

C&C DHB Partner Update

9 March 2010

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 Text Message Alerts For Outpatient Appointments*** – Booking Centre update
- ***New Acute General Medical Clinic and Physician Telephone Advice Service*** – Referral form attached
- ***Seasonal Flu Immunisation Programme*** – Reminder of start date 8 March
- ***Acute Patient flows – Achievement of the 6 hour ED target*** – Expressions of interest from GPs sought
- ***Update on HealthPoint, including CPC*** – Includes clinical and referral information
- ***International Day of the Midwife & International Nurses Day*** – Award application form attached
- ***Cancer Support Services Directory*** – Your feedback sought
- ***Geriatric Interest Group*** – Meeting soon
- ***Long Term Conditions – Upcoming Education***

See below for further details on each of these issues. Documents attached to the newsletter are identified in **bold and underlined**.

New Text Message Alerts For Outpatient Appointments

A three month text messaging reminder service has been trialled by C&C DHB for Outpatients' appointments aimed at improving attendance.

This messaging reminder service is now being rolled out to all clinics booked through the Outpatient Bookings Centre.

Three services were involved in the trial – Diabetes, ENT and Gastroenterology.

This new initiative has produced some good results on Did Not Attend (DNA) rates as shown in the table below :

Service	DNA Average Jan-09 to Aug-09		9/2009	10/2009	11/2009	12/2009
Diabetes	16.4%		10.9%	8.5%	10.9%	10.0%
Ear Nose Throat	8.3%		7.6%	7.5%	6.5%	6.4%
Gastroenterology	11.4%		0.4%	2.8%	0.7%	0.9%
All	11.4%		6.3%	6.7%	6.5%	5.6%

During the trial, a patient survey was also run to gauge patient satisfaction on C&C DHB's reminder procedures, which include:

- Reminder letters sent 10 working days prior to appointments
- Text messaging 4 days prior, including the afternoon before an appointment the next morning, and the morning before an afternoon appointment
- Those that do not have mobile phones recorded in our system still receive a telephone reminder 3 days prior (two attempts are made to make contact).

The results showed that over 80% of patients were very positive about each reminding process.

Demographics

Having correct demographics, including mobile phone numbers, is an essential part of this new service being a success. C&C DHB relies on their staff being proactive in collecting the correct details at the initial phone contact and at every appointment visit. General Practice information on referrals is also an essential part of ensuring patients get to the right place at the right time.

Seasonal Flu Immunisation Programme **Influenza Immunisation Programme 2010**

The 2010 immunisation programme for seasonal influenza commences this month. This year there has been a two-stage programme, using two different vaccines:

- **Stage One** (Early Protection) ran from 1 February and used a monovalent pandemic influenza vaccine, which only protects against pandemic H1N1 influenza.
- **Stage Two** is the usual Seasonal Influenza Immunisation Programme **starting on 8 March**. This stage uses the seasonal influenza trivalent vaccine, which protects against three strains of influenza, including the pandemic H1N1 influenza strain.

We are now up to the second stage of this programme, which will see the rollout of the seasonal flu vaccination campaign.

The Ministry of Health has announced it is extending free flu vaccinations to more children aged between 6 months and 5 years. General practices can use their discretion to offer free immunisation to children from high deprivation backgrounds in this age range.

For more information about this extension of eligibility and how to administer the Influvac vaccine to children, please see the attached **MOH Immunisation Information Sheet**.

For more information on the Seasonal Influenza Immunisation Programme refer to the National Influenza Strategy Group's Influenza Kit and/or website www.influenza.org.nz.

The Ministry of Health have released an information pack for clinicians containing full details of the two-stage influenza vaccination programme. The pack includes information on the Early Protection Programme and details of the immunisation benefit and payments.

You can view this pack online at:

<http://www.moh.govt.nz/moh.nsf/indexmh/early-protection-immunisation-programme-info-pack-jan10>

For more information about how the programme will be run in our area, contact Helen Hartley, C&C DHB Immunisation Facilitator, on (04) 978 2919.

New Acute General Medical Clinic and Physician Telephone Advice Service up and running

Now with Medtech 32 Outbox front sheet; Referral form called Acute Medical Appointment attached

A new Acute Medical Clinic Service has been set up to allow patients who require review by an Adult General Physician within a week – but not acute admission – to be assessed in a timely fashion.

Telephone advice is also available from the on-call Adult Physician of the day if a GP is unsure if a patient requires acute admission or on specific medical management of complex medical conditions.

This can be accessed by telephone on 385 5999 and then asking to speak to the 'Medical Consultant of the Day' for Wellington patients and any patient after 5pm, or for Kenepuru and Kapiti between 9am and 5pm weekdays.

To access the new Acute General Medical Clinic, contact the General Medical Booking Clerk on (04) 806 0992 – if she is not available, speak to the Supervisor or Team Leader of the Booking Centre. They will make an appointment within 5 working days while you are on the phone so that you can inform the patient of the appointment time.

Please then fax your referral letter with the attached cover sheet to (04) 385 5402. You will then receive back by fax the cover sheet to confirm receipt of the referral letter and the appointment letter.

The cover sheet is available as an Outbox document is available from the Compass website or from your local PHO manager and is in both standard Medtech RSD format and Medtech compatible Word format depending on your practice preference. Please note that a Physician will not review or read your letter until the day of the appointment. If you have any urgent concerns or queries that need to be addressed prior to this time, please contact the 'Medical Consultant of the Day'.

It is hoped that this process will allow GPs to access an urgent General Medical assessment or telephone opinion without the patient waiting for long periods in ED or resulting in unnecessary admission.

