

KEY MESSAGES

Mapping service integration for primary healthcare patients

Lessons from a regional GP Super Clinic

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Policy context

There is no clear understanding of what ‘good’ integration looks like. Existing models of integration focus on integration around the clinician, the service and the health system, but largely ignore the patient. This study examined integration through the lens of a regional general practice super clinic to examine drivers and barriers to integration at the clinical, profession and system levels, and to develop a person centred framework for integration.

Key messages

Health care integration needs to start from the perspective of the patient, not the system. True integration should be underpinned by four principles,

1. Communication between the patient and practitioner, and between the practitioners involved in patient care
2. Accessibility of services in terms of cost, appropriateness and geography
3. Clinician cooperation to coordinate care
4. Patient participation and involvement in their decision making around their care.

Systems level integration should acknowledge the key role of personal relationships in fostering effective integration and aim to facilitate these principles. If these principles are in place, it is possible for patient-centred integration to develop, regardless of the wider organisational systems and structures.

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