

## ***C&C DHB PARTNER UPDATE***

26 June 2009

Capital & Coast DHB will regularly be providing information packs to stay in touch with our colleagues in primary health and to keep everyone up to date with what's going on.

Please help us by distributing this to Primary Health Care Providers.

Headlines in this edition:

- ***New Referral Receipt And Acknowledgement Process*** – New fax-back referral forms developed for GPs – **copy attached for your use**
- ***GPs To Be Notified Of ED And Hospital Discharges*** – New email system developed – **important to note senders email address: Report1@ccdhb.org.nz**
- ***Improvements To C&C DHB Booking Centre*** – Including **routine advisories to GPs of First Specialist Appointments**
- ***Launch Of TIA Clinic Coming Soon*** – Update on progress towards opening of clinic in early August
- ***Getting Things Moving On Transport*** – Update on improvements to transport for Porirua area patients to health and hospital appointments

See below for further details on each of these issues.

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### ***New Referral Receipt And Acknowledgement Process***

GPs will now receive a prompt acknowledgement of referrals made through the C&C DHB Booking Centre, with a simple fax-back form to fill in.

A form has been developed for GP Practice Administration Staff to complete and send along with their referrals (**please see the attached form to print off and use with referrals**). The Booking Centre will tick each referral on the form to indicate all the information has arrived, date the form and send it back to the GP to acknowledge it has been received.

The Receipt of Referral system will begin on Monday 29 June 2009 to all practices and with help from all GPs, it should ensure received information is complete and confirms referrals have been logged with the centre.

If GPs have any issues with the new receipt system, do not hesitate to contact the Booking Centre.

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### ***GPs To Be Notified Of ED And Hospital Discharges***

GP practices in the C&C DHB district will soon be notified when their patients have been admitted or discharged as inpatients, or if they have attended the Wellington Hospital Emergency Department.

A reporting system has been developed that will send a notice to the practice linked to that patient. The two daily emails from C&C DHB will provide a list of patients, a brief diagnosis and whether they have been discharged or admitted.

It's expected that over time, the regular reporting will also provide useful information for auditing purposes.

**It is important that each practice recognises the reporting email address so messages are not routed to spam boxes or overlooked. The emails will be from the following address: [Report1@ccdhb.org.nz](mailto:Report1@ccdhb.org.nz).**

Please do not send emails back to this address. If you have any issues/feedback with the reporting, you can contact Alison Marsh by email: [alison.marsh@ccdhb.org.nz](mailto:alison.marsh@ccdhb.org.nz) or call her on (04) 918 6011, and she will get back to you as soon as possible. Please be aware, however, that Alison only works part time.

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### ***Improvements To C&C DHB Booking Centre***

Significant improvements are being implemented at the C&C DHB Booking Centre, including **a new system to ensure a copy of all appointment letters for First Specialist Appointments (FSAs) routinely go out to GPs.**

Other improvements include:

- A one-point of entry for all referrals with 24-hour data entry
- A reduced waiting list for FSAs (see [www.healthpoint.co.nz](http://www.healthpoint.co.nz) for current wait times)
- All patients being booked and seen within the MOH guidelines
- More robust tracking of the referral journey
- A new referral acknowledgement process (for more on this, see under New Referral Receipt And Acknowledgement Process in this newsletter)

The improvements mean easier ways to audit the service provided and the Booking Centre team is looking forward to working with GPs to make the booking system run smoothly.

GPs can help by using only the one-point of entry, including the correct data on referral forms (demographics, phone numbers, email address – if available –

ethnicity, NZ citizenship and ACC number/details) and using clear information about the department for the referral and the problem/diagnosis of the patient.

The Booking Centre team is available any time to discuss the process or any issues that may arise.

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### ***Launch Of TIA Clinic Coming Soon***

The new stroke TIA (Transient Ischaemic Attack) service based at Wellington Hospital is on track to be launched in early August.

The clinic, to be based in outpatients, will be for the acute management of TIAs, in accordance with the NZGG guidelines.

The inpatient stroke service will have four beds in the acute medical wards and 12 stroke rehabilitation beds.

C&C DHB Clinical Director of Organisational Development and Patient Safety Dr Gerry McGonigal has been appointed as lead stroke physician from July 2009.

It is hoped that a strong partnership with General Practices will be established to ensure effective management of these patients, therefore to support this process, a working group with the TIA service and primary care representatives will be established.

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### ***Getting Things Moving On Transport***

A number of key organisations within Porirua have recently joined together to form a local Health Transport Cluster to work towards transport improvements in the area.

The initial purpose of the cluster – which includes Porirua Health Links Trust, Red Cross, Citizen's Advice Bureau, local PHO's and the C&C DHB – is to develop a directory of transport providers within the local community who can assist with transport to and from health and hospital appointments.

The cluster will collate information collected from the current providers to establish a directory. Once this is established and edited for accuracy, the information will then be made available to the public through a number of communication channels.

A template to collect transport information from a wide range of providers in the Porirua area has been sent out this week and anyone who provides transport to their clients or members for health appointments is encouraged to fill in and return the information.

Often transport is highlighted as a reason for patients not attending their health appointments, but with information more readily available to both health professionals and the general public it is hoped this will contribute to better attendance rates.

After the information from local transport providers has been collected and collated, a meeting for the Porirua Health Transport Cluster has been planned for Wednesday,

22 July at 9:30am in the Helen Smith Community Room, Pataka, Porirua. At this meeting, the results of the information received will be discussed and the communication plan for the directory will be developed.

If there are organisations who do provide transport for their members to health appointments, but have not received a questionnaire to fill in, please contact Katrina on (04) 2348 735 or email [communityworker@healthlinks.org.nz](mailto:communityworker@healthlinks.org.nz).

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If you have any feedback, suggestions or questions regarding these communications please do not hesitate to contact us.

Raylene Bateman  
Communications Advisor  
Capital & Coast District Health Board  
Phone: 04 385 5480  
Email: [raylene.bateman@ccdhb.org.nz](mailto:raylene.bateman@ccdhb.org.nz)

Or

Adrian Gilliland  
Clinical Advisor Primary Care  
Capital & Coast District Health Board  
Email [adrian.gilliland@ccdhb.org.nz](mailto:adrian.gilliland@ccdhb.org.nz)

For C&C DHB information for the general public about Primary Care, visit:  
[http://www.ccdhb.org.nz/planning/Primary\\_Care/Primary\\_Care.htm](http://www.ccdhb.org.nz/planning/Primary_Care/Primary_Care.htm)

**Capital & Coast District Health Board, Riddiford St, Newtown, Wellington.  
Private Bag 7902, Wellington South 6039, New Zealand.**