

C&C DHB PARTNER UPDATE

7 September 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 other Primary Health Care Providers who you think might find this information useful.

Headlines in this edition:

- ***New Discharge Summary Process*** – NEW PROCESS
- ***New fax-back form for patient reports sent to the wrong practice*** – CHANGE IN PROCESS, form attached
- ***New report from Booking Centre*** – FEEDBACK REQUESTED
- ***New fees for Kenepuru A&M*** – Effective September 28; brochure attached
- ***PHO Performance Programme Results – Public Reporting***
- ***TIA Clinic*** – Training on referral process offered (see attached invitation)
- ***Upcoming Education***
 - ***Nursing & Midwifery Professional Development*** (see attached flyer)
 - ***Long Term Conditions*** – RSVP for Chronic Disease & Diabetes session and/or Flinders Workshop

See below for further details on each of these issues:

New Discharge Summary Process

Some issues in relation to discharge summaries getting to the right GP have recently been identified, resulting in the need for the DHB to change the process of sending discharge summaries to primary care providers.

A number of electronic discharge summaries were not being sent to GPs due to an IT glitch and some discharge summaries were going to the wrong GP, due to inaccurate GP databases.

The DHB regards it as critical that the right GP receives the discharge summary so that patient care can be safely handed over to the patients Primary Physician.

Therefore a faxed copy of the electronic discharge summary is now being sent manually to the correct GP – as identified by administration staff – until such time as we can be sure that our electronic discharge summaries are getting to the right GP. This will unfortunately result in duplicate copies of the same information crossing your desk and we understand that this may cause some inconvenience, but we think that it is more important that we get the right information to you.

We appreciate that this may cause extra work and inconvenience for you and thank you for working with us while we rectify this issue.

New fax-back form for patient reports sent to the wrong practice

A new fax system has been put in place for when GP practices receive patient information that been sent to the practice in error.

The Error Fax can be sent back to the Outpatients Booking Centre to alert the DHB to when letters or patient information have been sent to the practice but the patient hasn't been or is no longer a patient of theirs.

The Error Fax will give the DHB the opportunity to ring the patient or listed next of kin to correct their personal details and ensure our information is up to date. A copy of the **new Error Fax form is attached**.

New report from Booking Centre

A new report for primary care providers has been developed to give practices more information regarding their patients.

The new report is now presented in a landscape format and contains several more fields and more in-depth information.

The report now provides the new referrals loaded within the last seven working days, all booked appointments and whether or not the patient has been rescheduled.

These reports are printed on a Thursday and posted to relevant providers.

We would **appreciate hearing any feedback** you may have on the new report. If you have any comments, please email: darlene.natoli@ccdhb.org.nz

New Fees for Kenepuru Accident & Medical Clinic

C&C DHB will be bringing in fee changes for the Kenepuru Accident & Medical Clinic **from 28 September 2009**.

Fees have not changed at the clinic for some time, but the DHB must now bring the charges in line with the annual Ministry of Health Price Adjustments.

These changes form a basis for equal patient charge increases across the sector.

The amount patients will pay at the A&M depends on their age and the subsidies that apply. They will pay more if they are over the age of 6 years and live outside the Capital & Coast District Health Board area.

Advertisements will be posted in the local community newspaper alerting members of the public to the change and brochures will be available at the A&M to explain the charges (**see attached brochure** which you can print out for your patients if appropriate).

PHO Performance Programme Results – Public Reporting

The PHO Performance Programme (PPP) has released the first series of DHB level results on the public pages of the DHBNZ website. DHB results have been reported up to 31 December 2008 and are available through the DHBNZ website www.dhbnz.org.nz and clicking on the 'Reporting to the Public' link.

C&C DHB has had positive results and for several indicators achieved results which are higher than the national average.

In addition to this, for cervical screening C&C DHB has already achieved the programme goal for the total population and for the childhood immunisation indicators C&C DHB has already achieved the programme goal in both the total and high needs populations.

These results, as well as the progress made in other indicators, are a positive reflection of the efforts across the primary health care sector in C&C DHB.

Launch Of TIA Clinic and education session

The new stroke TIA (Transient Ischaemic Attack) service based at Wellington Hospital will be launched shortly.

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 aims to have six beds in Ward 7 S (neurosciences ward) and 12 stroke rehabilitation beds. Currently two beds are available on Ward 7S.

Training will be provided on the NZGG guidelines and referral process – **see attached invitation.**

A Cerebrovascular Disease working group, including the TIA service and primary care representatives, will be established to support and develop this service. If you have an interest in this area and would like to be involved please contact Adrian Gilliland, Primary Care Clinical Advisor, or Gerry McGonigal, Lead Stroke Physician.

adrian.gilliland@ccdhb.org.nz

gerry.mcgonigal@ccdhb.org.nz

Upcoming Education

Nursing & Midwifery

Nursing & Midwifery Professional Development Roadshow

Come along to a forum near you to hear information about post-graduate study and funding and Nurse Practitioner candidacy.

The sessions are as follows:

September 8

7:30am – 3:30pm (Recurring presentations – 20 minutes each – at 7:30am; 1:30pm; 3:30pm; or drop in anytime)

Venue: Room L1105, Level L, Ward Support Block, Wellington Hospital

September 10

10am – 11:30am

Venue: Planning & Funding directorate, Lotteries Building, 54 Cambridge Terrace, Wellington

12:30pm – 2pm

Venue: Kenepuru Education Centre, Kenepuru Hospital, Porirua

3pm – 4:30pm

Venue: Meeting Room, Kapiti Health Centre, Warimoo Street, Paraparaumu

Long Term Conditions

Chronic Care Management & Diabetes

September 17

9am – 10:30am

Speakers: Eileen McKinlay
Senior Lecturer in Primary Health Care, University of Otago
Lorna Bingham
Clinical Nurse Specialist, Diabetes Education & Research Centre

Venue: Kenepuru Education Centre – Conference Room, Kenepuru Hospital, Porirua
On completion of the education session participants receive a Certificate of Attendance.

Please RSVP to Sharyne on sharyne.gordon@ccdhb.org.nz or ph (04) 803 1112.

Flinders Self-Management Model Training Workshop

October 8 & 9

9:00am – 4:30pm

Venue: Kenepuru Education Centre – Conference Centre

The workshop is suitable for health professionals who work with clients with long term conditions and wish to update their skills in providing effective self-management support and collaborative, patient-centred care.

On completion of the workshop, participants receive a Certificate of Attendance, including learning objectives and competencies (14 hours CPD) for General Practice Educational Programme Stage 2, and Maintenance of Professional Standards (MOPS).

Please RSVP to sharyne.gordon@ccdhb.org.nz or ph (04) 803 1112.

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

Raylene Bateman
External Communications Advisor
Capital & Coast District Health Board
Phone: 04 385 5480
Email: raylene.bateman@ccdhb.org.nz

Or

Adrian Gilliland
Clinical Advisor Primary and Integrated Care
Capital & Coast District Health Board
Email adrian.gilliland@ccdhb.org.nz

Or

Vicky Noble
Director Primary Nursing and Integrated Care
Capital & Coast District Health Board
Email: vicky.noble@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

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