

General Practice Newsletter

Counties Manukau Primary Care

General Practice Newsletter
from Counties Manukau DHB
and Middlemore Hospital.

New GP Liaison Staff

Welcome to our two new GP liaisons at Middlemore Hospital; Andrew Stacey and Campbell Brebner, who are each working four tenths.

Andrew has a background in the surgical specialities, and is currently working as an Accident and Medical Practitioner at Radius Ti Rakau A&M.

Campbell has worked as a General Practitioner in the South Auckland region for many years, and is currently the Clinical Director of POAC.

Andrew and Campbell join our existing GP Liaisons, John Cosgriff and Russell Smart.

We welcome any feedback you may have about difficulties you are facing, or ways to improve the interface between primary and secondary care. Contact details and areas of coverage for the GP liaisons are as follows;

Mental Health GP Liaison John Cosgriff (Mob: 021 2228067), john.cosgriff@middlemore.co.nz

Elective Services GP Liaison Russell Smart: (ext: 4743), russell.smart@middlemore.co.nz

including GPSI, minor skin lesions, ORL & Gynae CME sessions

Acute Services GP Liaison Andrew Stacey (mob: 021 243 6631), andrew.stacey@middlemore.co.nz

Surgical Specialities, Obstetrics and Gynaecology, Paediatrics, Pandemic Planning

Acute Services GP Liaison Campbell Brebner (mob: 021 224 1950), campbell.brebner@middlemore.co.nz
Radiology, Laboratories, IT, Medicine, Emergency Department

Palliative Care Specialist Advisory Helpline

CMDHB is commencing an advisory palliative care specialist helpline from the first of July 2009.

GPs can contact an on call Palliative Medical Specialist afterhours (weeknights and weekends) by contacting the Middlemore Hospital Switchboard on (09) 276 0044.

The on call Doctor for Hospice South Auckland patients is still available 24hr on 027 210 7972.

The on call Doctor for Franklin District patients is available during normal working hours;

-Dr Linda Huggins 021 173 0239 (primary contact) -Dr Willie Landman 021 945 536

Swine Flu Planning

A request from the Emergency Response team. We Need YOUR Help

The number of suspected and confirmed cases of swine flu continues to increase. As of the 25th of July, there are 2,585 confirmed cases nationally.

Our current status is Pandemic level 6 and it is becoming apparent that we will need to make personal contact with General Practitioners working in the CMDHB region, in order to co-ordinate activities.

We are asking any GP willing to be contacted and to provide assistance in such circumstances, to provide us with their personal contact details (mobile, home phone, personal email).

We would appreciate your sending these details to our GP Liaison, Dr Campbell Brebner (Campbell.Brebner@middlemore.co.nz) as soon as possible.

Many thanks from the CMDHB Emergency Response team

Fax Number Update

Could all practices please review their contact fax numbers for Middlemore Hospital.

The fax number for the **General Surgery, Renal, and Respiratory Referral and Appointment Centres at Manukau Super Clinic** has been incorrectly recorded as 09 276 1600. This number is in fact the phone number for a member of the public. **The correct number is 09 277 1600.**

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Elective Services

GP Help Desk:

Ph 270 4723

Fax 277 1600

Smoking Cessation Referrals

Referrals to Counties Manukau Smoking Cessation in Pregnancy Programme

Counties Manukau Smoking Cessation in Pregnancy Programme was established in 2002 in recognition of the importance for women to stop smoking during pregnancy for the sake of both themselves and their baby. We are very concerned to get referrals as soon as possible after confirmation of the pregnancy or even before the women become pregnant

This is a Ministry of Health funded project and is free to all pregnant women and their extended family / whanau. We have staff who are Maori, Niuean, Cook Island and European and so we will match clients to a staff member who can speak their language where possible.

The service is a home visiting and telephone service and support will be maintained as long as the client requires it. We cover the whole of the Counties Manukau area.

Referrals can be faxed or posted (using the enclosed form) or can be rung through or emailed to Pam Williams Fax: 255 0614 Ph: 255 0618

Email: pwilliams@mangerehealth.org.nz P.O.Box 43 161 Mangere

Chronic Condition Referrals

Referrals for Chronic Conditions Groups are still being sought from General Practitioners. People with any chronic condition can be referred to the groups by their GP through the Self Management Educator at their PHO. Sessions are also open to carers and family, and additional groups are held for people with Type 2 Diabetes.

