ensure Greek-speaking medical staff on hand to support those with English as a second language

Fully booked over 4 days, returned 6 weeks

Expanded to other churches

# NEOS KOSMOS

GREEK ORTHODOX COMMUNITY



OF MELBOURNE AND VICTORIA

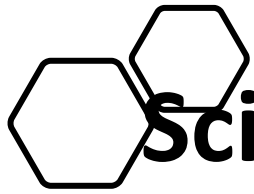


The Hellenic  
Medical Society of  
Australia

@hellenicmsa







# Science meets faith at fully booked vaccine clinic

Grassroots community  
promotion, led by the Greek  
Community of Melbourne and  
Victoria, the Hellenic Medical  
Society of Australia (HMSA)  
and DPV Health



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[Doctors in two cities call on community to vaccinate now with what is available](#) *Neos Kosmos* August 21

Doctors were there to help a lot of the older people understand the benefits of having the vaccine and could answer their questions regarding AstraZeneca.

Some came in saying “no, I want the Pfizer” and ended up leaving with the AstraZeneca

# NewsGP Poll

- More than a third (37%) reported finding a financially viable way to provide COVID-19 vaccinations as one of the big challenges: *NewsGP poll*
- Repeated changes to vaccine eligibility requirements left many patients confused and frustrated
- Some took this out on general practice staff
- Patients informing staff of the latest changes
- Patients arguing with GPs over new guidelines and recommendations

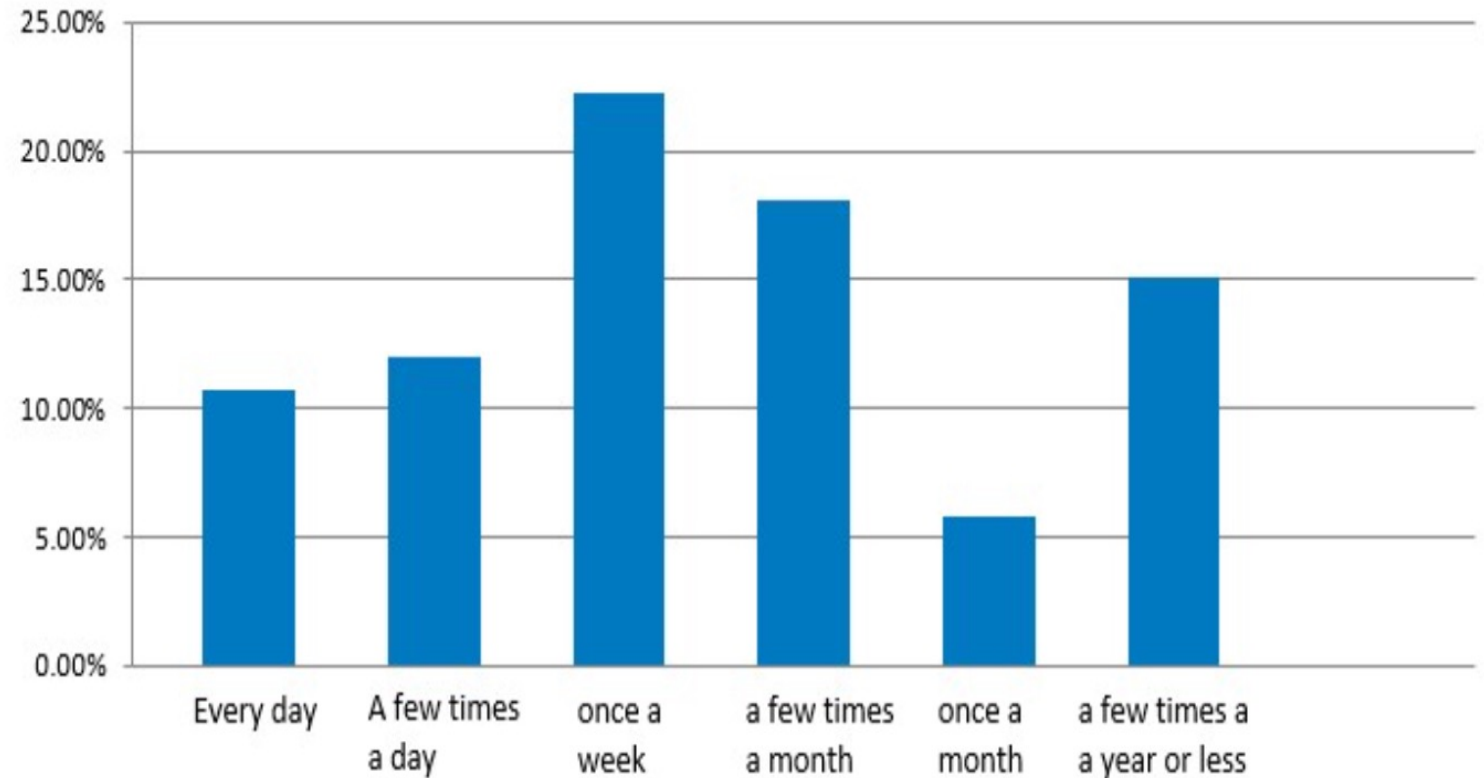
# Mental health of the nation and GPs 2019-2020 *NewsGP* Poll

