

April/May
2005

General Practice Newsletter

COUNTIES MANUKAU DISTRICT
HEALTH BOARD
A Community Partnership

Counties Manukau Primary Care

General Practice newsletter from Counties Manukau DHB and Middlemore Hospital.

GP ADVICE LINE

Five services at Middlemore have agreed to take part in a pilot GP Advice Line.

The aim of the pilot is:

To provide a mechanism for GPs to obtain timely specialist advice via e-mail/fax on case management, without having to refer to EC or request a FSA. The reply will be within 48 hours.

The six services are: **Orthopaedics, General Surgery, Gynaecology, Plastics, Rheumatology and Gastroenterology.**

The process: Fax your query to 09 276 0191 or E-mail to Gpadviceline@middlemore.co.nz

Only include the patient NHI and not a name plus all relevant clinical data, including any investigations and the specific points you are wanting advice on.

Also include your name (printed) and a phone (cell) number in case the specialist wants to phone and discuss the case with you.

The advice will be returned to you by the same process you requested it viz. fax or e-mail.

The pilot will run for three months and I would welcome feedback on the process and I am happy to take any queries. Tom Bracken Ph. 276 0044 ext 2512

A REMINDER

If there are significant complaints re patient care in Middlemore these can be addressed by forwarding the details to me. The complaint is officially logged and passed to the appropriate service. The complaint process requires resolution within 20 working days and a report returned to those involved with the complaint.

Other complaints about processes etc, not directly involving patient care, can also be forwarded to me and I will follow these up as best I can.
Tom Bracken Ph. 276 0044 ext 2512.

CME

Tuesday April 19th Colorectal Issues
Thursday May 19th Endocrinology Topics
Tuesday June 21st New Orthopaedic Guidelines

GENERAL PRACTICE WEB SITE

There is an increasing amount of information now available on the site <http://www.cmdhb.org.nz/Counties/Primary-Care/General-Practice/>

This includes referral information, useful forms and information re POAC, some patient support information, CME and waiting times for various services. This newsletter is also there for future reference as well as the items we fax out to practices.

I am interested in providing more services for practice nurses and would welcome suggestions on what is pertinent.

Tom Bracken, GP Liaison, Acute Care, Medicine & Clinical Support

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GP Help Desk:
Ph 270 4723
Fax 277 1600

CMDHB influenza incentive program 2005

This year we are paying an incentive to help practices achieve a greater uptake in the 65 and over age group of registered patients.

The literature is clear that this is the group of patients who gain the most benefit from influenza vaccination in terms of reduced morbidity and even reduced mortality.

The following payments are being offered for those practices that reach the nominated percentages (below) of patients registered to the practice in the HealthPAC database as determined by claims data submitted by the practice.

The following is paid to the PHO per patient over and above the \$18 usual fee paid to the practice.

70% @ \$4
75% @ \$5
80% @ \$7

Please note that the percentage can be calculated from practice records recording vaccination events in the relevant immunisation module and then submitting reports to your PHO. This data will be validated using claims data from HealthPAC. The percentage achieved will include only those patients that have actually received a vaccine (including those 65+ vaccinated while in hospital) i.e. decliners are not counted toward the target.

Clinical Advisory Board minutes

The community pharmacist representative presented a draft guide to prescription writing for Hospital Junior Staff stressing the issues of prescribing for the community.

This is to be reviewed and possibly included in RMO orientation.

The issue of Electronic Discharge Summaries being sent to "Dr None" where the GP field in the hospital patient details does not include a GP, was raised. Further action is to be taken to quantify this issue, investigate the reasons and develop recommendations to minimise the number of discharges not reaching a community provider.

From the A T & R team

Exciting news! Counties Manukau DHB will soon have a Community Rehabilitation Team for stroke patients. This Team will have a dedicated Multidisciplinary Team of a Physiotherapist, Occupational Therapist, Speech Language Therapist, Nurse and a Dietician. The Team's task will be to provide rehabilitation in the home for inpatients who are discharged from hospital following a stroke, or patients who have had a stroke in the Community and require ongoing Community rehabilitation. Initially the Service is for patients over 65 years of age, although there is some flexibility regarding this. Home Health Care Therapists will still provide a Rehabilitation Service for the under 65 year olds.

A referral form has been developed and will be distributed once the team is up and running. You will be advised of a fax number to fax referrals to the team.

I believe this is a great opportunity to allow us to improve stroke patient's function within the home environment in circumstances where they do not have to be in hospital. I also believe this will smooth the transition into the home.

Dr Geoff Green

Geriatrician, A T & R Unit, Middlemore Hospital.

A gentle reminder

Referrals for an **out patient** consultation **must be faxed to 277 1600.**

This is sited at the superclinic and the referral is passed to the appropriate service the same day.

Acute referrals for possible admission please must be **faxed to 276 0078.**

This is sited within Emergency Care at Middlemore Hospital.

A number of referrals for First Specialist Appointments are being faxed to the acute admitting fax number which is situated in Emergency Care at Middlemore. Faxing non-acute referrals for appointments to this number results in delays and introduces a risk of the referral becoming misplaced.

