

C&C DHB PARTNER UPDATE

7 October 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:

- ***Launch of TIA Clinic*** – Launch date 26 October 2009 (Referral Guidelines and invitation to additional training session attached)
- ***Complaints Process*** – Details on DHB process for all stakeholders (Brochure & Form attached)
- ***Proposal to Establish OAR Service*** – Background paper written (visit: <http://www.healthpoint.co.nz/forum/topic,72.sm> to view this document)
- ***HPV Testing Update*** – Testing launched 1 October 2009
- ***After Hours Initiatives*** – Wellington A&M offers lower fees to CSC/HUHC holders, former FAP patients
- ***Do you have a nurse vacancy?*** – Take on a new graduate
- ***Upcoming Education***
 - ***Long Term Conditions***
 - Managing Heart Failure & Acute Complications of Diabetes in Practice - 4 November
 - Generic Self-Management for Long-Term Conditions Workshop - 5,6 & 7 November

See below for further details on each of these issues:

Launch Of TIA Clinic **(Referral form attached)**

The new stroke TIA (Transient Ischaemic Attack) service based at Wellington Hospital will be **launched on 26 October**.

TIA is a MEDICAL EMERGENCY – people with TIA are at high risk of early stroke. This risk is higher than that for chest pain and TIA therefore warrants urgent attention (NZ TIA Guideline, Stroke Foundation 2008).

The new clinic, to be based in outpatients, will provide an **acute telephone advice** service from the Stroke Team, **Monday – Friday, 8am – 4pm** for suspected TIAs and a **next working day urgent clinic service referred by fax or email for probable TIAs**, in accordance with the Stroke Foundation guidelines.

High risk patients are to be referred directly to the **on-call Medical Registrar**.

Please use the **recommended referral form attached**. A prepopulating Medtech32 Outbox document is to follow in the near future. This form **includes an ABCD2 score to identify high risk patients**.

The new service will provide next day specialist Stroke Physician assessment, priority access to CT and Doppler USS assessment where appropriate and vascular surgery when required.

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.

Some GPs have requested **an additional training session** on the NZGG guidelines and referral process and this will be held in Wellington **on October 29 – see attached invitation if you wish to attend**.

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: adrian.gilliland@ccdhb.org.nz or Gerry McGonigal, Lead Stroke Physician: gerry.mcgonigal@ccdhb.org.nz

Complaints Process

C&C DHB operates a robust Complaints process to ensure feedback from patients, their families and all our key stakeholders is responded to and appropriate action taken.

The C&C DHB consumer complaints policy is in alignment with the Code of Health & Disability Services Consumers' Rights.

The 'How to make a complaint' brochure and the 'Tell us what you think' feedback form have just been reviewed and are available online at

<http://www.ccdhb.org.nz/Complaints.htm> (**copies are also attached**). Feedback or complaints may be sent via the online form.

All complaints are assessed by the Complaints Facilitator and the appropriate Directorate Quality Leader.

An incident will also be logged within the reportable events database (where appropriate) and followed up accordingly via the Reportable Events system. The reportable events system forwards automatic alerts to the Quality & Risk Manager (for extreme and high risk events) & Patient Safety Officer (for all events).

GPs who notify us of a complaint should receive feedback through the complaint response system within the legislated timeframes.

Any ongoing risks are risk assessed and logged onto the risk register, and mitigation plans are developed and regularly monitored.

To contact the Complaints Team (other than through the online form):

Post: Complaints Facilitator
Capital & Coast District Health Board
Private Bag 7902
WELLINGTON

Phone: (04) 385 5999 ext 4073

Fax: (04) 385 5870

Email: [complaints @ccdhb.org.nz](mailto:complaints@ccdhb.org.nz)

Detailed information about the Code of Health and Disability Services Consumers' Rights is available on the Health and Disability Commissioner's website:

www.hdc.org.nz.

Proposal to Develop an Older Adult and Rehabilitation Service within C&C DHB

The purpose of this project is to establish an integrated older adult and rehabilitation service (OARS) for C&C DHB, which will improve the overall health outcomes for older people with complex medical, cognitive, functional and social needs.

A paper (**visit: <http://www.healthpoint.co.nz/forum/topic.72.sm> to view this document**) has been written to provide background to the proposal and to the nature of the speciality and information on the function of a OARS model. The paper also discusses the interfaces with other services and includes the process for feedback and comment.

The first stage of this project considers the high level concept for an OARS service model for C&C DHB, integrating Capital Coast Rehab and Ward 5 medical services, implementing an in reach geriatrician consultation service into acute medicine, and possibly incorporating the stroke service. The proposed outcome of this phase will be an integrated geriatric/Assessment Treatment and Rehabilitation service (AT&R) model across sites.

Update on HPV Testing

HPV testing according to the Guidelines for Cervical Screening in New Zealand, published in September 2008, officially commences on 1 October 2009.

