

## ***C&C DHB Partner Update***

10 May 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.

This edition and previous editions are available to view on [healthpoint.co.nz](http://healthpoint.co.nz) under the Medical Professional section – News.

Headlines in this edition:

- ***New Primary Care Priority Telephone Line*** – dedicated line for primary care providers, direct paging and direct dial numbers
- ***New Child Health Specialist to GP Telephone Advice Service***
- ***Primary Care Ordering Radiology at C&C DHB***
- ***New Wound Care Clinic pilot underway***
- ***Community Infection Control nurses coming to you*** – see attached resource form
- ***Ophthalmology Department Update*** – moving shortly to Grace Neill Block
- ***Gastro Department moved*** – now level F, CSB/WSB
- ***International Nurses Day Primary Care award winners announced***
- ***Primary Health Care Nursing Strategic Planning*** – next steps
- ***Immunisation Programme – target exceeded***
- ***New graduate Pacific Nurse opportunity***
- ***C&C DHB Diabetes Indicators***
- ***Public Health Information online***

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

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## ***New Primary Care Priority Telephone Line***

### **Priority telephone line, direct paging service and direct dial numbers**

A new priority line has been set up so that Primary Care can access the CCDHB telephone switchboard urgently bypassing the usual queue. This telephone line is intended for acute referrals and urgent advice and results. Please continue to use the listed number **04 385 5999** for **routine queries** and results otherwise this line will cease to be a priority line.

The number to call to access this priority line for **urgent calls** is **DDI (04)806 0699**.

#### **Direct Paging Service:**

If you know the pager number of the person you wish to contact you can page that person directly by calling **(04)499 5322**.

The pager numbers are often recorded on hospital scripts and discharge summaries.

#### **Direct Dial Service:**

If you know the extension of the person you wish to contact you can dial that person directly if they have a 5 digit number utilising our new telephone service.

For a **5 digit number remove the first digit and add 806 to the front** eg 82421 is 806 2421.

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## ***New Child Health Specialist to GP Telephone Advice Service***

A new **telephone advice service** is available for GPs to contact the **on-call Consultant Paediatrician** for advice on the assessment or management of children that do not require admission.

This service is available during **normal working hours** (8.30am-5pm) through the **hospital switchboard**. If the problem arises out of hours please contact the Paediatrician the next morning and ask for the Paediatrician on call.

This service is intended to provide advice that may avoid a hospital admission or referral to Child Health. Where an **admission is thought likely** to be required, the **Paediatric Registrar should still be contacted**. However where it is a thought a semi-urgent problem can be initially dealt with over the telephone, this is preferential to a formal outpatient referral being sent.

It is hoped this service will improve communication between GPs and Child Health and improve outcomes for our regions children.

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## ***Primary Care Ordering Radiology at C&C DHB***

The Radiology Department is committed to providing an excellent service to GPs. All patients referred for plain X-Rays by GPs have their X-Rays reviewed by a radiologist before leaving the department. This is to ensure that, when needed, immediate action can be taken regarding the appropriate care and follow up for the patient, as well as communication to the GP.

You can further support the radiology department by ensuring that you make referrals correctly. The process is as follow:

1. Please ensure referrals meeting the community referred radiology eligibility criteria are made using the Community Radiology Referral electronic forms that are in Med Tech.

2. Please ensure that referrals for accident related injuries (ACC) and maternity related requests are on a Radiology Referral form (RAD) in Medtech with ACC number or maternity details clearly displayed.
3. Please refer to the community referred radiology eligibility criteria if you are unsure what you can order from us. Tania Dennis at Compass can be contacted on 04 978 4389. You are able to order any of the procedures that are eligible.
4. Please ensure your FAX and PHONE numbers are clearly listed on the form so that any urgent results can be sent to you efficiently. Electronic transfer of results is currently not available to GPs.
5. Please ensure that there is good quality clinical information on the request. This does not mean a long history, essentially the relevant issues stated clearly. Poor information can cause delays with bookings and may result in a Radiology report that doesn't answer your clinical question.
6. Always ensure an indication of when you would like the procedure completed is given. There is a box concerning time frames on the referral form for you to tick.
7. For plain x-rays requests, print the form and give to the patient who can then bring it directly to the hospital. For other procedures, please fax the form to 04 806 0301 and the patient will be contacted with an appointment time in due course.
8. If circumstances change and tests are not required please contact us to CANCEL the referral

To help improve the services that we offer to GP's we are planning to undertake a short survey seeking your views. This will be in the next Newsletter.