The main contact for your PHO is:

Mangere Community Health Trust:

Sarah Buzink, 255 0616 Sarah.Buzink@middlemore.co.nz

East Health: Jean McQueen, 538 0599 JeanM@easthealth.co.nz

Total Healthcare Otara:

Yamini Yatheshkumar 274 7300 Yamini@ethc.co.nz

Procare Network Manukau:

Gayle Sinclair 375 7822 Gayle@procare.co.nz

Tapasefika: Donna Snell, 275 9977 Donna@ma.thedoctors.co.nz

You can also refer patients to Richard.S.Cooper@middlemore.co.nz or Pula Fatupaito, Pacific Self Management Facilitator on, 021 596630 Richard.S.Cooper@middlemore.co.nz or Pula Fatupaito, Pacific Self Management Facilitator on, 021 221 7735 FatupaP1@middlemore.co.nz

Community Based Rehabilitation

“Team Green”

(A word about ‘Team Green’: derived from an acknowledgement to Dr Geoff Green for championing the CBR vision)

Our service has been developed to assist adults who have had a stroke to relearn old skills, and develop new skills that will maximize their independence and quality of life, in their own environment. This could be in their home, their workplace or the places where they spend their day to day activities.

CBR team is only a small part of the rehabilitation process and we believe that our service is only a part of the journey towards meeting peoples goals.

Our work in CBR includes:

- A process of helping people to set goals to do the activities that are important to them, for instance to be able to go to church or to be able to walk the dog.
- An interdisciplinary client centred approach to assist people in meeting their goals. The person and their family/whanau are the most important member(s) of the team.
- Development of an individualized, day to day rehabilitation programme to suit the person and their needs which will assist them to work towards their goals.
- Organisation & CBR team project work to improve delivery of care to our clients.
- Intersectorial and regional collaboration with other services to develop collegial links to improve service provision across New Zealand.

Attention from the CBR team which:

- Includes a Coordinator, Consultant, Registrar, Physiotherapist, Nurse, Occupational therapist, Dietitian, Speech/language therapist, Social worker, Rehabilitation assistants and (access to a) Clinical psychologist.
- Includes provision of equipment, services, and support to encourage the persons independence.
- Includes liaison with other relevant services who help with stroke rehabilitation eg. G.P., practice nurses, district nurses, cultural support agencies, Stroke Foundation, Needs assessment services and other rehabilitation providers.

Service details

- Referrals are processed within 5 working days and clients should receive a therapist visit within 10 working days of acceptance.
- The referrer, the client and the GP are sent notification (either by mail or email) that the referral has been received and accepted or declined.
- Team members make appointments with clients and we work with clients so that they can still do the activities they need to as well as have access to therapy.
- We are a teaching service and we do welcome students and staff to experience the CBR team way of doing things (with client consent).
- Decisions to transition to community providers and other services are based around goal attainment and client need.

For questions and queries: Post: Private Bag 93311, Otahuhu, Auckland

Ph: 276 0044 Ext 8659 Fax: 270 4751

Coordinator cell phone: 021 469 534

Website: <http://www.healthpoint.co.nz>

Erehi Tua

Team Coordinator, Community Based Rehabilitation Team, Counties Manukau DHB | Ph (09)276-0044 Extn 8410 or Mobile 021 469 534

Primary Care Liaison

Primary Care Liaison: The missing link

Approximately 58 thousand people will go to the GP with a mental health issue in Counties Manukau District Health Board per year.

It is estimated that 3% population should access secondary mental health services and the remaining 27% will be treated by primary care providers i.e. Primary Health Organisations. (Te Taahuhu, 2005)

In line with the blueprint for Mental Health Services in New Zealand (1998). Mental Health Commission, Primary Health Care Strategy (2001) and the CMDHB Mental Health Core Adult Project (2006) Counties Manukau Core Adult Mental Health services have appointed three Clinical Nurse Specialists in roles to enhance the interfaces between Primary Care Services and secondary services. It is recognised that this is an acknowledgement of the changes required to champion the recovery model and facilitate mental ‘health’ and well being in our community.

The positions give an opportunity to promote good quality holistic care by providing education and support to GPs and Practise Nurses. We aim to develop and foster partnerships between primary health care and secondary community mental health services.

Access contact details are available through www.healthpoint.co.nz

Wayne Hussey works within Awhinitia Community Mental Health Team, Papakura.

Lisa Cartledge works within Manukau Community Mental Health Team, Manukau. Rudy Bakker is based within The Cottage Community Mental Health Team, Otahuhu.

