

# Primary Care News

Keeping up communication between Auckland and Waitemata DHBs and Primary Care

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## Clinical Services Updates

### Invitation to Auckland DHB Open Evening for Primary Care Providers

- Really useful things you need to know about sick (and not sick) kids.
- Complex pain and children - what is the story?
- A short tour - Starship Children's Hospital

Auckland DHB warmly invites all **General Practitioners and Practice Nurses** working in the Auckland District to attend their next Auckland DHB Open Evening. It will be held at Auckland City Hospital on the evening of 12<sup>th</sup> September.

GPs and Practice Nurses who have attended past meetings have appreciated the knowledge and clinical updates they have gained at these events. They also enjoy the collegial support, networking and "*putting names to faces*" aspects of the evening. The tours are also an important component of the evenings.

Their next Primary Care Open Evening will focus on paediatrics and will include: presentations, a site familiarisation tour, and Q&A. Please also note this event qualifies for Continuing Medical Education (CME) points and certificates will be issued for nursing portfolios.

Please contact Leanne Kirton at [Leanne.Kirton@waitematadhb.govt.nz](mailto:Leanne.Kirton@waitematadhb.govt.nz) should you have any queries or confirm your attendance with her by 7th September.

Please note places are filling fast!

### Free Vasectomy Service - Waitemata DHB

Waitemata DHB provides a FREE vasectomy service available for men who have completed their families. GPs can send eReferrals for vasectomy to gynaecology "other" along with a scanned CPAC Sterilisation Score which is available on [Healthpoint](#). Any questions can be directed to Ally Wang, Clinic Scheduler on 486 8920 ext: 3052.

### Changes to the National Immunisation Schedule

Changes to the National Immunisation Schedule have now been confirmed by PHARMAC. From 1 January 2017, the HPV vaccine will change to Gardasil 9, and both females and males from ages 9 to 26 years (inclusive) will be eligible and funded through the School Based Immunisation Programme and via General Practice. For those aged 9 to 14 years, two doses of the vaccine are recommended, six months apart. For those aged 15 years and older, three doses of the vaccine are recommended. Other changes to the Schedule will take effect from 1 July 2017. For more information click [here](#).

## Support, Education and Opportunity

### New Campaign for Asian New Migrants and Students - Auckland DHB

Auckland DHB has rolled out a targeted multilingual media campaign entitled ‘*Healthcare – where should I go?*’ to Asian new migrants and students living in the Auckland city centre and inner city fringe suburbs. Its intent is to increase awareness of:

- where to go for **urgent, less serious** health concerns, and when to go to the hospital emergency department (ED) for **emergency care**, and
- the benefits of enrolling with a local family doctor, or seeing one regular doctor who can manage one’s overall health (for those who are not eligible or entitled to enrol).

For more information, visit the revamped Your Local Doctor website [www.yourlocaldoctor.co.nz](http://www.yourlocaldoctor.co.nz) which can be viewed in either English, Chinese or Korean, and go to the *Useful Links* page to access the ‘*Healthcare - where should I go?*’ campaign materials (English, Simplified Chinese, Korean, and Hindi). Podcast videos (English, Mandarin and Hindi), multilingual factsheets on the NZ health & disability system, and links to other health services and resources are also available on the site.

### Emergency Planning - Auckland and Waitemata DHBs Planning Underway

Currently health and emergency services are planning for a national tsunami exercise. The national exercise will be based on a regional source tsunami scenario, and will test New Zealand’s preparations for, response to, and recovery from, a national tsunami impact.

Waitemata DHB has large tsunami exposures on both sides of its district, with exposure to tidal surges and the potential of inundation. A regional source tsunami will likely impact on the east coast. Waitemata DHB are working on emergency plans with residential aged care, GPs and pharmacies in Orewa as this is an identified area of risk. Key agencies will be involved in the exercise on the 31<sup>st</sup> August 2016.

The tsunami exposure in the Auckland district is smaller. Auckland DHB will have an Incident Management Team organised and exercising on the day. We will not be calling on Auckland district primary care organisations to participate in our Auckland DHB response to this.

