

# Primary Care News

Keeping up communication between Auckland and Waitemata DHBs and Primary Care

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## Clinical/Services Update

### Auckland DHB & Mercy Hospice open evening for primary care 31st October

Primary care nurses and GPs are warmly invited to the next Auckland DHB Open Evening which we are running in conjunction with Mercy Hospice. The focus of the evening is on palliative care. You will have the opportunity to meet and talk with clinical leaders. Topics include:

- An overview of a new palliative care integrated model
- What's new in palliative care management? - this will include case discussions
- Palliative care clinical [HealthPathways](#)
- Palliative care and community services

The event is taking place at Mercy Hospice from 6.30pm - 9.00pm. A site tour will also be available during the evening.

Please also note this event qualifies for continuing medical education (CME) points and certificates will be provided for nursing portfolios. For further information or to register please email: [Stacey.Antonie@waitematadhb.govt.nz](mailto:Stacey.Antonie@waitematadhb.govt.nz).

### A new way of communicating with primary care

A new primary care communications platform called Medinz has recently been launched by Waitemata DHB to make it easier for general practices, community pharmacists and urgent care clinics to receive timely and accurate information.

The Medinz system will give primary care practitioners access to critical and urgent information from Waitemata DHB, and other health providers, that will assist in the care of their patients.

If you have any queries about this new communication platform or would like it activated for your practice please contact Leanne Kirton, Project Manager: [Leanne.Kirton@waitematadhb.govt.nz](mailto:Leanne.Kirton@waitematadhb.govt.nz)

### Primary healthcare Technical Advisory Group (TAG)

A Primary Healthcare TAG has been established for the Northern Health Region. The TAG's role is to:

- work with the DHB emergency planners to identify the potential for an emergency affecting the region;
- review existing plans and make recommendations for improvement;
- be available for advice in an actual incident response and recovery.

This year, a key role for the group will be contributing a primary healthcare point of view to pandemic planning for the region. The integration of health provider emergency plans into the regional health response will be a key topic. Click [here](#) for more information.

## Clinical/Services Update Contd.

### In-home strength and balance/falls prevention services – referrals required

A in-home strength and balance programme for older frail adults living at home was launched earlier this year. Referrals have been steady, but there is capacity for more referrals.

This programme ensures a physiotherapist assesses, prescribes and oversees the programme within the person's home for 6-months. The patient will be required to complete exercises regularly.

Patients need to;

- have an identified fall risk/strength and balance issue, **and**
- be too frail to attend a community group programme

For further information visit [Healthpathways](#) and search 'Falls':

E-Referrals need to specify '**falls: strength and balance**' in the reason/provisional diagnosis heading, but work is underway to establish a specific e-Referral form.

#### Contacts:

- Auckland DHB - Anna McRae, Allied Health Director 021 817 290.
- Waitemata DHB/TBI Health, Penny Barnes, Physiotherapist 0275 585 544.

### Auckland DHB pharmacies providing the Community Pharmacy Anti-coagulation Monitoring Service (CPAMS)

Community Pharmacy Anticoagulation Monitoring Service (CPAMS) is a free, point-of-care INR testing service for patients on warfarin.

The benefits are:

- Finger prick test only (no vial of blood required)
- Instant INR results and dosing advice
- No appointment required

CPAMS is available at 14 community pharmacies within the Auckland DHB area. Please click [here](#) to view full list. For more information about CPAMS and the evidence supporting it, please visit the weblinks below:

[CPAMS - Service Information](#)

[Further CPAMS reading and research for GPs and Pharmacists](#)

[CPAMS National Quality Report-Jul-Dec-2016](#)

For further information, please email [sarah.young2@waitematadhb.govt.nz](mailto:sarah.young2@waitematadhb.govt.nz), Programme Manager Community Pharmacy, Auckland & Waitemata DHBs.

## Clinical/Services Update Contd.

### Iron infusions in the community

- Eligible people will now be able to receive ferric carboxymaltose iron infusions in some general practitioners' clinics or other community based settings.
- Pharmac have decided to list ferric carboxymaltose (Ferinject) 50 mg per ml, 10 ml vial in Section B (Community) of the Pharmaceutical Schedule.
- Patients will need to meet the Special Authority criteria to be eligible to receive the funded medicine.

#### Any changes to the original proposal?

This was the subject of a [consultation letter](#) dated 2 June 2017, and after considering consultation feedback, Pharmac made the following changes:

- the decision will take effect from **1 October 2017**; and
- amendments to the proposed access criteria to:
  - remove the requirement to trial oral iron for some clinical circumstances; and
  - remove the ferritin limit for applications made by specialists (or on the recommendation of a specialist).

For more information please contact [Daniel Tsai](#), Community Pharmacy Programme Manager.

