

November  
2009

# General Practice Newsletter

COUNTIES MANUKAU DISTRICT  
HEALTH BOARD  
A Community Partnership

## Counties Manukau Primary Care

General Practice Newsletter  
from Counties Manukau DHB  
and Middlemore Hospital.

### Smoking Indicators for Primary Care

#### Smoking Indicators for Primary Care - Ministry and DHBNZ collaboration

With health target reporting for primary care due to begin mid next year, the Ministry is collaborating with DHBNZ to jointly pilot the implementation of two smoking indicators into primary care.

1. The percentage of current smokers who have been given brief advice in last 12 months.
2. The percentage of current smokers who have been given or referred to cessation support services in the last 12 months.

This joint project will also work with vendors to optimise the existing decision-support tools being used in primary care to make it easier for primary care practitioners to help smokers to quit and to monitor and report their progress through their practice management systems.

### GP access to Concerto

General Practitioners and Practice Nurses can get access to the CMDHB Health Network Concerto website which holds a variety of patient information including the results of investigations, clinic letters, and discharge summaries.

The Concerto site will allow access to all patient details of enrolled patients in the DHB database at that practice. An alternate option is TestSafe, which will allow access to all lab results (hospital and community) for all patients in the Auckland region.

20% of practices in the CMDHB area already have Concerto access, and a further 25% of practices may already have the secure internet access required for Concerto or TestSafe.

Practices who are currently looking up NHI numbers and applying for special authority numbers online will already have this secure access. If you are unsure whether you currently have health network access, try typing <http://10.247.201.254/intranet/> into your web browser. This should bring up the CMDHB Health Network home page for those practices who already have access.

Getting Concerto access for these practices incurs no additional costs and as simple as contacting Trudie Whimp at CMDHB; 276 0044 ext 2664 or [Trudie.whimp@healthalliance.co.nz](mailto:Trudie.whimp@healthalliance.co.nz)

Those without current access to the Health Network will need to apply for this and sign up with a secure service provider (approx \$130/mth per practice). Further information is available on the CMDHB website at: <http://www.cmdhb.govt.nz/Funded-Services/General-Practice/HealthIntranet/default.htm#networkproviders>

### Obesity & weight management referrals

A reminder that due to staffing shortages, there is currently no outpatient services for obesity and weight management.

Details of the services the department are currently providing are available on healthpoint [www.healthpoint.co.nz](http://www.healthpoint.co.nz) you will be advised when full services are resumed

### Electronic Discharge Summaries (EDS)

We are continually looking to improve the flow of information from secondary to primary care. In an effort to improve the quality of the EDS that you receive, I wonder if it would be possible to feedback instances where you have received an EDS containing insufficient, inadequate or incorrect information. Please send this to [GPfeedback@middlemore.co.nz](mailto:GPfeedback@middlemore.co.nz)

### NRT Now On Prescription

From September 1, NRT has been available on prescription as well as Quit Cards. Here is the link of the letter sent to all GPs. [http://www.pharmac.govt.nz/2009/08/28/NRT\\_GPs\\_Notification\\_letter.pdf](http://www.pharmac.govt.nz/2009/08/28/NRT_GPs_Notification_letter.pdf) If you need any more information please contact Ingrid Minett, Programme Manager, Smokefree on 259-3896 or [Ingrid.minett@middlemore.co.nz](mailto:Ingrid.minett@middlemore.co.nz)

## Contents

- Smoking Indicators for Primary Care
- GP access to Concerto
- Obesity & weight management referrals
- Electronic Discharge Summaries (EDS)
- NRT Now On Prescription
- Cutaneous Lupus Study
- GP Complaints Process
- Counties Manukau goes digital
- Healthpoint updates
- COPD Study
- BreastScreen Counties Manukau
- Hand therapy is moving!
- New Pharmacy hot-line
- Gout is just a pain in the toe. Yeah, right!
- Healthy Heart
- Health Navigator Website
- Diabetes Study
- GP Noticeboard on Healthpoint
- Primary Health Interpreting Pilot
- eReferrals
- Communications received in error

## Elective Services

GP Help Desk:

Ph 270 4723

Fax 277 1600

# Cutaneous Lupus Study

**A study to determine the prevalence of Cutaneous Lupus in the Counties Manukau District Health Board Area**

**Dr Paul Jarrett, Dermatologist CMDHB**

I would greatly appreciate you letting me know if you have any patients with cutaneous lupus in your practice. I am undertaking a prevalence study in to this disorder particularly looking at ethnic groups as anecdotally Maaori and Pacific Islanders seem to be more frequently affected. Once a database is established further studies are planned.