I would be grateful if you could check the numbers being used by your front office staff.

Tom Bracken

Falls prevention in older adults

Introduction

Falls are common in people aged 65 years and older and are the leading cause of injury in this age group. They can have serious consequences, including trauma, pain, impaired function, loss of confidence in carrying out everyday activities, loss of independence and autonomy, and even death.

Strength, flexibility, balance and reaction time are considered the most readily modifiable risk factors for falls.

The Otago Exercise Programme

The Otago exercise programme was designed specifically to prevent falls.

- It consists of a set of leg muscle strengthening and balance retraining exercises. The exercises progress in difficulty.
- A walking plan is also part of the programme.
- Exercises are individually prescribed during a series of five home visits by a trained instructor.
- The exercises take about 30 minutes to complete.
- Participants are expected to exercise three times a week and go for a walk at least twice a week.
- To keep to the programme, participants record the days they complete the programme.
- The instructor telephones them each month between home visits over the course of a year.
- A follow-up home visit is recommended one year after beginning this programme.

“People, even in their 90’s can improve their strength and balance and achieve stability and avoid falls”

The Research Evidence

The Otago Exercise programme was developed and tested in four controlled trials by a research team at the University of Otago medical School, led by Professor John Campbell.

The programme has been evaluated in both research and routine healthcare services in 1016 people aged 65 to 97 living at home.

A physiotherapist, and nurses trained and supervised by a physiotherapist, successfully delivered the programme. The programmes cost effectiveness has been established in two routine healthcare settings.

Overall, the exercise programme was effective in reducing both the number of falls and the number of injuries resulting from falls by 35%.

It was equally effective in men and women. The programme improved participants’ strength and balance and maintained their confidence in carrying out everyday activities without falling.

The most successful participants were those referred to the programme by their GP

Who benefits most from the programme?

In terms of the number of all injuries prevented, the programme had the greatest effect in high-risk groups. The high risk groups are those over 80 years of age and those who had a previous fall.

Local Provider Information

Following the success of the trials the ACC has provided funding to support the Otago Exercise Programme with the Auckland area. Focus Medi-call has been successful in achieving the contract for South Auckland.

The team consists of experienced community nurses trained and supported by a Physiotherapist who assess and instruct participants in their own home.

The team is managed by a Project Co-ordinator who ensures all referrals are actioned within a timely manner and feedback to the PHO is managed.

Participants can be referred by any health professional via a faxed referral form or telephone call, or self referral via the telephone.

Contact Details

Focus Medi-call

13 Coyle Street Sandringham

Fax: 8461232

Phone 8466295 Ext 104

Further Information

Mags Rimmer - Project Co-ordinator Focus Medi-call 846 6295 Ext 210

Jennifer Ventimore – ACC Injury Prevention Consultant 9158587

www.acc.co.nz/injury-prevention/growing-and-living-safely/older-adults/preventing-falls/otago-exercise-programme/

Referring patients to Kidz First EC or for admission

When referring patients to Kidz First EC or for admission please direct the patients to the front of the hospital to the EC entrance. All admissions and ED referrals are processed through the EC triage desk and not at Kidz First Hospital.

Also please note that families have to pay for parking unless their child is actually admitted and then one caregiver may have free parking if there is a car space available.

Locum doctor scheme for general practice

A workforce initiative identified as high priority by GPs is a locum scheme to allow them time-out to upskill etc. Counties Manukau DHB is looking at running a small-scale test pilot. For any enquiries please contact Bronwyn Anderson, Project Manager Workforce Development on 09-262 9566 or bronwyn.anderson@cmdhb.org.nz.

Healthpoint

www.healthpoint.co.nz

CMDHB are providing you with information for the patients you are referring to our services. This information is freely available on a website www.healthpoint.co.nz.

The medical directors have full editorial control of the information, meaning patients will have relevant and service specific information that will prepare them for their first appointment.

Providing a single access point for this information means:

- Easy to use
- Information is accurate and updated. The quality system ensures all information is reviewed at least 3-monthly.
- Printer friendly format.
- In the future you will be able to log onto the site and access doctor only information.

Services in Respiratory, Orthopaedics and Radiology are now available for you to view and share with your patients.

South Auckland Health Foundation Building a healthier community

Every day we work to raise funds for a wide range of health facilities and services, from Kidz First Children's Hospital, to the National Burn Centre, community-based health programmes and the Auckland Spinal Unit.

Through all this we have one goal in mind – 'Building a healthier community.'

The Foundation's main fundraising focus continues to be for the National Burn Centre, which will be built onsite at Middlemore Hospital later this year.

Thanks to the continued support of the New Zealand public the Foundation has now reached over \$1 million of its \$1.5 million fundraising campaign.

Recent events include the 24-Hour Ladderclimb at Auckland's Viaduct Harbour and the Papakura Field-Days, which was organised by the Lions Service Organisation as part of its overall fundraising for the new facility.

A \$2 Scratch 'n' Win competition is currently underway with tickets being sold by Kiwanis Service Groups, Bunnings Warehouse and Benchmark Building Supplies. Middlemore Hospital's Spotless Services is also selling tickets through its onsite cafés.

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