

General Practice Newsletter

Counties Manukau Primary Care

General Practice Newsletter
from Counties Manukau DHB
and Middlemore Hospital.

Diabetes Management

Counties Manukau has the largest number of people with diabetes compared to any other region in New Zealand. We are now home to nearly 29,000 people with diabetes and many of these people have poor management of the disease.

Systems modelling from the DHB show that obesity numbers are set to increase 80% by 2027 and the number of people with diabetes is set to double.

We need you and your practice team's support to improve the management of our diabetic patients. We are looking to achieve the following with our diabetic population:

- HbA1c <8% • Care Planning • BMI reduction • BP reduction • LDL reduction

There are a number of ways which your support can have an immediate effect. These are:

- Participate in the National Get Checked Scheme to review patient diabetic care and health status and to show health outcomes for our population
 - Ensure the Get Checked consultations are well-promoted and understood in your practice and that diabetic patients are encouraged to have their regular check ups.
 - Make use of specialist diabetes nurses available through the DHB and PHOs
 - Be aware of the Self Management group workshops in your locality and encourage patients with long term conditions to make use of these opportunities. These groups are free for the patient.

For more information please contact your PHO in the first instance. We would like to take this opportunity to thank you for your ongoing support and management of these patients.

Home Insulation Programmes

Two Free Home Insulation Programmes available to low income families in Counties Manukau

CMDHB is running two free home insulation programmes. Snug Homes – Counties Manukau has been operating for a year and has already installed insulation into over 800 homes in Counties Manukau. Due to the high need identified in our community we are introducing a new home insulation programme - Warm Up Counties Manukau.

With winter looming closer, SNUG HOMES and WARM UP are great ways to help families combat the serious health consequences of not having a home that is properly insulated against the cold and damp.

If you have patients that meet the criteria, we will provide free home insulation as well as a comprehensive, in-home, health assessment by a Registered Nurse. (Please note the access criteria is the same for both programmes).

Access Criteria:

Applicants must reside in a private home (owner occupied or private rental) built prior to 1st January 2000 (i.e. NOT Housing New Zealand)

We are targeting households that have children (under 14 years of age) or seniors (aged over 65) with housing related health conditions such as respiratory disease (we recommend that a letter of support is obtained from a health professional to assist with the application).

The home owner or tenant must have a Community Services Card

For more information and an application form:

For Warm Up: Phone 09 262 9583 or email warmup@CMDHB.org.nz

Contents

- Diabetes Management
- Home Insulation Programmes
- NZSSD Hamilton 2010
- Newborn Screening
- Quit smoking programme
- Needs Assessment and Service Co-ordination [NASC]
- Healthpoint updates
- Home Health Care Referrals
- Good News from Cardiology
- PATH
- Improving Communications
- Do you have Bronchiectasis...
- Newsflash: Digital Mammograms
- New Ultrasound Machine For ED
- Family Fireworks Fund Microscope
- Christmas Shoppers Help CMDHB

Elective Services

GP Help Desk:

Ph 270 4723

Fax 277 1600

NZSSD Hamilton 2010

New Zealand Society for the Study of Diabetes Scientific Meeting.

Kingsgate Hotel, Te Rapa, Hamilton. APRIL 21st 15.30 – 16.30

Special offer for all GP & Practice Nurses: FREE REGISTRATION

Case study based discussion with Expert Multidisciplinary Team. Chair: Dr Peter Dunn

All attendees are invited to stay on to hear keynote speaker: Professor Geoff Krissansen "Stem cells and Diabetes"
Followed by refreshments courtesy of NZSSD. To register: www.akblimited.co.nz/nzssd/index.htm

If you have a case you would like to discuss please email the details to: ryansu@waikatodhb.govt.nz

Newborn Screening

Universal Newborn Hearing Screening and Early Intervention Programme (UNHSEIP)

The universal Newborn Hearing Screening and Early Intervention Programme (UNHSEIP) is being progressively rolled out in New Zealand over three years, a process which started in July 2007. The UNHSEIP is jointly lead by the Ministries of Health and Education to ensure those babies diagnosed with a hearing loss receive support from the newborn period through to school entry.