Accute Referrals

A gentle reminder to all Counties Manukau GPs that all Middlemore referrals need to be faxed (fax is preferred) to the GP Call Centre on fax (09) 276 0078, or phoned through on (09) 276 0226. This will greatly assist us in the management of our patients, and will enable our specialists to see your referred patients sooner once they arrive at our Emergency Care department. Thank you for your assistance.

GP Access to CMDHB Network

You can easily look up your patient's waiting list information, discharge summaries, test results and more.

Counties Manukau DHB has established a Health Network for general practice. GPs can directly access CMDHB patient management systems from their desktops.

THIS IS A REALLY USEFUL TOOL FOR GENERAL PRACTICE

It means you can look up your patient's:

- electronic discharge summaries
- outpatient clinic appointments
- outpatient clinic letters
- radiology reports
- laboratory reports (including histology)

The key DHB systems that will be available through "Concerto", the Medical Applications Portal, are:

- Web Éclair – patient laboratory test results
- TestSafe
- Clinical Documents – general information including referral, assessment and discharge summaries
- PiMSWeb – patient activity information including emergency department, theatre and waiting lists details
- Plato – patient surgical notes
- PathSpeed Web - digital X-rays and reports on patient's exams

In order to gain access to the CMDHB network, you must first have access to the New Zealand Health Network. For information on how to do this go to: <http://www.moh.govt.nz/healthnetwork>

Then you need to apply to connect to the CMDHB Health Network. For information on how to do this go to: <http://www.cmdhb.org.nz/Funded->

[Services/General-Practice/HealthIntranet/default.htm#HI](#)

For further information about this facility please contact Trudie Whimp on 2760044 ext 2664 or email twhimp@middlemore.co.nz.

"Swine Flu" Support

Influenza A (H1N1) "swine flu" support line for GPs set up to help manage pandemic

A national GP support line for all flu pandemic queries has been set up to help you better manage the rise in swine flu cases.

The helpline for GPs has been established by the Ministry of Health, the Royal New Zealand College of General Practitioners and ProCare Health to provide GPs with dedicated support for queries and updates on the new Influenza A (H1N1) "swine flu".

This new phone line – 0800 111 515 – commenced today for General Practitioners working in and north of Auckland. This service will be extended early next week for GPs in the rest of the country. The helpline will be staffed by College GPs from around NZ and ProCare, with calls handled via the ProCare GP call centre. Initially, the helpline will be available from 8am to 6pm. Outside these hours some support will still be available from the helpline. The service will be monitored and adapted in an effort to meet GPs changing needs and the developing situation.

Members of the public and anyone else concerned about flu are being asked to continue to call Healthline on 0800 611 116, their local DHB public health unit or their own GP.

In addition to the phone line, GP-dedicated information and updates on swine flu pandemic will be available online at www.moh.govt.nz, www.rnzcgp.org.nz, www.procare.co.nz, and www.healthpoint.co.nz.

GP updates will continue to be emailed through PHO channels. If you are not receiving these updates, please contact your PHO. "

Influenza A (H1N1) enquiries from general practice teams can also be emailed to GPfluresponse@procare.co.nz.

Healthpoint

Plastic Reconstructive and Hand Surgery - Cleft Lip and Palate Service

Detailed information about the Cleft Lip and Palate Service has been added to the CMDHB Plastic Reconstructive and Hand Surgery medical professional page on Healthpoint. Service information, contact details and the Cleft Lip and Palate Intervention timeline is available for GPs and practice nurses.

Comprehensive Cleft Lip and Palate service information has also been added to the consumer page for patients and their families.

Burns Service

Burn education website links for nursing professionals have been added to the Burns service medical professional page.

Community Mental Health Centres - Asian Service Brochures

Service brochures for the Community Mental Health Centres are available for people in the following Asian languages – Korean, Simplified Chinese, Traditional Chinese and Vietnamese.

Dermatology

The Dermatology rashes and skin lesions management and referral guidelines have been updated.

GP Training Sessions

10 minute Healthpoint training sessions are available for GPs and Practice Nurses. During the training session, you will receive a username and password allowing you access to secure referral and guideline information for services. If you would like to arrange a training session at your practice, please contact:

Ophthalmology

The referral form for the Diabetes Retinal Screening Service and the Diabetes Retinal Screening referral process has been added to Ophthalmology on Healthpoint.

