

Primary Care News

Keeping up communication between Auckland and Waitemata DHBs and Primary Care

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Services Update

Auckland DHB Primary Care Open Evening

As part of its on-going programme of primary care engagement and continuing professional development, Auckland DHB is holding another Open Evening on Tuesday 30 May. Topics are as follows:

- Obstructive Sleep Apnoea (OSA) in adults and children
- Practical issues with Continuous Positive Airway Pressure (CPAP)
- Surgical management for adults and children
- Other Sleep Issues will also be discussed

The evening will also include a tour of the Auckland Hospital sleep lab and an equipment demonstration

The event will take place from 6.30pm - 9.00pm at Auckland City Hospital. Both General Practitioners and Practice Nurses are welcome to attend. Please note this event qualifies for continuing medical education (CME) points, and certificates will be supplied for nursing portfolios.

To RSVP, or if you have any queries about the event, please email Leanne Kirton at leanne.kirton@waitematadhb.govt.nz no later than Friday 26 May 2017.

A New Funded Smokefree Services for your Patients

Ready Steady Quit is a free, four-week programme that gives people who want to quit smoking the support they need to stop.

The programme offers:

- FREE face-to-face support using stop smoking techniques. For those that prefer the support of others on the journey, group sessions are available.
- FREE nicotine replacement options - gum, lozenges and patches.

Participants must live, work, learn or play in **Auckland or Waitemata DHB** regions and be eligible for publicly-funded health services.

To make a referral, see the website, www.readysteadyquit.org.nz, call us on 0800 500 601 or email us info@readysteadyquit.org.nz



Services Update Contd.

New In-home Strength and Balance Falls Prevention Programmes Available

Auckland and Waitemata DHBs

A new free In-home Strength and Balance programmes to reduce falls in older frail adults has been launched:

- Auckland DHB - delivered by ADHB's community physiotherapy service
- Waitemata DHB - delivered by TBI Health

Both programmes are based on the Otago Exercise Programme, which has been shown in trials to reduce falls in older adults by over a third. GPs and practice nurses, please consider referring any older patient living at home who is at risk of falls.

Referrals

Patients need to have an identified fall risk/strength and balance issue (recent fall, difficulty getting out of a chair, or reduced activity due to fear of falling) **and** be too frail to attend a community group programme.

Please specify "**Falls: Strength and Balance**" in 'Reason/Provisional Diagnosis' heading of eReferrals (Community Allied Health, Physiotherapy, or Older Adults Health).

A falls prevention pathway is **now live**: <http://aucklandregion.healthpathways.org.nz/index.htm>

For any queries:

- Auckland DHB please contact Anna McRae, Allied Health Director: 021 817 290
- Waitemata DHB please contact Penny Barnes, Physiotherapist, TBI :027 558 5544

Hepatitis C Service Delivery Impacting

Thanks to your efforts over the last 6 months of 2016, the Northern Region has seen 361 people diagnosed with Hepatitis C . 72% of them have genotype one, and are therefore eligible for the all oral, 12 week treatment that Pharmac fully subsidises.

52% of those patients prescribed these new treatments were started in the community, with the support of the 81 registered AbbVie Care Pharmacies. This supports their health needs close to home, and is curing the vast majority from the on-going effects of the hepatitis C virus.

You can support this effort through identifying patients partially coded within your PMS systems and consider utilising the RNZCGP Hepatitis C audit tool (published on the members only part of the College's website) to plan next steps.