- More than 10% of the population received specific MBS-supported mental health care in 2019–20, (approx. twice the rate of the previous decade.)
- Most mental health services (82%) were provided by a GP
- Mental health impact on GPs themselves (>1/2 of those surveyed reported their wellbeing had at least one negative impact due to the pandemic)
- 38% GPs in poll said their work/life balance deteriorated
- 44% GPs in rural and regional areas reported same ( both are worse than previous years

# GP burnout

With regard to the change in workload since the pandemic started, please tell us how you are feeling about your work:

*I feel burnt out from work*



According to a recent Healthed survey of over 600 practising GPs, almost half (45%) admitted to feeling burned out by their work at least once a week.

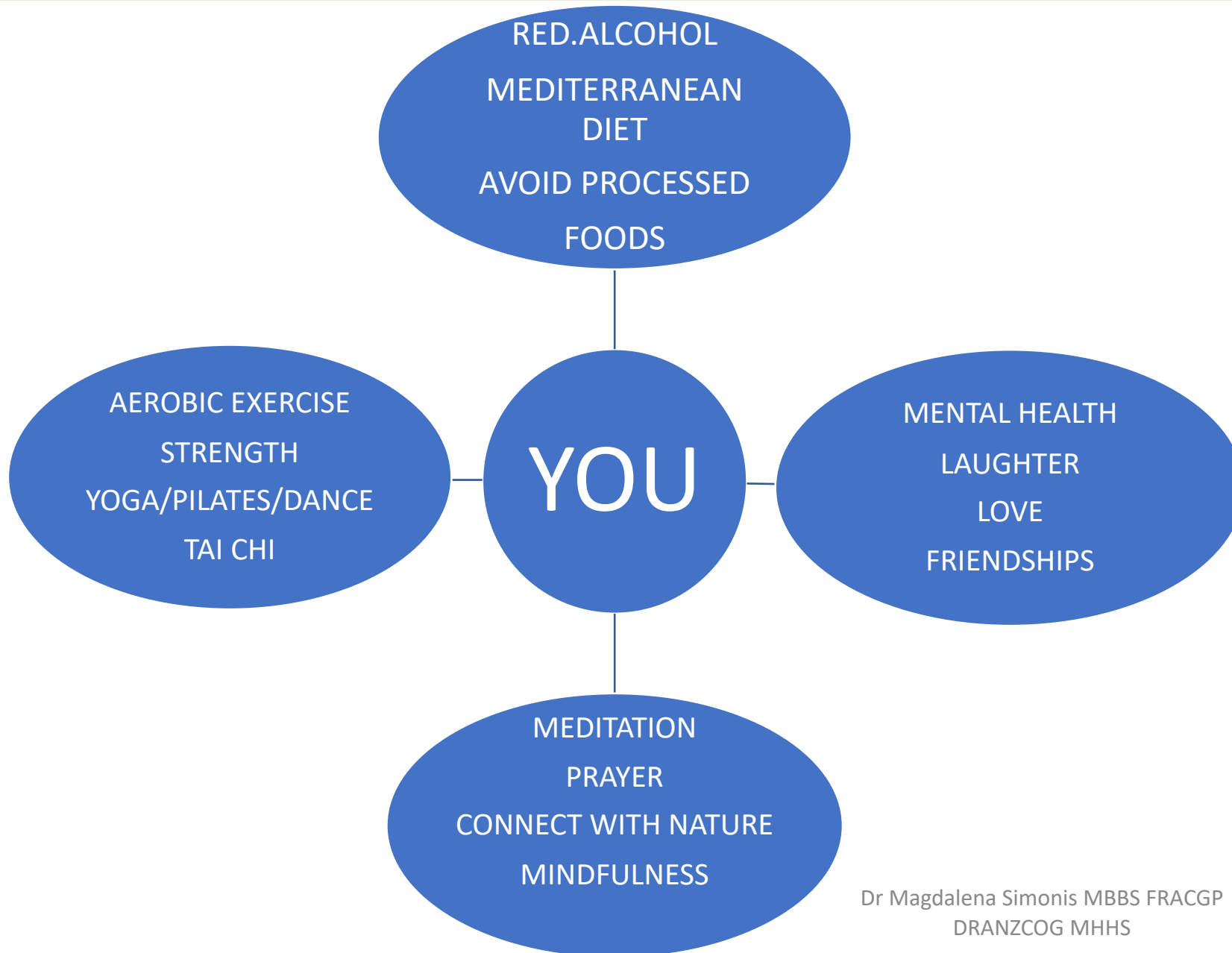
In fact, about one in 9 GPs (10.7%) said they felt burned out at least a once a day.

