

C&C DHB Partner Update

September 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 under the Medical Professional section – News.

Headlines in this edition:

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Attachments to this newsletter are marked as **bold and underlined**

C&C DHB CEO Ken Whelan resigns

As you may have already heard, C&C DHB CEO Ken Whelan will be leaving in mid-September after more than two year as Chief Executive.

We have appointed recruitment consultants Hedrick & Struggles who have begun the process of finding Capital & Coast a new Chief Executive and Chief Operations Officer.

The applications close for the COO role at the end of September and an interview panel has been set up to conduct interviews at the beginning of October. There is no closing date set for the role of CEO as yet.

In the interim Shaun Drummond will stay on as acting CEO till the New Year; Chris Lowry will be acting COO until an appointment is made and Luke Worth will fill in as acting Executive Director (Operations) of Medicine, Cancer & Community.

Radiographers strike – Tuesday 7 September

Capital & Coast DHB has received a strike notice from the radiographers union Apex for September 7. This is a withdrawal of all labour for 24 hours and means we will not be able to provide the usual X-rays, CT scans and other imaging services. Apex has agreed that its members will provide Life Preserving Services (LPS) which also covers risks of severe disability. We expect to be able to provide radiology for serious medical and surgical conditions.

We anticipate that patients with musculoskeletal problems will not have access to radiology unless it is a serious injury or condition.

This strike is in addition to ongoing industrial action from Apex members who are “working to set examination times” with during working hours and will only provide CT and MRI for LPS out of hours.

In the first instance please consider if a patient can be managed at the Wellington Accident & Urgent Medical Centre on Adelaide Road, which has radiology support from 8am until 10pm. Alternatively, patients can also be referred to Pacific Radiology, their available services and opening hours for all locations can be found on their website, www.pacificradiology.org.nz .

The Kenepuru A&M will have a radiographer on call but only for serious conditions which meet the Life Preserving Services criteria.

Patients with possible minor fractures/injuries who do come to hospital, may get their limb immobilised and be sent home, to return the next day for X-ray.

If you are not sure, please ring the on call consultant for the particular specialty to discuss what to do.

We anticipate a large backlog of work on Wednesday September 8, when a work to rule is still in force, so please try and continue to refer people to the Adelaide Road centre and Pacific Radiology then as well.

New Guideline for Dietary Management of Functional Gut Disorder (Irritable Bowel Syndrome) launched on 1 September

The C&C DHB Gastroenterology Clinical Pathways Collaborative Group launched new guidelines for Primary Care on the diagnosis and management of Functional Gut Disorder or Irritable Bowel Syndrome on 1 September, 2010.

This was overwhelming well received by primary care and due to the level of interest, a further education session will be provided on Tuesday, September 7th at Kenepuru Education Centre at 6.30pm. A further session at a later date will be provided for Kapiti.

There are 3 key resources attached for your information.

1. Simple guide to identifying and investigating IBS symptoms

by Rees Cameron, Gastroenterologist, C&C DHB.

This guide describes key symptoms suggestive of the diagnosis of Irritable Bowel Syndrome, alarm symptoms that would suggest other serious pathology and simple investigations to exclude other pathology.

2. Dietary Management of Irritable Bowel Syndrome

by Sarah Elliott, Specialist Dietitian,

Endorsed by the C&C DHB dietitian service, this provides GPs with a number of simple steps to manage the patient with Irritable Bowel Syndrome including a simplified version of the FODMAP diet. This toolkit will assist GPs with management however at the current time the C&C DHB dietitian service does not have the capability to accept referrals for the FODMAP diet. This will be reviewed over the next few months.

3. Cereal Fibre Free Foodplan

by Gastroenterology and Dietetic Services, C&C DHB

This plan provides an alternative diet plan that may benefit a subset of patients with Irritable Bowel Syndrome.

Copies of the presentations by presented by Dr Rees Cameron and Sarah Elliot providing more detail for those interested will be available on the C&C DHB Healthpoint website under Clinical Pathways Collaborative, Gastroenterology.