Planning for newborn hearing screening is now underway for Counties Manukau DHB.

The programme will be under the management of Kidz First Community Health (Vision and Hearing Testing Services) and the start date for screening at the Neonatal and Maternity Units at Middlemore Hospital is planned for April 2010.

The programme is planned to be rolled out to our community sites at Botany, Papakura and Pukekohe in July 2010.

Who will be screened?

All babies born at Counties Manukau DHB maternity facilities will be offered hearing screening before going home. It is planned that all babies will be screened within 24 hours of birth.

For the small number of babies not screened in maternity units due to early hospital discharge, home births or new babies coming to live in the Counties Manukau area, community clinics are planned.

For MMH: Newborn Hearing Screeners will cover 7 days a week from 0800 to 1800 to make sure as many babies get screened prior to discharge.

For Community Maternity Facilities: New Born Hearing Screeners will cover 7 days a week with daily hours reflecting the number of babies needed to be screened.

For any queries please contact: Natalie Dawson, Project Leader ndawson@middlemore.co.nz mobile 021 895 791 Claudelle Pillay, Team Leader CEPillay@middlemore.co.nz mobile 021 577 264 For further information on UNHSEIP go to www.ncu.govt.nz

Quit smoking programme

On 1 July 2010 the Health Target 'Better Help for Smokers to Quit' will be introduced to the primary health care sector.

The target was introduced in secondary care in July 2009 with the target being: *80 percent of hospitalised smokers will be provided with advice and help to quit by July 2010; 90 percent by July 2011; and 95 percent by July 2012.*

At this time it was stated: *A similar target for primary care will be introduced from July 2010 or earlier, through the PHO Performance Programme.*

This target is designed to prompt providers to routinely ask about smoking status as a clinical 'vital sign' and then to provide brief advice and offer quit support to current smokers. There is strong evidence that brief advice is effective at prompting quit attempts and long term quit success. The quit rate is improved further by the provision of effective cessation therapies – pharmaceuticals, in particular nicotine replacement therapy (NRT), and telephone or face-to-face support.

With the target being a few months away, there is time for primary care providers to prepare well in order that they can successfully meet target. Lessons can be learnt from secondary care, where the main barrier in achieving the target was having a system for documentation. It is also important to ensure that all clinicians understand NRT. Training is available on-line and through CMDHB Living Smokefree. Nurses that complete either of the training courses are able to provide "quit cards" (vouchers for subsidised NRT) to patients.

NRT is now also available on prescription at the same subsidised rate as a "quit card" of \$3 for an 8 week supply of each product. For best success rates a combination of products is recommended (Patch plus either the gum or the lozenge).

If you would like information on NRT prescribing and dosing or training opportunities for your clinic or cell group, contact Ingrid Minett, CMDHB smokefree Programme Manager, on 259 3896.

More information on the coding and collecting of the health target data will be available from each PHO.

Healthpoint updates

New GP Search Engine

Searching for CMDHB referral and clinical information is now easier and faster with the new GP search engine. You can refine your results to:

- search in regions (Counties Manukau, Central Auckland etc)
- search for DHB information in Consumer information and/or Clinical and Referral information
- search for Private information in Services and/or Consultants
- search in all areas within Healthpoint

Search for information such as referral contact details, management guidelines, waiting times, referral process etc. The new auto-scroll function will take you directly to the area on the page that has the information you are seeking.

New information added to Healthpoint

Infant Mental Health – New service, all public and clinical and referral information for the service has been added.

Aroha ki te Tangata – New location, information added.

Falls & Bone Density – New Bone Density Scan referral form added.

Audiology – A photo and information about the Audiology team added.

Cardiology – Information and a link to the New Zealand Cardiovascular Guidelines Handbook: A Summary Resource for Primary Care Practitioners - 2009 Edition added.