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### ***New Wound Care Clinic pilot underway***

The Cannons Creek Specialist Wound Care Clinic pilot is being run between April and October this year and is in direct response to a Community Health Service questionnaire request for CHS outreach into Primary Health Care.

Evidence suggests that community outreach clinics improve patient satisfaction and a collaborative approach can be more effective. (NHS (2009) Transforming Community Services: Ambition, Action, Achievement Transforming Services for Health, Wellbeing and Reducing Inequalities Department of Health UK.)

The specialist services include:

- Lower limb assessment (Doppler)
- Compression bandaging
- Treatment of acute and chronic wounds
- Assessment of patient with a history of ulcers

The referral criteria for this clinic is:

- The patient lives in the region around Cannons Creek
- The patient has a wound which shows no evidence of healing/improvement
- The patient is an existing patient of Community Health Service but would like to attend the clinic

- The patient has a new wound and a history of recurrent wounds which are slow to heal
- The patient must have a physical health problem and be referred by a GP, practice nurse/lead maternity carer or health professional.
- Failure to provide this intervention may result in the patient being admitted to hospital
- The patient has a personal health problem which places them at significant risk of deterioration in health status
- The patient is entitled to receive ACC funded services as per regulations and contracts secured.

The patient referral is made via the Care Coordination Centre:

Phone: 0800 28 22 00

Fax: 04 238 2022

Please document that the referral is for the Cannons Creek Wound Care Clinic.

### ***C&C DHB Community Infection Control Nurses coming to you***

The infection control community service aims to provide consistent advice on infection prevention and control issues.

These may include questions around sterilisation, getting ready for Cornerstone or the use of personal protective equipment. Many health care workers are unsure of which mask they should use in which situation and why, are inconsistent with their hand hygiene, and may not know how to 'fit test' an N95 mask. Our community infection control nurses can help provide education on these and other issues.

This month we are aiming to provide all GP practices, C&C DHB hospitals and rest homes in our area with posters on influenza so a consistent message can be promoted around mask use and cough etiquette. If you have not already received your posters, these should be delivered soon, but if not, please contact us and we can arrange for you to get copies.

If you think your practice or facility could benefit from additional resources about infection control (posters and information), or a consultation to discuss a range of infection control issues, C&C DHB has two community nurses available to help.

Please see the attached form that you can fill in and return to us (**Infection Control Practice Education**). Or you can contact our nurses directly on (04) 3855 999 extn 6515 or 027 292 8031, or by email: [Carolyn.clissold@ccdhb.org.nz](mailto:Carolyn.clissold@ccdhb.org.nz)

### ***Ophthalmology Department Update***

The Ophthalmology Department will shortly be moving to newly fitted premises in the Grace Neill Block at Wellington Hospital. We expect this will make a huge difference to the comfort of patients coming to clinics and for staff working in the facility.

We have a Team Support Administrator who has been employed to answer queries relating to scheduling of appointments from patients and Medical Centres and Optometrists.

We have put measures in place to improve the output of letters from clinics, firstly with the acute clinic, however if letters from clinics have not been received, the Team Support Administrator can be contacted to follow these queries up.

If you do not receive a letter from the acute clinic as expected, please let us know. The Team Support Administrator is available between 8:30am and 4pm, Monday to Friday, on (04) 918 5471.

**Please note that from 10 May 2010, Ophthalmology will have new contact details:**

New phone number: 806 2650

Fax number (for acute referrals): 385 5470

Referrals for Booking Centre fax to: 385 5402

Here are instructions for patients you send to the new department:

- Enter off Riddiford Street and park under the new main hospital building
- Take the Orange lift to level 3
- Turn right out of the lift and at the end of the corridor you will see the link bridge to the Grace Neill Block diagonally across the foyer.
- Walk across the bridge and in the Grace Neill Block, take the Yellow lift to level 9.