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Outpatients booking centre requests

When referring patients for outpatient bookings, please ensure that all of their personal details, in particular contact details, are correct.

C&C DHB has recently spent hours training our reception staff so that every time a patient presents for an outpatient appointment or is admitted that all patient personal details are updated.

However this work may be in vain if on receipt of a referral from Primary Care the Outpatient Booking Centre loads incorrect personal details into our system. If the practice does not have the patients correct personal information this results in C&C DHB changing already correct details to the incorrect information submitted by the practice.

Approximately 50% of patient referrals have the personal details changed by staff in the booking centre.

By ensuring your patients personal details are correct, it will improve their access to the specialist care provided by C&C DHB. Incorrect details lead to patients not receiving outpatient appointment times in a timely manner, which can in turn lead to DNAs, slowing down the process for everyone. The Outpatient Booking Centre contacts patients by post and over the phone so it is crucial that these details in particular are correct.

Please help us to improve the service for your patients by **confirming their personal details (address and phone number in particular) at the time of referral** so that we can ensure your patient can be contacted with the details of their specialist appointments.

Please also remember that **all referrals for Emergency Department assessments need to be faxed through to Emergency Department on fax 385 5899**. If you fax acute referrals through to the Outpatient Booking Centre it will result in delays in Emergency Department staff receiving your referral.

Changes to eligibility for household management services

C&C DHB has changed the eligibility criteria for those seeking household management assistance.

From 6 September 2010, all new referrals for household management only (i.e. only those who do not require any kind of personal or complex care) **will need to hold a Community Services Card to be eligible for these services.**

The criteria will be applied to existing clients from 1 December 2010, as and when they undergo their usual reassessment. They will continue to receive services until their reassessment takes place.

All other DHBs that provide this kind of assistance to the community means test clients and this move brings C&C DHB into line with the national framework.

The information attached includes an outline of the change for stakeholders and patients. You can find this information online at: www.ccdhb.org.nz/community/home-based-care

If you have any questions about this new process, please contact the Care Coordination Centre in the first instance.

Pharmacy hotline launched

An email account has been set up so community Pharmacies and GPs can easily send ideas and concerns to the DHB. It is not designed for specific patient queries but rather to discuss general trends and process issues, as well as improve our ongoing interactions with Primary Care.

The email is: prescriptionhotline@ccdhb.org.nz

The emails are then forwarded to the Medicines Committee for review at their monthly meeting, which occurs on the 3rd Tuesday of each month. They will then discuss if there are any process issues that need further work

Cancer Support Directory

On Friday, the Cancer Support Services Directory was launched at Hutt Hospital. The directory is a collaboration between Capital & Coast, Hutt Valley and Wairarapa District Health Boards and is a one-stop-shop for those affected by cancer and their whanau to find the support that they need.

A copy of the directory is attached and is also available on the Hutt Valley District Health Board website:

www.huttvalleydhb.org.nz/Article.aspx?Mode=1&ID=1669

Eating Disorder Education Day

Attached please find the programme and registration form for the Central Region Eating Disorders Education Day on 19 October; this follows a successful Education Day in Palmerston North in June.

It is open to DHB staff as well as any GPs/organisations in the community who work with clients with eating disorders.

Unless you are only attending the Grand Round during the day, it is essential to register, including the sessions you are attending, no later than Friday 8 October on the RSVP form attached.

If you require further information please contact Sue Willoughby by email Sue.Willoughby@huttvalleydhb.org.nz or phone 461 6722

3M Tegaderm Professional Development Grant 2010 for Registered Nurses

3M New Zealand is pleased to announce that applications are open for the 3M Tegaderm Professional Development Grant 2010, and would like to invite you to take part.

3M are offering four professional development grants to New Zealand registered nurses who have gone beyond the call of duty, and made a true difference in their work.

The first place winner will receive a grant worth \$1250, and three runners up will each receive a grant of \$250. The grant aims to recognise New Zealand registered nurses, and provides funding for the purposes of research and development, higher education or conference attendance.