Debbie Phillips, CMDHB Web Communications Co-ordinator

Phone: 09 276 0044 extn 9077 or Email: debbie.phillips@middlemore.co.nz

Vacancy

Health Registrar at Auckland Sexual Health

This is a training position and the doctor applying needs to have the RNZCGP.

Jeannie (the present registrar) is available to talk to anyone interested on 021883703.

CMDHB CVD Strategy 2009

Cardiovascular diseases (including heart attacks, strokes and peripheral vascular disease) are a major treatable cause of morbidity and death in our community. Whilst there is much that can be done to prevent CVD there are important gaps in current CVD prevention in CMDHB. The aim of the CVD strategy is to help guide coordinated approaches to CVD prevention across the Counties Manukau population and the health continuum. The strategy promotes a universal or population approach closely aligned to a team based CVD risk assessment and management process. The strategy is available on line at www.cmdhb.org.nz/Funded-Services/PrimaryCare/default.htm. Should you have any queries regarding this strategy please contact Andy McLachlan on AZMcLachlan@middlemore.co.nz

Acute referrals to General Surgery

Just a reminder that it is not necessary for GPs to discuss every referral with the on-call Surgical Registrar. A faxed referral addressed to the Surgical Registrar on 09 276 0078 will suffice.

You are welcome to ring if you are unsure about where the patient should go eg to the outpatients clinic, or to other specialties. Please continue to ring the registrar if you feel they should be made aware of the patient eg sending in a Abdominal Aortic Aneurysm. The Surgical Registrar is contactable on 021 221 9817.

This should result in significant time savings for both GP and Surgical Registrar.

Access to Community Radiology

Any patient requiring an URGENT XRAY only can be referred from the GP into the Radiology Department until 1630hrs Monday – Friday and an immediate report will be available to the GP.

The GP must clearly indicate;

- that the xray is urgent
- the clinical reason for the xray
- contact details on the form

The GP will be responsible for admitting the patient via the current admitting channels after the report is sent to them, if this is necessary

Any patient requiring an **urgent chest x-ray only between 1630-2000hrs** can be examined in the Emergency Care x-ray facility. To access this service the GP can send their patient with a form marked "For X-ray Only" to the Triage desk in EC, MMH. Triage will then notify EC X-ray of the patient. A report will be faxed to the GP the following morning before 9am.

Any patient who requires an **x-ray after 2000hrs** must be seen through Emergency Care and follow the current out of hour's process.

All **Non-urgent Plain x-ray** referrals will be offered an appointment by the Radiology department on receipt of the referral. To request results or further information the GP can contact Radiology via email on Radiology@middlemore.co.nz .

BreastScreen Liaison

Introducing, Claire Thompson, Practice Team Liaison

Claire has recently joined BreastScreen Counties Manukau as our new Practice Team Liaison. Claire is available to:

- Be a key contact person for practices
- Provide resources and support
- Deliver education sessions in your practice
- Provide training and support to your practice
- Offer data matching of your patients who are eligible to be screened

Referrals: Phone: 0800 270 200 Fax: 09 261 3380

Please contact Claire if you have any questions, would like training or need resources.

Tel: 261 3372 claire.thompson@middlemore.co.nz

BreastScreen Referral Criteria

Asymptomatic women aged 45-69 years:

- Not pregnant
- Has not been breastfeeding in the last 3 months
- Has not had a mammogram in the last 3 months
- 5 years post-diagnosis after previous breast cancer
- Is an NZ citizen (including Cook Island, Niue & Tokelau) or have an immigration permit for at least 2 years

Once a woman has been enrolled in the programme you do not need to re refer.

Please include **NHI numbers** in all referrals

All services are free.

For symptomatic women refer to South Auckland Breast Clinic f: 09 277 1646



Newsletter contacts:

Suz Lockett
Ph 262 9546

Fax 262 9501
slockett@cmdhb.org.nz

Andrew Stacey
Ph 276 0000 ext 7696
andrew.stacey@middlemore.co.nz

Primary Options for Mental Health Service

New service!! Funding for patients with mental health problems.

GPs with patients in the CMDHB region are now able to access funding for short term practical supports for patients with a moderately severe mental health condition. This pilot project will run for 12 months and will fund up to 6 weeks of practical support during times of increased need due to a mental health problem. This service is being coordinated from the POAC office but please note that, unlike standard POAC claims, there is no requirement that the patient would otherwise have been admitted acutely to hospital.

For further information or to obtain a copy of the service manual or referral form please contact Deanna Williams: Ph 5357218; email deannaw@easthealth.co.nz.