

Primary Care News

Keeping up communication between Auckland and Waitemata DHBs and Primary Care

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Clinical/Services Update

A New Way of Communicating with Primary Care - Waitemata DHB

A new primary care communications platform is being launched this week 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.

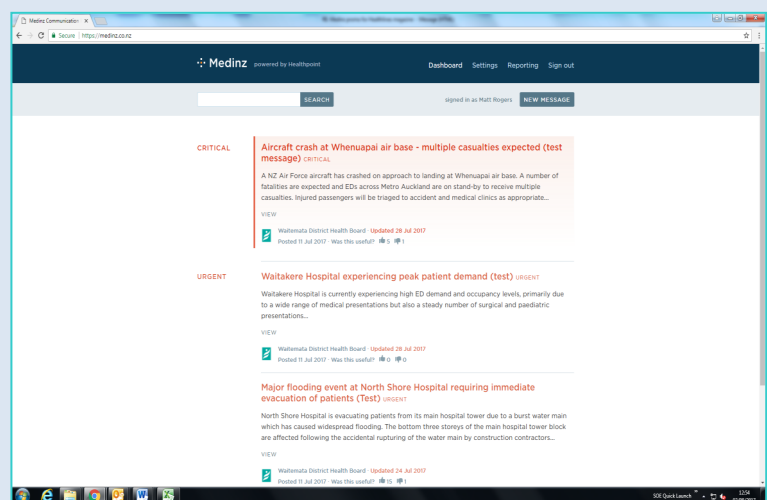
Developed in collaboration with Healthpoint, Medinz allows GPs and others to quickly receive accurate, reliable and timely information that is clinically important to the key audience.

One of the main features is the ability for recipients to select how they want to receive information – whether via email, fax, text message or their patient management system.

General practices, community pharmacists and urgent care clinics in the Waitemata DHB area will all be contacted with directions on how to activate Medinz. It is hoped that other DHBs in the Auckland-Metro area will also be implementing Medinz soon.

If you have any queries about this new communication platform please contact Leanne Kirton, Project Manager:

Leanne.Kirton@waitematadhb.govt.nz



Transfer of General Practice Patient Records via GP2GP

Please note that patient records transferred via GP2GP do not contain the recall section. In addition, patients do not always know what recalls are due. Although PMS systems may auto-generate a cervical smear and mammogram recall, dates may be inaccurate.

While it may be simple to find and set-up new recalls for some conditions, like diabetes, there are other conditions where it is harder to know a recall may be required e.g. for an ultrasound for an ovarian cyst or liver mass, colonoscopy, bone density study, etc.

It is suggested that practices correspond directly with a patient's previous practice to make sure all required recalls are re-established.

PMS providers are presently working on incorporating this section of the notes into the transfers.

Clinical/Services Update Contd.

Broadening the Availability of Palliative Care in Auckland

The Hospices of Auckland are working as a regional alliance (POI) to build a better palliative care system in conjunction with general practice teams, residential care teams and DHBs.

POI will develop a regionally consistent approach, and work with residential care providers and general practice teams to ensure the needs of palliative patients are identified earlier. It also aims to ensure a more holistic experience and better quality of life for patients and families during their final months. The goal is for the new services to begin operating from November 2017.

To find out more about the service or how your practice can become involved please contact Deirdre Mulligan: dierdre.mulligan@hospice.co.nz

A more detailed overview of the initiative can be found [here](#).

To visit the palliative care suite of pathways click on the link below:

<https://aucklandregion.healthpathways.org.nz/17434.htm>

Referral to Emergency Departments (ED) and Assessment and Diagnostic Unit (ADU)

When referring a patient into **North Shore or Waitakere Hospital ED/ADU** it is important to contact the On-call Registrar or Consultant to ensure they accept the patient. There is no need to contact the clerical team to advise the patient is coming in. Instead please submit your referral through the e-Referral process and give a copy to your patient. For further information please contact Stuart Jenkins, Primary Care Director: Stuart.Jenkins@waitematadhb.govt.nz

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](#).

Clinical/Services Update Contd.