See map below.



- Alternatively there is a drop off point and limited parking directly outside the Grace Neill Block.

See map below.



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### ***Gastro Department moved***

The Gastroenterology Department has now moved into its newly revamped area on Level F, WSB/CSB.

The new area allows outpatients to access Gastro through CSB lifts. **All phone extensions remain the same.**

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### ***International Nurses Day Primary Care Winners announced***

Award winners have now been chosen for International Nurses Day, which will be held on 12 May.

The awards are for Professional and Clinical Excellence in Primary Health Care & Aged and Residential Care Nursing. These awards are presented annually to Primary Health Care & Aged and Residential Care Nurses in recognition and appreciation of their valuable work in the Capital & Coast DHB district.

Eleven awards (5 awards for primary and 6 awards for aged care) are being given to assist Registered Nurses to enhance their professional development (funds are used for conference attendance, course costs or other professional development activities).

The Award recipients will be presented with their award at C&C DHB's International Nurses Day Celebration on Wednesday May 12 in the Nordmeyer Theatre, Wellington School of Medicine between 3.30 – 6pm. Family, friends and colleagues are all welcome to attend.

### **International Nurses' Day Awards Recipients 2010**

#### ***The recipients for Primary Health Care Awards are:***

- Cathy Nichols, Practice Nurse Manager, City Medical Centre. Cathy will use the funds to further her knowledge and expertise in managing eczema.
- Fiona Kymbrekos, Practice Nurse, Island Bay Medical Centre. Fiona will use the funds to attend the Primary Health Care Nurses conference.
- Maggie Simcox, Senior Practice Nurse & Long term Conditions Nurse, Waitangirua Health Centre. Maggie will attend a relevant nursing conference and/or visit health centres to learn more about working with people with long term conditions while she is in UK later this year.

- Hilary Black, Parish Nurse for Onslow Anglican Parish. Hilary will attend the next Australian Faith Community Nurse conference.
- Lesieli O'Brien, Primary Health Nurse, Diabetes Nurse Educator, Pacific Health Service. Lesieli will use the award to fund relevant courses or seminars that will help develop her knowledge base.

***The recipients for Aged and Residential Care Awards are:***

- Claire Foronda, RN Waikanae Country Lodge & Robina Lodge. Claire will attend a course in gerontology.
- Marjorie Nillo, Clinical Manager Millvale House. Marjorie will attend further education re dementia.
- Kathy Austin, Clinical Team Manager / Educator Sevenoaks, Kapiti Retirement Village. Kathy will attend the Christchurch Polytechnic Institute of Technology course in Nursing Management of Dementia, Delirium and Depression.
- Kerry Foyne, RN & team leader Sevenoaks. Kerry will also attend the Nursing Management of Dementia, Delirium and Depression course
- Samantha Ogilvie, Care Manager – Te Hopai Dementia Care. Sam will attend a conference or training opportunity relating to dementia care
- Pam Simmonds, RN Parkwood Lodge, Waikanae. Pam will attend the Gerontology conference in August in Auckland.

Our congratulations to all recipients of these awards.

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***Primary Health Care Nursing Strategic Planning Evening***

C&C DHB Director of Nursing, Primary Health Care and Integrated Care Vicky Noble hosted a very successful strategic planning evening on April 21.

Thirty eight people attended, representing a wide range of settings, including PHC practices and services, Aged and Residential Care, NGOs, tertiary education providers, public health, C&C DHB Board member, and nurse leaders from hospital services and from outside the district.

One strategy that was discussed is developing a clearer professional pathway for PHC nursing. With the C&C DHB professional development recognition programme (PDRP) available now to all nurses in the district, regardless of their setting, there is potential for a more explicit professional pathway. This development, which is already beginning, involves collaboration between DHB, tertiary education providers and PHC nurses.

Vicky and her PHC team will be following up the suggestions and ideas which flowed from this meeting. The strategies will be collated into themes with specific proposals & actions and then distributed for comment. Those who want to work together on specific proposals will be invited to form a small group to progress these.

Thank you to all who came and made this such a cheerful and collegial gathering with lively discussion identifying both aspirational and immediately implementable strategies for PHC nursing.