The 3M Tegaderm Professional Development Grant is open to all New Zealand registered nurses, in both the public and private sector. Entrants can nominate either themselves or a colleague.

Nominations must be emailed to tegadermgrant@mmm.com by 30 November 2010 and, in 200 words or less detail how yourself, or your nominee, has demonstrated qualities of dependability, trust and versatility, and gone beyond the call of duty at work.

The awards will be announced in February 2011.

For any queries please **see the attached flier** or contact (09) 477 6571 or istafford@mmm.com.

HRC Funding Round

The Health Research Council of New Zealand (HRC) is the Crown agency responsible for the management of the Government's investment in public good health research. Ownership of the HRC resides with the Minister of Health, with funding being primarily provided from Vote Research, Science and Technology. A Memorandum of Understanding between the two Ministers sets out this relationship.

The dates for the 2011 funding round are as follows:

	Projects	Programmes
Closing date for registration of applications	29 September 2010	7 December 2010
Closing date for Expressions of Interest (Submitted on EASY)	12 October 2010	
Closing date for Expressions of Interest (submitted by hard copy)	14 October 2010	
Applicants notified of outcomes for Expressions of Interest	8 December 2010	
Closing date for Full Applications (submitted on EASY)	4 March 2011	1 February 2011
Closing date for Full Applications (submitted by hard copy)	8 March 2011	3 February 2011
Applicants notified of outcomes for Full Applications	June 2011	June 2011

Below are links to relevant information on the HRC website:

- <http://www.hrc.govt.nz/assets/pdfs/Guidelines%20rev9.pdf>
- <http://www.hrc.govt.nz/assets/pdfs/publications/InvestSignal-HW.pdf>
- <http://www.hrc.govt.nz/assets/pdfs/publications/InvestSignal-IOACC.pdf>
- <http://www.hrc.govt.nz/assets/pdfs/publications/InvestSignal-NZHD.pdf>
- <http://www.hrc.govt.nz/assets/pdfs/publications/InvestSignal-RHM.pdf>
- http://www.hrc.govt.nz/root/Research%20Funding/Funding%20Opportunities/The%200Annual%20Funding%20Round/Project_Feasibility_Studies_and_Emerging_Researcher_First_Grant_Awards.html
- http://www.hrc.govt.nz/root/Research%20Funding/Funding%20Opportunities/The%200Annual%20Funding%20Round/Programme_Contracts.html

C&C DHB Integrated Model for Anticoagulation Management

The C&C DHB Primary / Secondary Clinical Governance Group has endorsed a C&C DHB Integrated Model for Anticoagulation Management. The model will help to ensure that there are systems, guidelines and processes in place to enable primary care and secondary care to provide standardised and linked anticoagulation management for patients.

Implementation of the model project is underway, so far:

- Medtech have begun the development of the template for warfarin monitoring and management. The aim is to have the template available for testing by late September
- Warfarin and enoxaparin education resources and material are being sourced and will then be distributed across the sector in an information pack. It will include patient resources, clinical algorithms and guidelines for warfarin management.
- Education sessions and being planned and will provide more information about the integrated anticoagulation model. Further information about the sessions will be available soon and we hope to see many of you there.

Natalie Lindsay will be co-ordinating the implementation of the project and we look forward to coming and meeting with you about the programme soon.

If you have any questions regarding this project please contact:

Astuti Balram, Service Development Manager ph: 04 806 2422 or email astuti.balram@ccdhb.org.nz.

Natalie Lindsay, Project Officer ph: 027 562 3905 or email natalie.lindsay@ccdhb.org.nz

Overseas Applications for Registered Nurses

The Nursing Council will **not** be accepting any new applications for registration from overseas applicants (except applications under Trans Tasman Mutual Recognition Agreement {TTMR}) from 10 August 2010 until such time as any amendments to the qualifications required for those applicants have been consulted on and gazetted.

Any new applications for registration from overseas applicants that are received fall into this category. It is anticipated that any amendments to the qualifications will come into force at the end of September 2010 at which time the Council will resume accepting new applications.

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

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