Bringing LUMOS to Life:
Innovation in General Practice

24 August 2026

WentWest
Progressing Health Now

phn
WESTERN SYDNEY
An Australian Government Initiative

Lumos

NSW
GOVERNMENT

WentWest

phn WESTERN SYDNEY

An Australian Government Initiative

WentWest acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples within Western Sydney and joining us today.

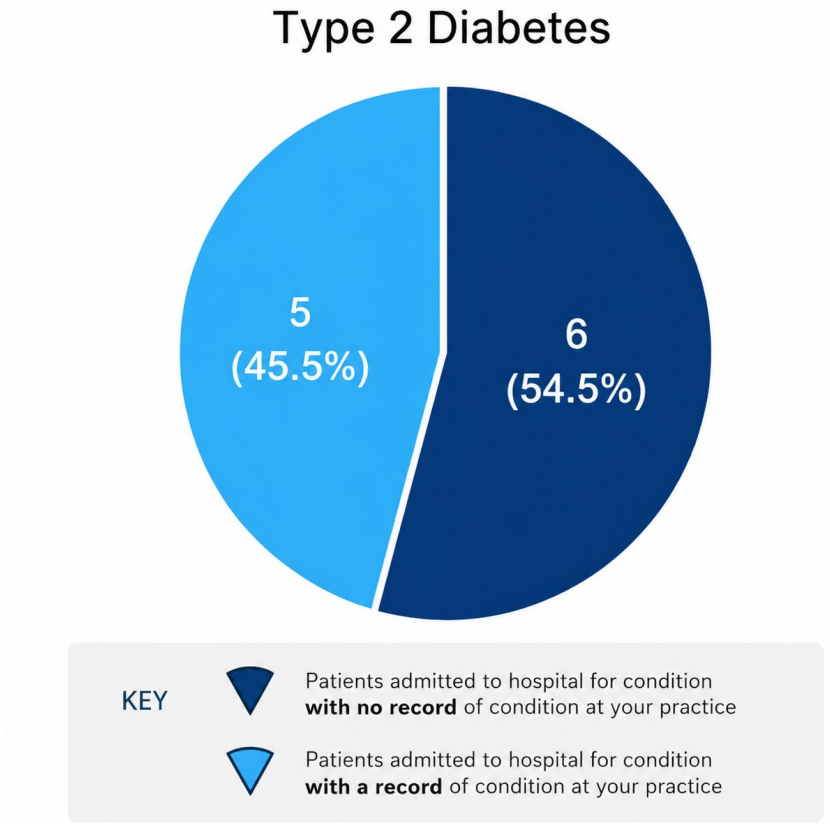
Darug Country

PHNs Supporting General Practice

- Quality Improvement
- Workflow & Process Support
- Capacity and Capability Lifting
- Primary Care Education
- Support System Reform
- Practice Empowerment

Barbara Boulevard Medical Centre - April 2025

- **54.5%** of admitted diabetes patients had no recorded diabetes diagnosis.
- **Gaps in care plan documentation** may be limiting coordinated care.
- **Clinical coding inconsistencies** may be affecting data quality and chronic disease reporting.
- **Targeted staff training** could improve coding, documentation, and admission reconciliation.
- **Incomplete records** may increase the risk of missed care and poorer patient outcomes.



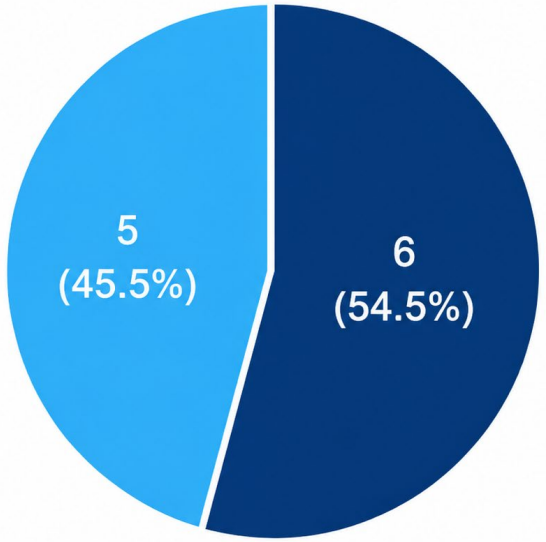
Practice Approach

- Data cleansing and audit → Systematic review and correction of patient registers to ensure accuracy and identify missing or incomplete condition records.
- Use of clinical reporting tools →Pen CS CAT4 and Topbar were used to identify patients due for care plans or with conditions not accurately coded.
- Patient recall and engagement → GoShare platform and other enablers (videos, info sheets, case studies) were used to remind and support patients in completing care plans, alongside SMS, phone calls, and opportunistic prompts during GP and nurse visits.
- Staff training and capacity building → GPs, practice nurses, and administrative staff received guidance on accurate data entry, coding standards, care plan documentation, and effective patient engagement.
- Data reconciliation →Cross-checking hospital admissions and external reports against practice records to ensure completeness.
- Continuous Quality Improvement (CQI), ensuring structured, iterative improvement with active involvement from practice teams.

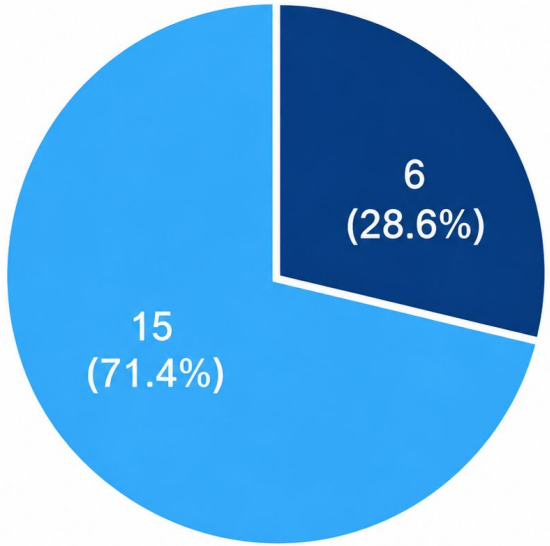
Impact and Outcomes – Sept 2025

- **Improved diabetes register accuracy** through targeted data quality activities.
- **Increased patient engagement and care plan completion** via structured recall systems.
- **Built staff confidence** in auditing, coding, and follow-up workflows.
- **Supported earlier diagnosis and intervention** for patients at risk.
- **Highlighted opportunities for diabetes prevention** through identification of pre-diabetes patients.

Type 2 Diabetes Results – 6 months



April 2025



October 2025

Patients admitted to hospital for condition **with no record** of condition at your practice

Patients admitted to hospital for condition **with a record** of condition at your practice

Lessons & Next Steps

- Improve coding accuracy and patient monitoring to support better outcomes
- Adopt a team-based approach to strengthen care coordination and data quality
- Enhance patient engagement through education, recalls, and SMART goals
- Embed prevention and chronic disease management into routine practice
- Invest in ongoing staff training and quality improvement initiatives
- Scale successful approaches to other chronic conditions, including hypertension and COPD

Scott Walters

Senior Manager – Primary Care

WentWest

Acknowledgements:

Barbara Boulevard Medical Centre

WENTWEST.COM.AU