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## ***Immunisation Programme – target exceeded***

C&CDHB is exceeding its current targets for immunisation coverage:

Indicator/Target	DHB Target	Coverage Achieved Jan-Mar 2010
Health target – fully immunised at age 2 years – total DHB	88%	89%
Fully immunised at age 2 years – Maori	80%	84%
Fully immunised at age 2 years – Pacific	83%	89%

We are happy to report C&C DHB has reached 90% immunisation coverage for 2 year olds, after a great effort from all those involved. Of particular note is the coverage achieved for Pacific children.

### Immunisation for Pacific people

The DHB Immunisation Facilitator has been working with C&C DHB Pacific Health Directorate and Immunisation Outreach Service providers to improve influenza coverage for Pacific people within a church setting. Ora Toa have committed to providing influenza vaccination services within Porirua Pacific churches for this initiative. This service will be supported by other PHOs who are all going to provide additional vaccinators and support on the scheduled days.

A significant campaign has been initiated by the C&C DHB Infection Control nursing team, the Communications team and our Immunisation Facilitator to boost the uptake. This has included engaging a local Samoan radio station, which included the DJ receiving on-air influenza vaccination. Ora Toa provided the vaccination services and translation, while C&C DHB Immunisation Facilitator gave the key messages in English. News media have also been engaged in furthering the key messages. Winnie Laban is this season's "face" of influenza immunisation and the new influenza posters featuring Winnie will be appearing within high needs practices soon.

### HPV

Please remember to opportunistically ask all eligible girls 18-20 years what their HPV vaccination status is. Coverage nationally and locally remains low and we need everyone's help to improve on this.

The Primary Care cohort 1990/91 within C&C DHB is showing a 51% coverage for the first dose, 45% second dose and 37% third dose. Many within this cohort have limited time to complete the scheduled three doses prior to turning 20 years old. Once they turn 20 they are no longer eligible for free HPV immunisation.

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## ***New graduate pacific nurse opportunity***

- **Are you keen to employ a Pacific new graduate nurse in 2011?**
- **Do you have a senior nurse who can act as preceptor to support a new nurse?**
- **Do you have a proportion of Pacific peoples enrolled in your practice / service (15% or more)?**

**If you answer 'yes' to these 3 questions, please read on:**

C&C DHB is providing new graduate Pacific nurses the opportunity to be supported and grounded in the primary care setting by funding three nurses in a PHC employing practice / service.

Each practice / service will have Pacific peoples enrolled and will support and encourage the new graduate Pacific nurse employed by them to learn and develop her/his nursing practice.

The funding is for the first year of practice while the nurses participate in the Nurse Entry to Practice (NETP) programme. This will enable and facilitate Pacific graduate nurses' entry to the primary health care setting. After this first year the practice supports the nurse to find ongoing employment. These scholarships are a joint venture with C&C DHB's Pacific Health Services and Primary Health Care Nursing.

Building the Pacific workforce capacity and capability is integral to C&C DHB's strategy to reduce inequalities in population health. The scholarships are provided to support the nurse in partnership with a hosting PHC practice / service which will facilitate the growth and development of the Pacific nurse.

**C&C DHB will provide:**

1. Financial support to the employing practice / service
2. Automatic entry to C&C DHB's Nurse Entry to Practice (NETP) programme
3. An opportunity for the practice to experience C&C DHB's Professional Development and Recognition Programme (PDRP)

**Application Process:**

A practice / service will put in a joint expression of interest (EOI) with a Pacific third year student nurse to C&C DHB. The practice may have come to know a student nurse through offering a student placement earlier in their programme.

If a practice is looking for a suitable nursing student, they can contact Wendy Scott, BN Pacific, 2373100 x 3745, [wendy.scott@whitireia.ac.nz](mailto:wendy.scott@whitireia.ac.nz) 0212106335. Wendy will alert those Pacific 3<sup>rd</sup> year nursing students interested in primary care nursing to this opportunity. The practice can arrange to meet any interested student nurses and select the one who best fits their team. While C&C DHB supports the Whitireia BN Pacific programme, ***Pacific student nurses from any nursing school can participate in this offer.***

**Expressions of interest** are to include details of the practice / service; the nurse's CV and a description of the benefits to the practice and to the graduate nurse of them being employed there.