It is expected that there will be a transition time for this to be fully up and running in all regions and NCSP laboratories will provide further advice regarding the roll-out process.

Two information sheets on HPV testing have been developed and are now available on the NSU website: www.nsu.govt.nz

- A fact sheet for smear takers to explain and clarify their responsibilities with the introduction of HPV testing: www.nsu.govt.nz/Health-Professionals/2747.asp
- A fact sheet for women on HPV and HPV testing, which will also be a useful guide for smear takers, advising women about HPV testing: www.nsu.govt.nz/Current-NSU-Programmes/2480.asp

After Hours Initiatives

The Wellington Accident & Urgent Medical Centre on Adelaide Road has brought in changes to its fees to reduce one of the barriers to accessing after hours care for some patients.

The centre now offers reduced rates for patients aged under 6, those with Community Services Cards, High User Health Cards and patients of former access

practices (namely: Newtown Union Health Service, Te Aro Health Centre, Ora Toa Poneke, Te Ngawari Hauora, Evolve, Wellington People's Centre, Pacific Health Services Wellington).

There are no surcharges for public holidays and assistance with transport costs can be arranged if needed. There is also additional hardship funding for patients for whom even the reduced charges are beyond their budget – GPs can ask for specific patients to be flagged for this funding.

The new charges are as follows:

	CSC/HUHC	Formerly Access Practice (FAP) Patients	Non card holders & not FAP	
Under 6s	\$10		\$20	Applies to both Medical & ACC Consultation Charges
6-17yr olds & Adults	\$40	\$25	No change from current charges	

C&C DHB is also working with after hours stakeholders to develop a communications plan for **After Hours services across the district**. The plan aims to raise awareness about after hours services, how to appropriately use them, as well as the importance of having a GP that patients see regularly. We expect that this will be implemented by the end of October.

If you have any comments or queries regarding After Hours Services, please contact Johanna Reidy, Programme Manager Population Health:

johanna.reidy@ccdhb.org.nz

Do you have a nurse vacancy?

Are you interested in supporting a newly graduated registered nurse into the Primary Health Care workforce?

If so, read on:

The next nursing State final exams are in November and we are receiving enquiries from third year nursing students keen to work in the primary health care setting.

Capital and Coast DHB has a Nurse Entry to Practice (NetP) programme which will assist you in supporting your new graduate nurse employee.

C&C DHB can offer you:

- A free flexible programme of learning to smooth the entry to practice of the new graduate nurse, with assignments and a recognised qualification.
- Structured study days (at least 12) – 6 days with their hospital new graduate peers and 6 relevant study days, which you decide according to the learning needs for your employment setting.
- \$2500 for each new graduate who successfully completes the NetP programme to contribute to your costs for accessing the relevant study days (e.g. vaccinators course, sexual health course).

Your commitment:

- Ongoing employment of at least 0.8 FTE for your chosen new graduate nurse

- A designated senior nurse to work alongside the new graduate nurse, who has attended a preceptor course (available free to NetP preceptors from C&C DHB)
- Release time for the new graduate to attend the study days.
- Access to a Professional Development and Recognition Programme (PDRP) – also available from C&C DHB.

Would you like to know more? If so, please contact:

Linda Polaschek

Nurse Leader, Primary Health Care & Integrated Care,

Email Linda.polaschek@ccdhb.org.nz

Ph 04 8061156

(please note, Linda works Mon-Wed only).

or

Anjana Naidu

Nurse Lecturer NetP programme

Email anjana.naidu@ccdhb.org.nz

Ph 04 3855999 ext 4813

Upcoming Education

Long Term Conditions

Managing Heart Failure & Acute Complications of Diabetes in Practice

4 November 2009

9am – 10:30am

Speakers:

Janet Dunbar, Clinical Nurse Specialist - Heart Failure

Lindsay McTavish, Clinical Nurse Specialist, Diabetes Education & Research Centre

Venue: Wellington Hospital, Professional Development Unit, Level L, Ward Support Block

On completion of the education session participants receive a Certificate of Attendance.

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

Generic Self-Management for Long-Term Conditions Workshop

5,6 & 7 November 2009

9:00am – 4:30pm

Venue: Planning & Funding, Lotteries Commission Building, 54-56 Cambridge Terrace, Wellington.

The Generic Self-Management for Long-Term Conditions Workshop will assist health workers to effectively provide self-management support to people across a continuum of prevention, health promotion, early intervention, treatment, continuing care and relapse prevention. The workshop is suitable for health educators, programme coordinators, workshop facilitators, volunteers, non-health professionals, trainers, lifestyle advisors, carers and support people who work with people with long-term conditions. It will provide skills in providing effective long-term condition self-management support face-to-face, over the phone or in group settings.

On completion of the workshop, participants receive a Certificate of Attendance.

For further information or to RSVP please contact 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

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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

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