

# Primary Care News

Keeping up communication between Auckland and Waitemata DHBs and Primary Care

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## Services Update

### Waitemata DHB – Primary Care Connections Forum at Whenua Pupuke

Waitemata DHB warmly invite all general practitioners and practice nurses to the first Waitemata DHB Primary Care Connections Forum to be held at our new Whenua Pupuke - Waitemata Clinical Skills Centre. The Forum has specifically been developed as part of the new centre's opening week activities. It will take place on **Tuesday 13 June 2017, 6.30pm – 8.45pm.**

Whenua Pupuke is located on the lakefront on the North Shore Hospital campus where we will be hosting our continuing professional development programme. This event is kindly supported by both Procure and Comprehensive Care.

The June Primary Care Connections Forum will give you the opportunity to view the new clinical skills centre and hear from our key note speaker, Sir Harry Burns. Sir Harry recently retired as the Chief Medical Officer for Scotland. He is a very engaging speaker, and is passionate about a patient-centred approach to healthcare development. The evening will also provide opportunities for updates and discussion on the following topics:

- The Waitemata DHB Community Services Plan
- Safety and Practice
- Better Diabetes Care
- Our Health in Mind – An update on this primary mental health initiative
- Clinical pathways and e-referrals

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](mailto:leanne.kirton@waitematadhb.govt.nz) no later than Thursday 8<sup>th</sup> June 2017.

### Direct Access to Psychiatry Advice - Waitemata DHB

GPs working in the Waitemata DHB area now have direct access to a consultant psychiatrist during office hours.

Dr Mimoza Trenceva is now available on 021 784 613 specifically to support GPs working within the Waitemata DHB area to assist with treatment and diagnosis decisions.

The GP helpline for Alcohol and Drug service remains available on 021 784 288.

## Services Update Contd.

### 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 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](mailto:leanne.kirton@waitematadhb.govt.nz) no later than Friday 26 May 2017.

### Starship Community Services

On the 1st May the Starship Community Services moved to a virtual locality-based model with some centralised functions. Our aim is to improve outcomes for children, their families and whānau with particular emphasis on reducing inequalities through a whānau-centred model of care and knowing and working closely within the ADHB localities.

The new structure includes the following multidisciplinary groups, a new leadership team and is known as Starship Community. This is made up of:

- Central Team – for all centralised and regional functions including referral management, school based immunisations, regional refugee health promotion, family options
- Hearing and Ear Health Team – including Audiology, Newborn Hearing Screening, Vision and Hearing Testers and Ear Nurses
- Locality based teams – including nursing, allied health, health promoters and community health workers. They are:
  - ◇ Maungarei Locality – this includes the Maungakiekie-Tamaki Local Board and the Otahuhu area
  - ◇ Owairaka, Rangitoto, Ōrākei Localities – This includes the Albert-Eden, Waitemata and Orakei local boards
  - ◇ Whau Locality – This includes the Whau and Puketapapa local boards

See the Starship Community Services page on [Healthpoint](#) for further details.

Referrals can be emailed to [Starship.Community@adhb.govt.nz](mailto:Starship.Community@adhb.govt.nz) or faxed to (09) 631 0781 ext 29881. This applied to all referrals previously sent to Paediatric Home Care; Child Development Team, Child and Youth Health Team, Early Childhood Health Team.

If you have any queries or would like any further information about these changes please contact Paula Seymour, Operations Manager, Starship Community: [PaulaSeym@adhb.govt.nz](mailto:PaulaSeym@adhb.govt.nz)

## Services Update Contd.

# AUCKLAND REGIONAL / *Te rohe o Tāmaki Makaurau* HealthPathways

Auckland Regional HealthPathways continues to make great progress, and usage by Clinicians is increasing.

- The last quarter (Jan 1, 2017 to Mar 31, 2017) has seen an increase in the number of Clinicians accessing the Auckland Regional HealthPathways (up 43% from the previous quarter).
- Abnormal Uterine Bleeding has overtaken Deep Vein Thrombosis (DVT) as the most viewed pathway.

Catherine Shakespeare has joined the team as the Implementation Lead for the Region, please contact her at: [Catherine.Shakespeare@middlemore.co.nz](mailto:Catherine.Shakespeare@middlemore.co.nz).

[Click Here](#) for the latest update.

## Opioid Substitution Treatment – Reimbursement for Authorised GPs

From 1 May 2017 authorised GPs who provide Opioid Substitution Treatment (OST) to patients will be able to claim a reimbursement for a fixed number of patient GP visits per year. This service is for patients who are identified as stable and suitable to receive this care from an authorised GP by the Community Alcohol and Drug Service (CADS)/Auckland Opioid Treatment Service. This reimbursement will cover patient co-payments for face-to-face visits and repeat prescriptions.

In order for authorised GPs to claim under this arrangement, the Primary Options for Acute Care (POAC) service will manage this. Please follow the normal process to claim electronically. Use the code '**Opioid Substitute Treatment**' when referring. Visit the POAC website [www.poac.co.nz](http://www.poac.co.nz) for full details.

### Contact Details for POAC:

Phone: 09 535 7218

Website: [www.poac.co.nz](http://www.poac.co.nz)

Email: [deannew@easthealth.co.nz](mailto:deannew@easthealth.co.nz)

### Contact details for OST service related issues:

CADS Auckland Opioid Treatment Service (AOTS) - formerly Auckland Methadone Service

Phone: 09 815 5841

## Support, Education and Opportunity

### Dementia: Updates on Primary Care Assessment Pathway

A Cross Cultural Interest group is holding a workshop to review primary care assessment dementia pathways and to discuss how to engage Asian people in dementia research. This is the second of a two-part workshop process but new participants are welcome. The workshop will take place in June, with the date yet to be advised. For further information or to RSVP: Email: [dianee@adhb.govt.nz](mailto:dianee@adhb.govt.nz)

### Waitemata DHB Health Excellence Awards

This year's Health Excellence Awards will be held in the new Whenua Pupuke-Waitemata Clinical Skills Centre at North Shore Hospital on **Wednesday 14 June, 4.00pm-6:30pm**. The five oral presentation finalists, selected from the preliminary rounds in April, will be vying for the top prize. The evening will also include a CEO Lecture by Sir Harry Burns, the professor of global public health at the University of Strathclyde and a former Chief Medical Officer for Scotland. The awards are included in a programme of events scheduled to coincide with the centre's opening week celebrations. RSVP (for catering purposes) by 5 June to [research@waitematadhb.govt.nz](mailto:research@waitematadhb.govt.nz). Visit the [Health Excellence Awards webpages](#) for more details and to vote for the People's Choice poster award.

### 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](http://www.readysteadyquit.org.nz), call us on 0800 500 601 or email us [info@readysteadyquit.org.nz](mailto:info@readysteadyquit.org.nz)



## 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](mailto:sue@aucklandpho.co.nz) or [wayde@aucklandpho.co.nz](mailto:wayde@aucklandpho.co.nz). Self-referrals are also accepted. If your practice does not have an outbox referral document please call Sue Peters or Wayde Hemp at Auckland PHO on 09 379 4022.

### Continuing Professional Education Calendar

Please click [here](#) to view our collated Professional Education Calendar, for GPs and nurses, 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](mailto:Leanne.Kirton@waitematadhb.govt.nz). This calendar is also available on the Health Pathways website under education events: <http://aucklandregion.healthpathways.org.nz>



### 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](http://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](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)

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 & Adult Medicine: [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, 5th June 2017**. 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)