#### How are your emergency plans?

While a tsunami might not affect you, it’s worth checking that you have an emergency plan and that your plan up to date. Have you tested your plan recently? Consider using spring-time to update and refresh your plans, and your staff awareness of emergency procedures. If you need any advice or assistance, please do not hesitate to contact the following people:

Auckland and Waitemata DHBs Emergency Planning Contacts		
Primary Healthcare (Auckland Metro)	Fred Henare, <a href="mailto:Fred.Henare@waitematadhb.govt.nz">Fred.Henare@waitematadhb.govt.nz</a>	021 802 289
Auckland DHB	Justin Rawiri, <a href="mailto:JRawiri@adhb.govt.nz">JRawiri@adhb.govt.nz</a>	021 893 603
Waitemata DHB	Jocelyn Peach, <a href="mailto:Jocelyn.Peach@waitematadhb.govt.nz">Jocelyn.Peach@waitematadhb.govt.nz</a>	021 784 321

## Support, Education and Opportunity Contd.

### What is the Auckland Waitemata Rural Alliance?

The Rural Alliance has been set up to provide advice and direct improvement in care and services across rural areas in Auckland DHB and Waitemata DHB. It has a particular focus on patient-centred care, service delivery, integration and sustainability issues. It will advise the Auckland Waitemata District Alliance on issues that impact on rural primary healthcare, rural community services and provide a rural lens on all health services.

The Rural Alliance has representation from rural general practices covering the areas of Wellsford, Warkworth (and Kawau Island), West Rodney, Waiheke Island and Great Barrier Island, servicing a combined enrolled population of 59,293 patients (as at 30 June 2016).

### The Rural Alliance Stocktake

The Auckland Waitemata Rural Alliance has completed a stocktake of rural general practice services across both DHBs. This has provided baseline information which provides a clear understanding of the current rural environment. This includes the range of services delivered, those areas deemed as high clinical priorities and areas for development.

The preliminary areas of focus for the work plan are:

- Increasing access to ultrasounds
- Provision of Point of Care Testing (POCT) - International Normalised Ratio (INR), C-Reactive Protein test (CRP), Troponin, D-Dimer, Full Blood Count
- Additional service delivery via Primary Options for Acute Care (POAC)

A Summary Report of the Rural General Practices' Services Stocktake will be available on the Waitemata DHB website soon.

### Localities for Community Services - Auckland DHB

The Community and Long Term Conditions Directorate at Auckland DHB has established five locality based Community Teams. These teams include District Nursing, Allied Health, Home Based Support Services, NASC and Community Rehabilitation. Over time other services will join each locality team.

The five localities can be seen by clicking on this [map](#); all have a similar population size. Initially the teams will work out of their existing base but may move to physical community-based locations in the future. Each multidisciplinary locality team provides a range of integrated healthcare and social services in the home. It is intended that each team will develop strong relationships with the Primary Care practices in their locality and will work closely with GPs and Practice Nurses. The teams will also be able to assist Aged Residential Care facilities with the management of their patients. The referrals process will remain the same using E Referrals to a specific service where possible. These referrals will then be forwarded to locality teams to action.

**A single phone contact for all services and all localities is (09) 631 1234**

For further details please visit the Auckland DHB Community Services Healthpoint page by clicking [here](#) or contact Jim Kriechbaum, Primary Care Clinical Director: [JimK@adhb.govt.nz](mailto:JimK@adhb.govt.nz)

## Support, Education and Opportunity Contd.

### Self-Management Courses across Auckland and Waitemata DHB areas

**Free diabetes self-management courses** are available for people living in Auckland and Waitemata DHB areas with Type 2 diabetes, a high risk of CVD, or who are pre-diabetic.

For courses run by **Waitemata PHO** on the **North Shore** or in **West Auckland** click [here](#).

**ProCare** also run these self-management education courses across Waitemata DHB. For further information please click [here](#) or contact Nivedita or the Self Management Education team: life@procare.co.nz , Telephone 09 354 7770, or text or call 027 339 5740.

**Auckland PHO** run courses in **Central Auckland**, please contact Wayde for further information: [wayde@aucklandpho.co.nz](mailto:wayde@aucklandpho.co.nz) or Telephone 09 379 4022.