AUCKLAND REGIONAL / Te rohe o Tāmaki Makaurau HealthPathways

[Auckland Regional HealthPathways](#) has a new look and we're excited for you to see our refreshed site, so take the time to visit!

- Thank you to everyone who participated in the recent survey.
- We now have a full complement of clinical editors.
- 51% of the content has been localised, thank you to all our contributors.
- Feedback is always welcome and is how we continue to improve the Auckland Regional HealthPathways: All pathways have a "Send Feedback" button at the top and bottom of each page.

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

Seasonal Increase of Meningococcal Disease - No Outbreak Identified

Each year there is a seasonal increase of invasive meningococcal disease from *Neisseria meningitidis* in the Auckland region during winter and early spring.

There were six cases notified this past week, while there have been 12 cases since June this year. These numbers are within the expected range for this time of the year.

No links between cases have yet been identified, however, Auckland Regional Public Health Services are continuing to investigate and monitor.

Primary care providers should maintain clinical vigilance for meningococcal disease. If you suspect meningococcal disease, follow your usual processes for a medical emergency. If you have any clinical queries, please contact your local hospital on-call service.

Please click [here](#) to review the health professional clinical advisory on meningococcal disease published by Auckland Regional Public Health Service (ARPHS).

Zika Health Professional Advice

Zika is a notifiable disease. The Ministry of Health recently updated its Zika [webpage](#) aimed at health professionals with new Zika virus testing information.

Auckland Regional Public Health Service have also updated their Zika health professional advice [here](#).

Support, Education and Opportunity

Advance Care Planning (ACP) Training Available

Fully funded Advance Care Planning (ACP) training is available to primary care clinicians working within the Auckland DHB catchment. Applications for Level 1a (one day) and level 2 (two day) training are now open for November and December 2017, based in Parnell. Courses are accredited for CPD with the Royal NZ College of General Practitioners. To apply for either course please click [here](#). Don't forget you can also send a copy of your patient's ACP to the team at Auckland DHB, where we will create an alert and upload it to the electronic clinical record.

Post or fax an ACP to us: Advance Care Planning Administrator

Performance Improvement Office

Level 4, Support Building

Auckland City Hospital

Private Bag 92024

Grafton, Auckland.

Fax: 09 3753403

Click on the following link to visit the Advance Care Planning pathway:

<https://aucklandregion.healthpathways.org.nz/39484.htm>

Metro Auckland Cervical Screening Operations Group Evening Forum

A forum on cervical screening will be held on Wednesday 30th August, 5.30pm - 8.00pm. The venue is the Saint Columba Centre, 40 Vermont St, Ponsonby. Free parking is available. A key focus of the forums are to hear about the barriers general practices face with invitation and recall of priority group women, and to share successful strategies to overcome these barriers. There will also be speakers on:

- HPV Immunisation – Lisbeth Alley
- Transition to Primary HPV screening – Jane Grant
- Cervical Screening – Jyoti Kathuria (Colposcopist CMDHB)

Please RSVP – Pam Hewlett: Pam.Hewlett@middlemore.co.nz

Applications for the 2017 Auckland DHB Health Excellence Awards are Now Open

It's time to tell us about some of the amazing work you and your teams are doing.

Sometimes heavy workloads or modesty hold people back from promoting the amazing work being done across our organisation. But please do apply so we can celebrate your achievements and inspire others. We've had some great examples for excellence submitted in previous years. Winners will be revealed at the Health Excellence Awards Evening on 30 November 2017.

For a list of the categories, eligibility criteria and application forms, visit the [Health Excellence Award](#) section on the Auckland DHB website. If you have any questions, please email:

excellenceawards@adhb.govt.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 for 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 Wayde Hemp at Auckland PHO on 09 379 4022. To view the regional diabetes clinical pathway click [here](#).

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. 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 6

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 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

Please keep your articles to 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 September 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.

Primary Care News e-Format Available

The Auckland DHB Primary Care Newsletter is now available in an electronic format. Click [here](#) to subscribe to the e-version. Please feel free to pass on comments about the newsletter to:

Primarycarenews@waitematadhb.govt.nz