Dermatology – Taking a Punch Biopsy of the Skin guidelines added and referral guidelines have been updated.

Kidz First Outpatient Care – clinical and referral information updated.

Diabetes – Diabetic Foot Referral Guidelines have been updated.

Ophthalmology – Discharge instruction leaflets for patients following surgery added.

General Practitioner & Practice Nurse 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 clinical information for services. If you would like to arrange a training session at your practice, please contact:

Debbie Phillips, CMDHB Web Communications Co-ordinator

Phone: 09 276 0044 extn 9077

Email: Debbie.phillips@middlemore.co.nz

Needs Assessment and Service Co-ordination [NASC]

Needs Assessment and Service Co-ordination is part of the Counties Manukau DHB Health of Older People Services and is based at Middlemore Hospital. NASC is the entry point into Community Support Services for people over 65 years who have a disability that will last longer than 6 months and results in a reduction of independent function to the extent that ongoing support is required

- people who have a need for short term home Support Services – i.e. following an acute admission to hospital
- people requiring Meals on Wheels
- people requiring home based services who have palliative needs
- people under 65 years who have a disability as a result of chronic disease and who do not meet the eligibility for Taikura Trust. CMDHB NASC will assist in referring to the appropriate services.

The team is divided into geographical areas and covers from Mangere (excluding Otahuhu) to Mercer and across to both coasts. NASC has a range of professional, clinical and cultural skills and knowledge. The service is available to people living in their own homes or in residential care, either rest home or hospital.

Services Provided

NASC will link clients to the services to meet their identified needs; these may include but are not limited to the following:

- Domestic assistance/ household management
- Personal cares – (showering, grooming etc) both short term and long term
- Meals on Wheels

- Day care
- Carer support
- Respite care
- Residential care – (NASC will assist you with subsidies when clients qualify for these). This is called a service co-ordination.
- Social Worker involvement

CMDHB NASC is committed to providing services which support the Positive Aging, Disability Strategy and the Health of Older People's Strategy. The NASC Service assesses all referrals for eligibility/need/risk. Any client with an urgent need will be seen as soon as possible. If it is seen as urgent, a Needs Assessor will phone you. Should the clients need become urgent, you can phone and ask to discuss this with the Duty Needs Assessor.

NASC contact details

NASC is a Monday to Friday Service -0800-1630

The NASC referral form is available electronically to print off on the Healthpoint website and can be faxed to NASC on 09 276 0041

Healthpoint Website - <http://www.healthpoint.co.nz/default,58085.sm>

Ph 09 276 0040 (0880-1630 Mon-Friday) Fax 09 276 0041

Improving Communications

Update on Enhancements of Electronic Discharge Summary

Feedback from GPs receiving EDSs in the new PDF format has been extremely complimentary:

"Better format vaste improvement and appreciated by all." Dr M Clarke, Beachlands

"Please start sending all discharge summaries this way!!!" Dr H Aish, Otara

We are now sending PDF formatted Electronic Discharge Summaries to practices using My Practice. In order to receive these you must be running My Practice version 10.2 or later, and have Adobe version 9 or later installed on your server and all your workstations. We are beta testing Profile for Mac and hopefully soon will be able to start with Profile for Windows. Unfortunately there have been some technical difficulties with MedTech, which have delayed roll out.

We expect to have the new Medication Reconciliation Table available for release by mid-March. Provided you are receiving PDF formatted EDSs it will look like this:

Medication	Admission	Discharge	Change	Reason
Omeprazole (Losec) 20mg Capsules	-	20mg, PO, OD, 1 month (Script)	Started	Started as Pt was having regurgitation symptoms
Docusate sodium & Sennosides A and B (Coloxyl with Senna Tablets) Tablets	2 tablets, PO, BD PRN	2 tablets, PO, BD PRN	Continued	-
Cilazapril monohydrate (Inhibace) 2.5mg Tablets	2.5mg, PO, OD	5mg, PO, OD, 1 month (Script)	Changed	Dose increased to manage hypertension
Fruzemide (Diurin 40) 40mg Tablets	40mg PO OD	-	Stopped	Stopped as Pt dehydrated
Isosorbide mononitrate (Duride) 60mg Controlled Release Tablets	30mg, PO, OD	60mg, PO, OD (Script)	Changed	Dose increased to manage hypertension

Also in the pipeline are plans to send clinic letters electronically (also in PDF format).