### Supermarket Tours - Waitemata DHB Area

Comprehensive Care in association with Waitemata PHO are now advertising dates for free dietitian-led supermarket tours for people with Type 2 diabetes. These tours could help your patients make better food choices and manage their diabetes. For more information please click on this [link](#).



### New Stop Smoking Service - Auckland & Waitemata DHB Areas

A new, regional Stop Smoking Service in Auckland & Waitemata started on 1 July 2016 and is being delivered by [ProCare](#), [The Fono](#) and [Ngāti Whātua Ōrākei](#). The service is free to anyone who is eligible for publically funded health services, ready to stop smoking, and lives, works or plays in the Auckland or Waitemata DHB regions. The service has a particular focus on supporting Maori, Pacific, and pregnant women. People are enrolled on a four-week programme, tailored to meet the individual's needs and can choose either group-based sessions or one-to-one support sessions, as well as receiving free NRT.

Referrals to the service can be made by anyone – GPs, nurses, midwives, dentists, hospital doctors, community groups - provided you have the person's verbal consent.

So if you have a patient or know someone who is ready to stop smoking, phone **0800 500 601** or complete the simple online [Stop Smoking Referral Form](#) available via the homepage of the ProCare website [www.procare.co.nz](http://www.procare.co.nz) For general enquiries, email [stopsmoking@procare.co.nz](mailto:stopsmoking@procare.co.nz).



## Support, Education and Opportunity Contd.

### Auckland DHB Health Excellence Awards

The Auckland District Health Board 2016 Health Excellence Awards are open to everyone who provides services for or on behalf of Auckland DHB.

The Awards have been highlighting examples of excellence that make a difference to the health and experience of our patients and community since 2011. Applications are invited from Auckland DHB employees and contractors, primary care organisations, GP practices and NGOs who provide services to the Auckland DHB population that keep our community fit, well and healthy.

Whether you are in a clinical or non-clinical position, you are encouraged to register for an award in one or more categories.

The closing date for applications is 5 September 2016. For further information including application forms please click [here](#).

### Feedback to Auckland and Waitemata DHBs

Both Auckland and Waitemata DHBs are keen to receive feedback on the services provided both to patients and to primary care providers.

#### Auckland DHB

- If you would like to provide feedback, report an incident or make a complaint please contact Consumer Liaison by clicking [here](#)
- Alternatively contact either the appropriate Senior Medical Officer (SMO) concerned or the Primary Care Director for the service as listed on page seven

#### Waitemata DHB

- Feedback can also be provided via emailing the DHB directly via the DHB customer feedback system by clicking [here](#)
- Ongoing or unresolved issues should be raised with PHO Clinical Directors or [Stuart Jenkins](#), Primary Care Clinical Director
- Contact the Senior Medical Officer (SMO) concerned in the first instance

### Free Training to Assist Raising Healthy Kids Programme

Auckland and Waitemata DHBs want to thank GPs and Practice Nurses for their continued support in acknowledging referrals for children identified as obese as part of the Before School Check (B4SC) Programme. Practices will be contacted shortly by the DHB dietetics department who will offer free support and training in a brief intervention, as well as information on available referral pathways. If you work in the Auckland or Waitemata DHB area, please contact Hannah Gentile if you would like to register your practice's interest in receiving training: [Hannah.Gentile@waitematadhb.govt.nz](mailto:Hannah.Gentile@waitematadhb.govt.nz)

## Support, Education and Opportunity Contd.

### CME Event Calendar

To view current CME/CPD opportunities within the Auckland and Waitemata Districts please follow this [link](#). If you have events that you would like us to include on the training calendar, please send information to: [primarycarenews@waitematadhb.govt.nz](mailto:primarycarenews@waitematadhb.govt.nz).