EOIs to be received **by 16 August 2010**. Send to [Linda.polaschek@ccdhb.org.nz](mailto:Linda.polaschek@ccdhb.org.nz) or Capital & Coast District Health Board, Private Bag 7902, Wellington.

All EOIs will be considered by a panel consisting of Primary Health Care nursing and Pacific representatives. If necessary, more information may be sought from the employing practice / service. If you would like to come to the panel to discuss or present your EOI, please let us know.

**State final exam results** are released in the third or fourth week of December. It would be expected that the nurse be employed from early January 2011. In the unlikely event that the student does not pass State Finals, the practice may either choose another Pacific graduate nurse or withdraw from the arrangement.

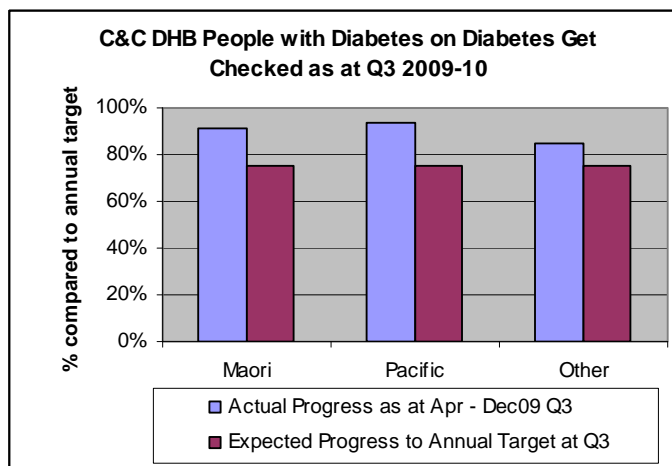
**For more information**, contact Vicky Noble, Director of Nursing, PHC & Integrated Care, ph 04 8062447, 0272433982 or Linda Polaschek, Nurse Leader, PHC & Integrated Care, ph 04 8062448, 0272862957.

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### **C&C DHB Diabetes Indicators**

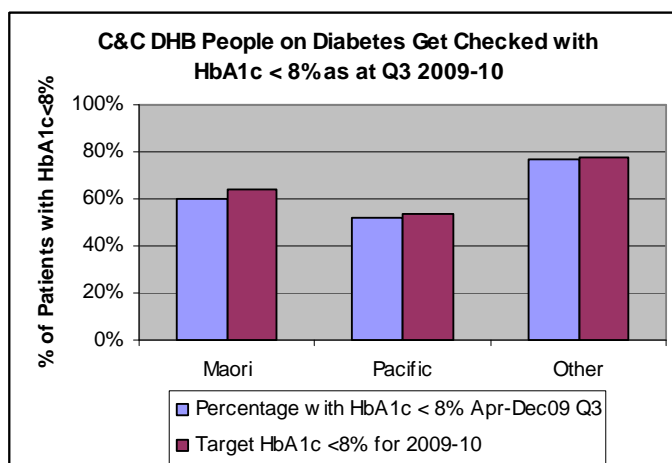
Diabetes is a key focus for C&C DHB. Ensuring that those with diabetes receive regular care and that they are able to achieve their diabetes management goals is vital.

The national diabetes health targets aim to monitor through measuring the number of patients that have had a Diabetes Get Checked completed and who have achieved HbA1c <8%, activities managed mostly through primary health care.



It is encouraging to see the impact of primary health care on the uptake of Diabetes Get Checked, however further work is required across the sector to support more patients to achieve HbA1c < 8%.

C&C DHBs Quarter 3 (2009-2010) is well on track to achieve the annual target for the number of people on Diabetes Get Checked on the annual target. However of those people on Diabetes Get Checked, the percentage with a HbA1C <8%, remains below the expected targets. The Pacific and Maori populations require more support in achieving lower levels of HbA1c.



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### **Public Health Information online**

A national initiative focused on public health now includes a resource website [www.healthed.govt.nz](http://www.healthed.govt.nz), for your information.

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

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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)

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