### District Nursing - Care Closer to Home for Auckland DHB patients

Auckland DHB's Community and Long Term Conditions Directorate has established five locality-based community teams, as part of its "Care Closer to Home" approach to community services. District Nursing sits alongside a multi-disciplinary team to provide holistic, integrated care that is coordinated around the client and their needs. In order for this to occur we will be strengthening our relationships and engagement with primary care. To support this we have appointed a Clinical Charge Nurse to each locality to provide a single point of contact for District Nursing within your locality. This will support quality patient care and coordination.

Over the next two months, the Clinical Charge Nurses will be engaging with primary care utilising various forums to introduce themselves, their teams and their services. Referrals to the service can be made via e-referrals.

For further information the contact number is **0800-631 1234**.

Further information about Auckland DHB Community Services can be found on [Healthpoint](#).

## Support, Education and Opportunity

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

[Auckland Regional HealthPathways](#) has been live for 2 years and over 50% of content has now been localised. The team is focusing on localising pathways that align with system level measures, regional and national priorities.

- Usage continues to increase, with a 13% increase in August compared with July.
- Instructions are now available on how to access HealthPathways directly from either Medtech32 or MyPractice.

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

## A new process to update patients' GP details at Auckland DHB

Auckland DHB is extending its current process for updating patient demographic details in our patient administration system (PAS). This will now include notification from GPs to update the GP details using the individually signed and dated enrolment forms of their patients.

The signed practice enrolment form should be sent to the Auckland DHB Data Quality Team by:

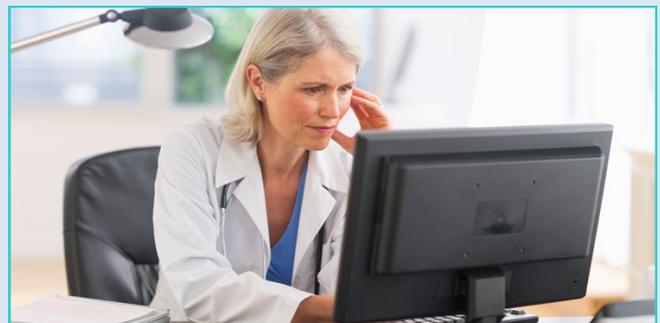
- Fax (09) 3072803
- Email: [dataquality@adhb.govt.nz](mailto:dataquality@adhb.govt.nz)
- Post: Data Quality Team, Building 21, Auckland City Hospital, Private Bag 92024, Auckland 1142

The update in our PAS will be processed by the Data Quality Team, and the enrolment form will be scanned into the ADHB clinical record.

Please be aware that if there is no named GP on the form, the patient will be associated with the Practice rather than an individual GP.

It is important that you continue to advise your patients to ensure they check and update their demographic details every time they have contact with Auckland DHB.

For further information please contact Mary Thompson: [MaryT@adhb.govt.nz](mailto:MaryT@adhb.govt.nz)



## Support, Education and Opportunity Contd.

### Improving medication administration in people with Parkinson's disease

Many people with Parkinson's disease are at high risk of medicines administration error due to their age, increased incidence of dysphagia and dependency on timely and accurate medication use.

A study is underway led by Dr Anna Miles and Monica Oad, faculty of Speech Science, University of Auckland, with collaboration from pharmacists at Waitemata DHB and supported by 'People With Parkinson's Incorporated' to improve the medication administration of people with Parkinson's disease.

An online survey is being circulated to gather information from patients and their carers about how they take their medicines. The results of the survey will guide the development of an education leaflet for circulation through GP practices and pharmacies and an interactive eLearning course for health professionals, patients and carers.

Please encourage your patients and their carers to complete the [online survey](#) so we can gather the best baseline information and understand their medicines administration issues.

For further information, please contact Angela Lambie [angela.lambie@waitematadhb.govt.nz](mailto:angela.lambie@waitematadhb.govt.nz)

### 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).

### 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](#)
- Ongoing or unresolved issues should be raised with PHO Clinical Directors or [Stuart Jenkins](#), Primary Care Clinical Director

## 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
- Mental Health GP advice line consultant psychiatrist - Dr Mimoza Trencvea: 021 784 613 (9-5 week days)
- The Community Alcohol and Drug Service (CADS) - Dr Vicki McFarlane: 021 784 288 (9-5 week days)

### 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

[Public Health Bulletin](#)

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 DHBs 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 share primary care news

To share news that you feel would be of value to primary care providers working in the Auckland and Waitemata DHB geographical areas please email your articles to:

[Primarycarenews@waitematadhb.govt.nz](mailto:Primarycarenews@waitematadhb.govt.nz)

Please keep your articles to approximately 120 words or less with a link to a website where recipients can find more information if required. 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:

- 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 October 2017 for articles relevant to Auckland DHB**. Articles that are clinically relevant to primary care providers working in **Waitemata DHB are welcome anytime**. Please send all contributions to:

[primarycarenews@waitematadhb.govt.nz](mailto:primarycarenews@waitematadhb.govt.nz).

Thank you!