For more information see the following "Hepatitis C" pathway:

Under gastroenterology => Liver conditions: <http://aucklandregion.healthpathways.org.nz>

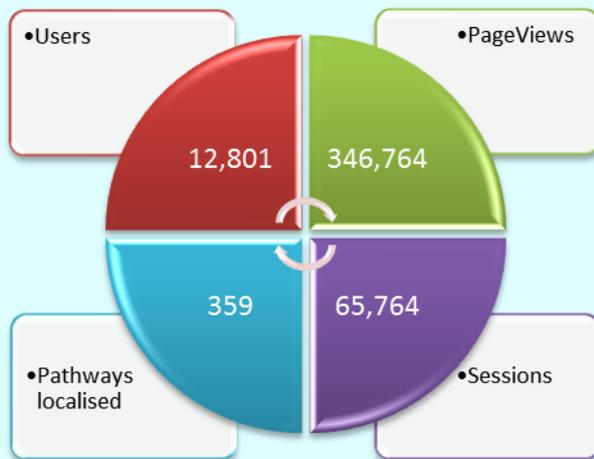
Plans for some financial assistance to support your efforts is also in development...watch this space.

Services Update Contd.

Auckland Regional HealthPathways

Where are we at?

Since the launch of the Auckland Regional HealthPathways platform on August 24th 2015:



Latest pathways localised for the region include:

- Falls prevention [Falls and Balance Services](#)
- Family Violence – suite of pathways
- Asthma in Pregnancy
- Regional Blue Card added to COPD Pathway
- Alcohol Intervention
- Adult Weight Management
- Blood or Body fluid exposures
- Emergency Contraception
- Practical Prescribing guide
- Neck Lumps in Children

To access the Auckland Regional HealthPathways site you will need to visit:

<http://aucklandregion.healthpathways.org.nz>

Programme Team:

Catherine Turner, Programme Manager: catherine.turner@middlemore.co.nz

Dr Charlotte Harris, Clinical Lead: charlotte@aucklandpho.co.nz

Sarah Hyder, Development Lead: sarah.hyder@middlemore.co.nz

Support, Education and Opportunity

Raising Healthy Kids – How Are We Doing?

General practice is a central part of the Raising Healthy Kids Target, and we would love to know how we are doing with engaging you. Please click [here](#) to complete a quick survey to help us support General Practice better. Your answers are anonymous.

If you have any questions or comments about the programme please contact Hannah Gentile, Programme Manager, by emailing: Hannah.Gentile@waitematadhb.govt.nz

World Games to Impact Hospital Parking and Traffic in West and North

The World Masters Games will be on in Auckland from April 21 – 30 with events at Lake Pupuke and the North Shore Squash Club in Takapuna, as well as Trusts Stadium and West Wave Aquatic Centre in Henderson. These events will have an impact on traffic and parking for patients and visitors to Waitakere and North Shore hospitals with an influx of spectators for the sporting events.

It would be helpful if you could make your patients aware that less roadside parking will be available around North Shore Hospital during this period and if visiting either hospital, they should allow plenty of time ahead of their appointment due to increased traffic volumes.

Please note that all designated patient parking areas inside both hospital grounds will be unaffected.

Urgent care clinics and hospital staff have been made aware of the potential increase in patient numbers over this period. If you have any queries, please contact Waitemata DHB Emergency Response Advisor, Jackie Ferries on 484 6109.

Patient Eligibility

Eligibility for public funded healthcare can be a sensitive and difficult subject for doctors and other health professionals to discuss with patients. To avoid stress and financial difficulty it is important patients are made aware that they may not be eligible for publicly funded healthcare, before treatment commences.

Patients assume because they are enrolled with a GP and have an NHI number they are automatically eligible. This is not always the case.

Who is eligible?

The Ministry of Health sets out the Eligibility criteria and you can find the Guide for Eligibility on the Ministry of Health Website: www.moh.govt.nz/eligibility

Three areas of concern, which may be misleading patients with regard to eligibility are: Work Visas, and the Reciprocal Acts with Australia and the United Kingdom. All three have conditions.

Referring non-eligible patients for hospital treatment?

To avoid surprise, stress and confusion please ensure non-eligible patients know that they may have to pay for services before your refer them to the hospital. This will allow patients to make informed choices, and seek alternate care if needed. If you have any questions please feel free to email:

patienteligibility@adhb.govt.nz or phone 09 630 9943 or 09 638 0302.

Support, Education and Opportunity Contd.