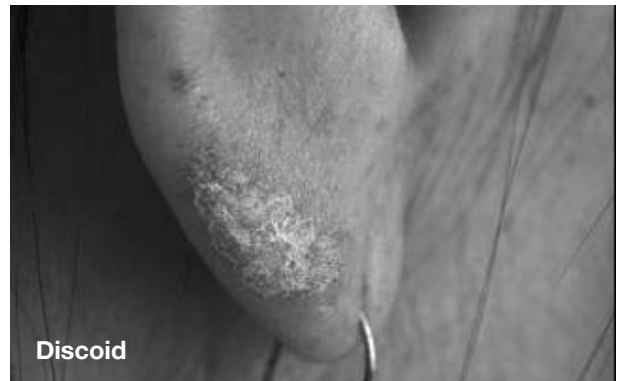
The three main groups of cutaneous lupus are;

**Acute cutaneous** (butterfly rash) often seen in context of SLE, **sub acute cutaneous** (more extensive arcuate, polycyclic rash often with

no systemic symptoms, ANA and Ro positive) and **discoid lupus** (discrete often round red, scaling patches) often leading to scarring affecting skin and hair (often ANA negative).

If you have any such patients I would appreciate an e mail with NHI to Skinlupus@middlemore.co.nz or leave a message on the research phone 021 1778169 and I will get back to you.

The study has been approved by the Northern Y Regional Ethics Committee (NTY/09/52/EXP)



## GP Complaints Process

We have recently made to changes to streamline feedback from primary care. Listed below are the details which can be found on the CMDHB website under the General Practice home page; <http://www.cmdhb.org.nz/Funded-Services/General-Practice/default.htm>

If issues arise that impact on patient care, or you wish to provide feedback about the services that the DHB provides, these can be raised through any of the channels outlined below. The complaint is logged and forwarded to the appropriate service. We will endeavour to deal with the complaint in a timely manner and feedback the outcome to the parties involved.

BY PHONE: Russell Smart, GP Liaison 09-276 0000 ext 4743

BY FAX: 09-276 0023 (please annotate "attention GP Liaison")

BY EMAIL: [GPfeedback@middlemore.co.nz](mailto:GPfeedback@middlemore.co.nz)

ONLINE: Please fill out the Feedback form. <https://haweemail.healthcare.huarahi.health.govt.nz/exchweb/bin/redir.asp?URL=http://www.cmdhb.org.nz/Funded-Services/General-Practice/gp-feedback.htm> \t "\_blank"

BY POST: GP Liaison Staff Centre Middlemore Hospital Private Bag 93311 Otahuhu Auckland 1640

## Counties Manukau goes digital

Mammograms in Counties Manukau will be faster and a more comfortable procedure for many women, with the unveiling of the new digital mammography machine. With the financial support of major sponsors (The Lion Foundation and The New Zealand Breast Cancer Foundation) the new equipment has become a reality for the Counties Manukau breast screening service.

CEO of The Lion Foundation, Phil Holden, says he was glad to be able to help, "This is potentially life-saving equipment, and it can benefit thousands of women annually – these are the types of good causes that Lion Foundation funding is all about".

The Lion Foundation has given \$5m support to the South Auckland Health Foundation over the past five years.

The new equipment cost almost \$735,000 and Radiologist and Medical Director from BreastScreen Counties Manukau, Sally Urry is thrilled to have the new full field digital mammography machine.

"The new equipment gives us the ability to image more women, more efficiently and in some cases with more accurate results", she says. "With 13% of all breast cancers diagnosed in New Zealand coming from the Counties Manukau area it is imperative that we have the best available equipment".

The New Zealand Breast Cancer Foundation have also contributed \$282500 raised through a four month fundraising drive including the Pink Ribbon Breakfast campaign in May and the annual 'In the Pink' fashion fundraiser in June.

NZBCF Executive Trustee, Heather Shotter stresses the importance of women having regular mammograms. "Research has shown that early detection is a woman's best protection against breast cancer. The Foundation urges women to have their age appropriate mammograms as an effective way to reduce death from breast cancer". With rapid population growth, Counties Manukau has one of the busiest breast clinics in the country, and last year diagnosed 300 new breast cancer cases.

## Healthpoint updates

The following community mental health services (adult) have had their individual service pages on Healthpoint amalgamated into one service page:

Awhinatia Community Mental Health

Manukau Community Mental Health

The Cottage Community Mental Health

Te Rawhiti Community Mental Health

Now all service information on Healthpoint for the community mental health services (adult) can be found at Counties Manukau DHB Community Mental Health Services (Adult).

### Ophthalmology

Ophthalmology Management and Referral guidelines and the order form for retinal screening information pamphlets have been added.

### Mental Health Services

The contact details and referral forms for CMDHB Mental Health Services has been reformatted for easier reading for the user.

### Falls and Bone Density Clinic

Dr Mark Bolland (Endocrinologist) has joined the Bone Density Service. He will manage referrals for patients under 65 years of age. The Falls and Bone Density clinic information has been updated, please view on Healthpoint.

### GP Training Sessions

10 minute Healthpoint training sessions are available for GPs and Practice Nurses. During the training session, you will receive a username and password allowing you access to secure referral and guideline information for services. If you would like to arrange a training session at your practice, please contact:

Debbie Phillips, CMDHB Web Communications Co-coordinator

Phone: 09 276 0044 extn 9077

Email: [Debbie.phillips@middlemore.co.nz](mailto:Debbie.phillips@middlemore.co.nz)

## New Pharmacy hot-line

### New Pharmacy hot-line to check discharge medications

The process of establishing patient's medication list on arrival in hospital is both pedantic and time consuming. We wish to express gratitude to GPs and Community Pharmacists for their ongoing assistance in this task.