# SELF-CARE, WHAT IS IT REALLY?

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# Lifestyle and wellness – mind, body, spirit, diet



# GP Supports

GPs received peer support during or around work — via social media and messaging platforms, as well as in-person interactions — assisted their psychological wellbeing.

## **Some collegiate examples of support:**

[RACGP](#) weekly updates on Wednesday evenings

Thursday weekly updates by Prof M Kidd to RACGP

[AMA](#) updates and advocacy for GPs and health professionals

[DRS4DRS – Help doctors stay healthy https://www.drs4drs.com.au/](https://www.drs4drs.com.au/)

[Hand-n-Hand peer support](#)

[GPDU](#) a Facebook group with around 8000 members – accessed only by members

[AFMW](#) weekly online E Bulletin providing updates; regular Open Forum zoom sessions for discussion and updates, Seminars on resilience and self care



# Mental health support services

## Access reputable online supports, and services:

Lifeline - 13 11 14

Lifeline Text - 0477 13 11 14

Beyond Blue - 1300 224 636

Butterfly Foundation - 1800 334 673

Carer Support - 1800 242 636 or 1300 554 660

SANE Australia - 1800 187 263

Suicide Call Back Service - 1300 659 467

Kids Helpline - 1800 55 1800

MensLine Australia - 1300 789 978

QLife - 1800 184 527

Open Arms (Veterans and Families Counselling) –  
1800 011 046

## More information:

- Emerging Minds
- This Way Up
- Head to Health
- Black Dog Institute
- Headspace

Mental Health Australia

Beyond Blue Coronavirus

Mental Wellbeing Support

Service Tel: 1800 512 348

Hand2Hand

Doc4Doc

Recommend: dedicated hotline  
for GPs seeking psychological  
help would be useful

# What's in line for GPs next?

Some states lagging behind with  
vaccinations

Boosters & Influenza  
vaccinations

Borders opening to international  
travellers and Australians  
travelling abroad

GPs will need to manage COVID  
positive patients in their homes  
and practice

Thank

You