Diabetes Self - Management Education (DSME)

Auckland PHO manages the DSME contract for all the PHOs in Auckland DHB. All general practices in the catchment can refer to the DSME programme regardless of which PHO you belong to. The DSME courses are free to all patients. The courses adhere to the Northern Regional DSME standards, are evidence based, and adapted and delivered according to the needs of each specific group i.e. courses are held during the day and evening, ethnic language specific and location based.

Referral to the programme is via the patient's GP practice. There is an outbox form that can be faxed to 09 379 4024 or emailed to sue@aucklandpho.co.nz or wayde@aucklandpho.co.nz. Self-referrals are also accepted. If your practice does not have an outbox referral document please call Sue Peters or Wayne Hemp at Auckland PHO on 09 379 4022.

CME/CNE Training Calendar

Please click [here](#) to view our collated CME/CNE Calendar for the 2017 year. If you would like courses added to this calendar please contact Leanne Kirton at the following email address: Leanne.Kirton@waitematadhb.govt.nz. This calendar is also available on the Health Pathways website under education events: <http://aucklandregion.healthpathways.org.nz>

Typhoid Outbreak

Easy-to-read information on the Auckland typhoid outbreak is available in English and Samoan via this link - <http://www.arphs.govt.nz/typhoid-response>

Please direct any patients with concerns about typhoid to these resources prepared by Auckland Regional Public Health Service.

Feedback to Auckland and Waitemata DHBs

Both Auckland and Waitemata DHBs are keen to receive feedback on the services provided 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 7

Waitemata DHB

- Contact the Senior Medical Officer (SMO) concerned in the first instance
- Feedback can also be provided via emailing the DHB directly via the DHB customer feedback system by clicking [here](#)

Support, Education and Opportunity Contd.

Auckland DHB GP Help & Consultant Advice Lines

Acute Admissions - call 09 307 2800 and ask for the appropriate registrar on-call.

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

Consultant Advice Lines

Please consider using eReferrals requesting Specialist Advice

- Cardiology: Admissions: 09 307 2800; for Cardiology Registrar on call and consultant advice: 09 375 4388
- General Medicine: General Medicine Registrar: 021 938 477, Consultant 09 307 2800 and ask for on-call Consultant
- General Surgery: 021 938 931
- Gynaecology: 09 307 2800 or contact on-call SMO 021 942 708
- 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 (8.00am—10.00pm daily)
- 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
- Rapid Response (Triage Nurse Specialist) 021 193 10 25
- Women's Assessment Unit Clinical Care Midwifery Service (available 24 hrs) 021 912 428

Waitemata DHB GP Help Line

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

- Waitemata DHB direct dial paediatric advice line for GPs: 0800 Child Dr. This is staffed 8.00am - 4.00pm by an SMO, and after-hours redirects to on-call Registrar

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 - an online directory of services for older people

Auckland Regional Public Health Service :

[Public Health Bulletin](#)

Twitter: [@akldpublichealth](#)

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

Healthy Auckland Together - Twitter: [@HealthyAuckland](#)

Primary Care Contacts and Next Issue

DHB Clinical Contacts for Primary Care

Auckland and Waitemata DHs Planning, Funding and Outcomes

Stuart Jenkins, Primary Care Clinical Director Stuart.Jenkins@waitematadhb.govt.nz

Jean McQueen, Primary Care Nursing Director Jean.McQueen@waitematadhb.govt.nz

Auckland DHB Primary Care Directors

Diana Good, Women's Health : DianaG@adhb.govt.nz

Barnett Bond, Paediatrics, Radiology: BarnettB@adhb.govt.nz

Kristin Good, Mental Health: KristinG@adhb.govt.nz

Kathy McDonald, Surgery: KMcDonald@adhb.govt.nz

Jim Kriechbaum, Cardiovascular Community and Long Term Conditions & Adult Medicine: JimK@adhb.govt.nz

Jock Carnachan, Orthopaedics: JockC@adhb.govt.nz

Waitemata DHB Primary Care Advisor

Kim Bannister, 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, 3rd May 2017**. Please send all contributions to: 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