### Auckland DHB GP Help & Consultant Advice Lines

**GP Help Line** - to speak to medical staff 09 307 2800

#### Consultant Advice Lines

- Cardiology: Admissions: 09 307 2800; for Cardiology Registrar on call and consultant advice 09 375 4388
- General Medicine: General Medicine Consultant: 021 555 256, General Medicine Registrar: 021 938 477
- General Surgery: 021 938 931
- Gynaecology: 09 307 2800 and ask for the on call Gynaecologist
- Obstetrics: 09 307 2800 and ask for the on call Obstetrician
- Neurology: 09 375 3484
- Renal: 021 938 167 (9.00am-5.00pm Mon-Fri)
- Respiratory: 09 375 3414
- ED SMO: 021 410 539 (Available from 8.00am to 12.00pm every day)
- Gastroenterology: 021 884 631 on call Registrar
- Endocrine Registrar: 021 323 715
- The Acute Eye Referral Line: 09 630 9964
- Paediatric: 021 740 271
- Starship Children's Hospital Emergency Department: 09 307 4902

### Waitemata DHB GP Help Line

**GP Help Line** - to speak to medical staff - 09 486-8908

### Useful Links

[Click here to subscribe](#) to Ailsa Claire's Blog, Chief Executive Auckland DHB

[Click here to subscribe](#) to Counties Manukau Health's E-Update for Primary Care

[www.seniorline.org.nz](http://www.seniorline.org.nz) - an online directory of services for older people

**Follow Auckland Regional Public Health Service** on social media to keep up with public health issues affecting Auckland:

Twitter: [@akldpublichealth](https://twitter.com/akldpublichealth)

Facebook: [Auckland Regional Public Health Service](#)

Healthy Auckland Together - Twitter: [@HealthyAuckland](https://twitter.com/HealthyAuckland)

## Primary Care Contacts and Next Issue

### DHB Clinical Contacts for Primary Care

#### Auckland and Waitemata DHB Planning, Funding and Outcomes

Stuart Jenkins, Primary Care Clinical Director [Stuart.Jenkins@waitematadhb.govt.nz](mailto:Stuart.Jenkins@waitematadhb.govt.nz)

Jean McQueen, Primary Care Nursing Director [Jean.McQueen@waitematadhb.govt.nz](mailto:Jean.McQueen@waitematadhb.govt.nz)

#### Auckland DHB Primary Care Directors

Diana Good, Women's Health [DianaG@adhb.govt.nz](mailto:DianaG@adhb.govt.nz)

Barnett Bond, Paediatrics, Radiology [BarnettB@adhb.govt.nz](mailto:BarnettB@adhb.govt.nz)

Adult Medicine and Oncology - currently vacant but contact [JimK@adhb.govt.nz](mailto:JimK@adhb.govt.nz) until further notice

Kristin Good, Mental Health [KristinG@adhb.govt.nz](mailto:KristinG@adhb.govt.nz)

Kathy McDonald, Surgery [KMcDonald@adhb.govt.nz](mailto:KMcDonald@adhb.govt.nz)

Jim Kriechbaum, Cardiovascular Community and Long Term Conditions [JimK@adhb.govt.nz](mailto:JimK@adhb.govt.nz)

Jock Carnachan, Orthopaedics, [JockC@adhb.govt.nz](mailto:JockC@adhb.govt.nz)

#### Waitemata DHB Primary Care Advisor

Kim Bannister, [Kim.Bannister@waitematadhb.govt.nz](mailto:Kim.Bannister@waitematadhb.govt.nz)

### Do you want to Contribute to our Primary Care Newsletter?

The Auckland and Waitemata DHB's Primary Care newsletter is a monthly newsletter for general practitioners and practice nurses across Auckland and Waitemata districts.

Please keep your articles to 100 words or less with a link to a website where recipients will find more information. Please ensure the articles have already been written rather than providing information via fliers or emails. Also, please consider how your content is relevant to Primary Care, what do they need to know.

#### Include:

- photos/illustrations/logos as high-res, jpegs or image files
- complete articles in word documents or in the body of the email
- a contact person and their details listed within the article.

The content deadline for the next issue is 5.00pm, **2 September 2016**. Please send all contributions to: [primarycarenews@waitematadhb.govt.nz](mailto:primarycarenews@waitematadhb.govt.nz).

### New Primary Care News e-Format Available

The Auckland and Waitemata DHBs Primary Care Newsletter is also available in an electronic format. Click [here](#) to subscribe to the e-version. Please feel free to pass on comments about our newsletter to: [Primarycarenews@waitematadhb.govt.nz](mailto:Primarycarenews@waitematadhb.govt.nz)