

August/  
September  
2005

# General Practice Newsletter



## Counties Manukau Primary Care

General Practice Newsletter from Counties Manukau DHB and Middlemore Hospital.

### Notes from the GP Liaison desk

#### Comments from the Clerical staff

A request to check eligibility before referring patients to the SuperClinic or Hospital. If not eligible please inform the patient there will be charges for their care.

Please also include the NHI on all referrals as this is an important piece of information in establishing the correct patient. It is not uncommon to have patients of the same name at the same address (esp. father and son) which can cause confusion.

The staff would appreciate including the need for an interpreter on all referrals. A blank field means that the staff have to check with the patient and many patients are upset by this. Rather than just leaving the field blank when an interpreter is not required a positive statement is much more helpful.

#### Comments from Emergency Care

**Acute referrals:** A reminder that only **Orthopaedics and General Surgery** will accept faxed acute referrals to EC without a phone call to the registrar on call.

All other services still require the phone call and discussion with the Registrar.

**Paediatric acute general surgical referrals** are made to Starship Children's Hospital and not to Middlemore.

Middlemore does manage the acute paediatric orthopaedic and plastic referrals.

EC is getting a number of referrals from Primary Care for possible DVT. Just a reminder that these are often best managed through POAC.

A number of limb fractures are being referred to EC without immobilisation or pain relief which results in unnecessary patient distress. A sling or simple splinting plus pain relief makes the transfer to hospital more comfortable for the patient.

#### Reminders

A reminder that the **GP advice line** is still in operation. Fax queries to 276 0191 or e-mail to [gpadviceline@middlemore.co.nz](mailto:gpadviceline@middlemore.co.nz).

All **dermatology referrals** are now referred to the SuperClinic and not to Auckland Dermatology. Fax 2771600 or post to SuperClinic, Private Bag 98-743, South Auckland Mail Centre

**ACC referrals to Middlemore Radiology:** All ACC referrals need to clearly state that it is an ACC case and include the ACC number. This is important for claiming processes.

#### CME

Tuesday August 23rd Mental Health

Tuesday September 20th Ophthalmology

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GP Help Desk:  
Ph 270 4723  
Fax 277 1600

## General Practice Website

[http://www.cmdhb.org.nz/Counties/  
Primary-Care/General-Practice](http://www.cmdhb.org.nz/Counties/Primary-Care/General-Practice)

Have you visited the CMDHB website yet? The site has copies of the newsletters and fax outs along with information about referrals and wait times plus various guidelines posted there.

There are sections for POAC news, CME, complaints procedures and how to contact GP Liaison.

I would welcome feedback on further development of the site and what you would like to see there.

*Tom Bracken*

Ph 276 0044 ext 2512

e-mail [tbracken@middlemore.co.nz](mailto:tbracken@middlemore.co.nz)

## Infection Control Conference

### 24th/26th August 2005

Full details are available at: <http://www.cmdhb.org.nz/counties/Conferences/ICConference05>

The Wednesday PM and Thursday AM sessions are devoted to issues pertinent to General Practice i.e. Silver as an antimicrobial; The use of honey in wound care – a re-emerging therapy; Primary care response to a communicable disease epidemic: Office based infection control.

For further information please contact:

Medical Industry Association of NZ

PO Box 8378

Symonds Street

Auckland

PH: 917 3645

Email: [admin@micnz.co.nz](mailto:admin@micnz.co.nz)

## Gastroenterology Department

The Gastroenterology Department would like to improve accessibility for General Practitioners wanting acute management advice for patients who do NOT require admission. To try and facilitate this we are trialling a GASTRO HOTLINE . This is a direct dial number that will be forwarded to a cell phone carried by our Research Fellow or Senior Gastroenterology Registrar. The number and cell phone are already operational.

Unfortunately the number can only be manned between the hours from noon to two pm Monday to Friday. This is because Gastroenterology Medical Staff (like General Practitioners) are usually involved in clinics or endoscopy lists each morning and afternoon and therefore could not promptly answer phone calls - defeating the purpose of the hotline.

We realise that this time restriction limits usefulness of the hotline for GPs but it is a start!

Calls or messages left during these hours will be answered but at this time we cannot answer messages left outside these hours. It may be possible for us to extend the service if it proves helpful and we welcome your feedback. Requests for admission will continue to be directed to the Ward Gastroenterology Registrar via the hospital switch board.

### **GASTRO GP HOTLINE**

2503805 Noon -2 pm Monday to Friday

*Susan Parry*

*Gastroenterologist/Clinical head*

*Department Gastroenterology and Hepatology*

## Staff Change

Dr Ian Brown, Chief Medical Officer at Middlemore leaves to take up a similar post in Northland early in August. Ian has been a great champion of General Practice and while I will miss his support for those of us working in the community I wish him well in his new post.