Please remember that if you receive any Electronic Message in error it means that you are listed as that patient's GP on our system. To have this amended please contact Clinical Records Department: Fax 276-0159 or 267-0236; email patientinformation@middlemore.co.nz. Remember not to include any patient identifying data in emails.

Don't forget we have free Interpreting services available to patients in Primary Health care settings a fantastic service easy to use available 6 days a week from 8:00am – 7:00pm Mon-Sat.

Patients are encouraged to request interpreters when visiting their local GP as part of their continuity of care plan, we recommend you contact our project team to find more information about this free service today on 09 276 0014 or email its@cmdhb.org.nz

Do you have Bronchiectasis...

...with pseudomonas chest infections?

The Respiratory Department at Middlemore Hospital is looking for volunteers to take part in a research study of an investigational antibiotic for treatment of bronchiectasis.

We would like to hear from you if:-

- You have bronchiectasis and NO cystic fibrosis
- You are age 18 to 80
- You have had at least 2 courses of antibiotics in the last 12 months to treat your chest infections

Please contact Cecilia Tong for more information: Ph (09) 276 0044 ext 2117 Mob (021) 974 345 Email ctong@middlemore.co.nz

This study has been approved by the CMDHB Clinical Board and the Multi regions Ethics Committee

Newsflash: Digital Mammograms

New Digital Mammogram Machine – more capacity to screen

We now have a digital mammography machine. This means we can screen more women.

No waiting times: There is no waiting time for a mammogram. Please refer your patients today.

New Contact Details We have new premises at Manukau SuperClinic, please take note of our new contact details:

Tel: 09 250 8000 Fax: 90 250 8046 Freephone 0800 270 200

Home Health Care Referrals

Home Health Care (HHC) is an interdisciplinary service that forms part of CMDHB community services. Its role is to maintain and/or re-establish clients in the community where possible. The service is available to people in their own home or in a clinic facility. Care is based on assessment of need.

In order to prioritise referrals to HHC we require adequate and appropriate information to ensure timely and effective patient care can be provided. To assist practices with referrals and to provide information about HHC service, a comprehensive document will be added to Healthpoint. This document also contains updated checklists for referrals to all disciplines.

My role as liaison nurse is to assist with the transition to our care and to be available to you, the referrer. Please don't hesitate to contact me with any queries. I am also available to come and talk to your service and would like to be a useful resource for you.

Liz Clark, Liaison Nurse, Home Health Care, CMDHB

Ph 270 4730 ext 2608 Cell phone 021 784542

Good News from Cardiology

We have recently introduced a new direct access echocardiography service for suspected valvular disease. Wait times for these echos are currently very short. Please note though that there is NO associated clinical assessment, and that the study is NOT for suspected heart failure. We are managing to perform approximately 10 echos per week. Access to this service is by way of the standard cardiology referral process – you just need to indicate that an echo is all that is required.

Furthermore, we have managed to reduce our wait times for stress ECGs and other urgent cardiology OPC appointments to under 2 weeks and anticipate maintaining it at this level for the foreseeable future. Non urgent OPC appointment wait time is currently less than 6 weeks.

PATH

Introducing PATH, the Regional Information Strategy 2010 to 2020 Progressing and Transforming Health (PATH) sets out the direction for health information in the northern region to 2020.

Health information systems need to change to support new models of healthcare. Any improvement in healthcare can only occur with better information and universal sharing of that information between hospitals, GPs, pharmacists, laboratories, physiotherapists and other health providers, and patients themselves. Access to information is key to people looking after themselves, to more timely and effective medical treatment and better planning for health resources.

