

Transcript  
Darwin GP Super Clinic Consultation 4 May 2011

Minute 1:06:56

*Damien McCartney:* My name is Damien McCartney, I'm from the Northern Territory News. Anne, you mentioned earlier that some clinics are struggling. Is Palmerston one of these and, if so, why would Darwin be any different? Some Territorians, what would make them want to go to a super clinic as opposed to more traditional health places like a general practice or a hospital?

*Anne Thorpe:* I need to be careful Danny. Obviously you're here in a journalistic capacity but when I used the term "struggling" I didn't mean; I don't know what you have interpreted that to mean. What I have said is that integration is tough. And doing integration across publicly provided and privately provided services is a tough thing that people will develop over time and any of the clinical people in the room will know how difficult that is. You actually have to learn what services the other health professionals provide, what their interests are, their focus, and you build that clinical trust to be part of a team with them. So, when I say that's a struggle for some clinics, that's actually what I'm talking about. It's actually the whole difficulty and, I don't know what you're like, but I'm part of a team in my workplace. When we change and people come in and out of teams or tasks change, we're not magic, we don't actually learn automatically to rub along well with everybody overnight. We have to learn who they are and what they do and that's what I mean. That's the tough bit and some people find that hard, particularly in an environment where you know the patient queue is going out the door.

Minute 1:08:29