*Tom Bracken*

## Clinical Board

- Palliative care in MMH is being audited by trialling the Liverpool Care Pathway
- Annual subcommittee reports from Health Information Committee, Emergency Response Committee and Workforce Development Committee, Medicines Advisory Committee
- Quality Action Plan for 2005-2006 was introduced
- Restructuring of the Clinical Board to be smaller and more accountable

## Clinical Advisory Group

- Ian Brown, CMO presented changes to ACC medical misadventure, removal of error and mishap, replaced with treatment injury, and no longer dealing with complaints
- Tony Kake, Consumer Liaison for the DHB updated progress on the Consumer Panel
- John Savory proposed Pharmacists be able to get NHI numbers for patients, HealthPac to be lobbied
- Alan Moffitt introduced an online health services directory HealthPoint, including CMDHB
- Emma Bale, Quality Manager presented the 2005-2006 Quality Action Plan, focus for Primary Care on Workforce issues and assisting compliance with OSH

*Michael Clarke, Clinical Board GP Rep*

## Acute Ophthalmology Services

The Ophthalmology acute services for the Auckland Region are now located in the Greenlane Clinical Centre. Access is through Gate 1.

Contact numbers: Phone 3074949 ext. 27630

Fax 623 4690

**After 6.00 pm:** 3074949 ext. 0 for the operator, and ask for the Eye Registrar on call.

## Meningococcal B (MeNZB™) Immunisation Programme

Congratulations to general practices, Well Child providers, Outreach services, community health workers, public health nurses, schools and Primary Health Organisations (PHOs).

We are now twelve months into the MeNZB Immunisation Programme and the achievements to date are:

- 81% of children aged 1 to 5 years have received all three MeNZB™ doses.
- 90% of school age children have received all three MeNZB™ doses.

The programme is available to children and young adults from age 6 weeks up to 20 years. Coverage rates for children aged between 6 weeks and 12 months is still low with only 20% of the total number of children in this age group having received 3 doses. Primary care providers should take the opportunity to give MeNZB with normal Well Child vaccinations or recall where possible. Children who have not been vaccinated or who have not completed the course should contact their family practice, health centre or nearest general practice.

In addition, CMDHB are running an Outreach Service with community health workers and a number of community clinics providing vaccinations by our Kidz First Public Health Nurses. Anyone can call 0800 239 473 to find out where and when these clinics are.

Remember they need all three.

Be wise. Immunise.

## General Practitioner Staff Changes

One of my tasks is to keep an up to date list of all GPs and all practice addresses with contact numbers, especially fax and where possible e-mail addresses.

This ensures that when patients name their GP we are able to forward patient information to the correct doctor at the correct address.

Correct practice address and fax number is important as we often have to fax out information/notices etc. between issues of the GP newsletter.

I would appreciate being notified of any GP changes so I can keep lists as up to date as possible.

Many thanks for your co-operation.

*Tom Bracken*

tbracken@middlemore.co.nz Ph 276 0044 ext 2512

# ACC Treatment Injury Provisions

Most of you will know that from 1 July the new Treatment Injury Provisions will replace the medical misadventure legislation. The key changes are as follows:

Removing the requirement to find fault before providing cover and focusing on outcomes rather than 'who did what wrong'

Removing the 'rare and severe' criteria

Removing the requirement for routine reporting of individual practitioners involved in error claims to the Health and Disability Commissioner, relevant bodies and employers

ACC will collect claims data for the purposes of deciding claims. This can then be used for patient safety and injury prevention purposes. Trend data will be available to the health sector

More detail on the provisions is contained in the ACC pamphlet that you should have already received.

**A treatment injury is defined as:** a personal injury occurring in the context of treatment by a registered health professional, but which is not a necessary part, or ordinary consequence of the treatment.

Treatment injuries are not that common – they are “**abnormal, unusual or exceptional**” and take into account the patients individual circumstances and underlying health conditions.

## The New Process

All patients who suffer a personal injury as a result of treatment will now be able to access rehabilitation and treatment in line with other ACC processes. The claim can be initiated either by the patient or the health practitioner providing treatment. There will now be two forms to fill in – the ACC 45 form (same as before) and the new ACC 2152 form which is specific for patient injuries. Although this increases the form filling it means (if there is enough information entered on the ACC 2152 form) that in many – if not most – cases ACC will not need to request further reports from providers or external advisors.

If you require further information please contact your local ACC branch office.

*Ian Brown, Chief Medical Officer, Counties Manukau DHB*

# Health Scholarships Available

Do you work in the health field and want to upskill?

The South Auckland Health Foundation may have a health scholarship available for you!

Now's your chance to apply for financial support to help you study in 2006.

There are three scholarship categories:

- General scholarships for undergraduate study
- Maori and Pacific Island scholarships for undergraduate and post graduate study
- Mental Health scholarships for postgraduate study.

Applicants for general and Maori and Pacific Island scholarships must be Counties Manukau residents. Applicants for mental health scholarships need to be working in the Counties Manukau community.

Scholarships will cover one year of student fees for study in a health related course.

All applicants must be committed to working in the Counties Manukau community on completion of their study.

Contact the South Auckland Health Foundation to find out more. Application forms will be available from 31 August and applications will close on 4 November. Email [sahfoundation@middlemore.co.nz](mailto:sahfoundation@middlemore.co.nz) , Ph 09 270 8808.

*Jo Mackie, Public Relations Officer  
South Auckland Health Foundation  
Phone 09 276 0044 xt 2048*

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**Ph 270 4723**  
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