The PATH strategy, otherwise known as RIS10-20, describes what this new health information system will look like, and what we need to do to put it in place. It has been developed with the involvement of primary, community and secondary care and has been formally accepted by the region's four District Health Boards.

RIS10-20 can be found on Healthpoint at <http://www.healthpoint.co.nz/default,157023.sm>.

New Ultrasound Machine For ED

The South Auckland Health Foundation and staff from ED were thrilled to welcome representatives from the Fresh Future Appeal committee this week. Ruth Krippner [Chair] and Abhay Kolhe visited to check-out the brand new ultrasound their donation purchased.

Clinical Head of the Emergency Department, Vanessa Thornton was on hand with Dr Brett Gerrard to demonstrate the equipment.

"The ultrasound has been here for two weeks now", she said, "It is in almost constant use and we don't know how we managed without it".

The 2009 Fresh Future Appeal raised almost \$1m over the eight weeks of fundraising activities – and they look forward to an even bigger result this year.

Family Fireworks Fund Microscope

The hard work of organising the annual Alexandra Park fireworks extravaganza paid off last night, as Brian Stocking, President of The Howick Lions Club proudly presented a cheque for \$12,000.00 to Anmar Abdul-Rahman, Clinical Director of the CM DHB Ophthalmology Department.

Anmar attended the meeting to thank the Lions Club of Howick for their dedication in executing another successful event and for selecting the CM DHB Eye Service as the recipient for the proceeds.

The proceeds from the 2009 Fireworks Extravaganza are going to purchase two hand held microscopes [slit-lamps]. These will allow a much easier eye examination procedure for patients in wheelchairs, beds and those with arthritic problems. They will also enhance the service offered when examining children.

Dr Abdul-Rahman commented, "The fireworks event was highly organised and featured other performances; this and the nature of the cause for which the donation was sought attracted a wide section of the community. The Howick Lions have been a long term supporter of the eye health services in the Counties Manukau region, funds donated in previous years have gone to purchase other valuable equipment in the eye department and I would like to acknowledge and sincerely thank them for their support in our community".

Club President, Brian Stocking replied,

"The Lions Club of Howick are very proud to have been associated and contributed to the very valuable support to South Auckland Health Foundation over the past five years with our Annual Fireworks displays at Alexandra Park.

Over this five year period we have contributed over \$90,000 to their various projects for specialised equipment in a number of the departments which have become very high tech to meet the needs of the public and modern medical requirements.

We have particularly enjoyed working with the South Auckland Health Foundation team as they have become great back up support for this annual project."

Christmas Shoppers Help CMDHB

The generosity of Westfield Manukau City shoppers is to benefit local kids as a cheque has been to purchase hearing equipment for the Kidz First Community Vision Hearing mobile unit.

Last December Westfield Manukau City offered shoppers the opportunity to have their Christmas gifts wrapped, for a gold coin donation, throughout December which raised over \$8600.00.

Westfield Manukau City Marketing Manager Monya van Wyk explained why they selected Kidz First Children's Hospital as the beneficiary of the proceeds.

"We are aware that it is the 10th Anniversary of Kidz First this year, and felt it was important that this money was returned to our local community. When the South Auckland Health Foundation mentioned that the Kidz First Community Vision Hearing team needed some new equipment it seemed like the perfect fit".

The vision hearing team currently provides a service to over 260 schools and pre-schools in Counties Manukau – and does over 20,000 tests a year. The new equipment will allow for another 10,000 hearing tests to be done annually.

South Auckland Health Foundation Community Relations Officer, Rachael Sheehan explained what the money was going to purchase.

"We are so grateful to the shoppers who made this donation possible – the funds will be used to purchase a suction unit, which will assist with removing foreign objects and wax from the ear canal, and also three audiometers.

We want to express our thanks again to Westfield Manukau City who have been long time supporters of Kidz First – it is so meaningful for local business to support the health of local children".

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