Acute Patient flows – Achievement of the 6 hour ED target

The Emergency Department 6-hour target – to have patients assessed, treated (if appropriate) and moved out of ED to the next appropriate step in their care within 6 hours – is one of the key health targets for the DHB.

The target demonstrates improved patient journeys and experience, and is a priority for C&C DHB and the Minister of Health.

In order to review and improve the complex pathway journeys, a structure has been put in place focusing on 3 areas of the journey:

1. Pre-load – Primary and Community care through to ED

2. HHS – ED and inpatient

3. Discharge – Leaving the Hospital into Primary and Community Care.

The first group, chaired by Dr Adrian Gilliland, has a multi agency membership but would benefit from up to 2 more General Practitioners, Primary Health Care nurses or other community based clinicians eg. Pharmacists..

If you would like to contribute to this group and make a difference for patients accessing hospital emergency care, please email Dr Gilliland or Vicky Noble for further information at: adrian.gilliland@ccdhb.org.nz or vicky.noble@ccdhb.org.nz

Updated HealthPoint website includes clinical and referral information

Healthpoint.co.nz is a new website which has the latest DHB referral and clinical guidelines, protocols and contacts.

We encourage all healthcare professionals to access this site to get the latest information from C&C DHB on:

- Referral criteria and priority
- Management protocols for common conditions
- New patient waiting times – updated quarterly
- Monthly newsletters and DHB updates

You must register and sign in on www.healthpoint.co.nz to access the referral and clinical information about C&C DHB services.

For GPs and medical professionals, please register by clicking on the register at the top of the home page.

For all other health professionals we would encourage your practice or PHO to obtain a login from info@healthpoint.co.nz.

Clinical Pathway Collaborative (CPC)

The CPC now has a link on the Healthpoint site. This will allow you to see:

- Flash report updates on each group meeting
- Timetables
- Useful Documents for each subject
- Members list
- New groups commencing

If you have any feedback or useful information you can input onto the Feedback link and this will be followed up by the team.

Background on the CPC

The new Clinical Pathway Collaborative (CPC) is an initiative that forms a structured programme to engage clinicians from across the health spectrum and professional groups to:

- explore issues and challenges
- identify priorities for improvement
- deliver clinical / service/ patient pathways for implementation aiming to improve outcomes and quality of care.

A main focus will be on improving Integrated Care across the Primary, Secondary and Tertiary Interface. This will mean evidence-based planning in order to reduce unacceptable variation in the quality of care and timely access to integrated health services, which are conveniently situated.

The CPC commences early February with the first group meeting for the first wave of membership, which are:

- Palliative Care
- Paediatric to Adult Service Transition
- Cancer
- GI-Endoscopy

All four groups have a good representation, including Hospital Consultants , Primary Care and Mary Potter hospice.

The first wave will be completed by early May, when implementation plans will be produced and affected.

Updates from the group's progress will be communicated at the Primary, Secondary Clinical Governance group.

International Midwives Day and International Nurses Day

International Day of the Midwife will this year be held independently of the celebration for nursing. It will be held on 5 May and a nomination form for awards will be available shortly.

For International Nurses Day to be held on 12 May, there will be Awards for Professional and Clinical Excellence in Primary Health Care & Aged and Residential Care Nursing – **the International Nurses Day Application Form 2010 is attached.** These awards are presented to Primary Health Care & Aged and Residential Care Nurses in recognition and appreciation of their valuable work in the Capital & Coast DHB district.

10 awards of \$1000 (5 awards for primary and 5 awards for aged care) are available to assist Registered Nurses to enhance their professional development (funds are used for conference attendance, course costs or other professional development activities).

Any primary health care or aged and residential care RN in C&C DHB district can apply.

The awards are presented at a celebration for International Nurses Day on 12 May 2010.

Cancer Support Services Directory

Your feedback sought

Capital & Coast DHB, in collaboration with Hutt Valley DHB, Wairarapa DHB & the Cancer Society – Wellington Branch, is developing a 'Support Services Directory' for cancer patients and other health care professionals. This work is being sponsored by the Central Cancer Network.

The directory details all people / services that can assist patients with cancer. There are a lot of support services for cancer patients and there is a lot of help out there, but it has never before been pulled together in one place for ease of access and use.

The directory is currently in draft format (available at the following link:

http://www.ccdhb.org.nz/planning/Primary_Care/news.htm) and we would like GPs, Practice Nurses and other providers to take a look at it and let us know if there are any services or people who are important for patients with cancer, and could be added to the directory. Any comments, feedback or additions by 24 March 2010 to Viv.murray@ccdhb.org.nz

The DHBs are planning for the directory to be available publically via internet for individual downloading and in hard copy around the respective hospital (in appropriate waiting rooms etc). It will also be available to be printed and supplied by the hospital mail rooms (for a cost).

Geriatric Interest Group Meeting

There will be a Geriatric Interest Group Meeting held in Lower Hutt on 24 March 2010, from 4.30 – 6.30pm, in the Learning Centre Auditorium.

At this stage there is no definite programme, so anyone who wishes to present is welcome.

There was an excellent attendance at meetings last year and it would be great to keep this going.

Dinner can be arranged if there is sufficient interest.

Please RSVP to Althea.Lord@huttvalleydhb.org.nz

Long Term Conditions – Upcoming Education

Flinders Self-Management Model Training Workshop

March 25 & 26

Kenepuru Education Centre – Conference Centre

9am – 4:30pm

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).

For further information please contact Astuti Balram on ph 806 2422.

Please RSVP to Sharyne on Sharyne.gordon@ccdhb.org.nz or ph 806 2438

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.