In Middlemore, pharmacists have opened a "hot-line" to support clarification of discharge medicines. Access to this line is on 276 0257.

With these initiatives we hope to optimise the patient journey from admission to discharge, integrating care between primary and secondary sectors.

We acknowledge the time and interruption this clarification work may cause to your day to day practice, but in the interest of patient safety may we take this opportunity again to say thank-you from the Middlemore Hospital Pharmacy Department. We look forward to the day when universal electronic prescribing and storage of patient medication lists streamlines this process.

Until then, thanks again.

Gray Maingay, Acting Pharmacy Service Manager, Middlemore Hospital  
Dr Alka Garg, Safe Use of Medicines Manager, Middlemore Hospital

## Gout is just a pain in the toe Yeah, right!

Gout is an inherited condition which is an independent indicator of risk for Type 2 Diabetes, CVD and hypertension. However, as it can present in patients at an early age and is episodic its significance in the long-term wellbeing of patients is often underestimated by both patients and health professions.

Many GPs may be unaware of how best to treat this chronic condition. Below are some key messages from Peter Gow, Rheumatology specialist at CMDHB:

- Regular measurement of uric acid is critical to good management of gout
- Uric acid often presents as NORMAL, i.e. less than 0.36 mmol/L during an acute attack of gout, with high readings present before and after an episode
- Regular three monthly uric acid blood tests are therefore recommended until uric acid is consistently in the normal range.
- 80% of patients with gout require medication such as allopurinol to manage the condition effectively. (Don't forget to give concurrent low dose colchicine for at least three months.)
- Allopurinol will lower uric acid if given at the right dosage. Presently only 50% of patients presenting with gout at Middlemore are on preventative medicine and many of these are not receiving an adequate dosage to normalise uric acid levels.
- Don't start or stop allopurinol during an acute attack

In the coming months more information about the best management of gout will be provided to the community at large. GPs and Practice Nurses should expect more patient enquires regarding gout management and uric acid levels over this time.

For more information on managing gout please call CMDHB GP Gout Champion, Gladys Hayes on 021 027 00257. Dr Peter Gow is also available on 021 545 453 or email [pgow@middlemore.co](mailto:pgow@middlemore.co).

An interactive CME points-gaining quiz is also available at [www.goodfellowclub.org.nz](http://www.goodfellowclub.org.nz) Rheumatology information has been updated and the Allopurinol guideline, calculator and patient information card has been added.

## Healthy Heart

### Counties Manukau DHB "Healthy Heart" cardiac rehabilitation programmes

CMDHB has a variety of options for its cardiac patient population (post CABG and valve surgery; angina; NSTEMI; STEMI; and post angioplasty).

Self management sessions target risk reduction through lifestyle changes.

- 1 Daytime self management sessions, every Thursday at Middlemore (6 week course)
- 2 Evening self management sessions, at Manukau Super Clinic (3 week block course)
- 3 Pukekohe daytime self management sessions at Pukekohe hospital (3 week block course)
- 4 Eight week exercise programme, Monday and Thursday at Middlemore
- 5 Nurse led CVD risk clinics

6 ICD support group sessions three monthly

If you feel any of your patients would benefit from these programmes please contact Katherine McLean 09 2760044 ext 7345, fax 09 2760176, or email [mcleank@middlemore.co.nz](mailto:mcleank@middlemore.co.nz)

## COPD Study

Ruth Cammell, Research Nurse at MMH is looking for volunteers for a study looking at new treatment options for Chronic Obstructive Pulmonary Disease.

Suitable patients are those who;

1. Have COPD, chronic bronchitis or chronic emphysema
2. Are over 40yrs of age
3. Are current or ex smokers.

Please contact Ruth on 276 0044 ext 8267 or 2976. [Ruth.Cammell@middlemore.co.nz](mailto:Ruth.Cammell@middlemore.co.nz)

## Health Navigator Website

Health Navigator NZ is a community based, non-profit project commenced by a group of GPs, nurses and allied health professionals for our colleagues and patients. The project is being led by the Health Navigator Charitable Trust in collaboration with a range of partner organisations including Heart Foundation (NZ), Asthma Respiratory NZ, SPARC, Mental Health Foundation, Arthritis NZ, Diabetes NZ, Webhealth and local District Health Boards. Their key aim is to link all the key health resources together and develop an online gateway or portal that will simplify the process of finding educational resources, tools and quality tested health information that will support and enable individuals and their whanau to manage their health and long-term conditions more effectively in partnership with their healthcare team. A further aim is to develop a useful resource for health providers with a focus on improving chronic care, self management support, evidence-based care, reducing health inequalities, continual quality improvement and improving health outcomes. The website can be viewed at [www.healthnavigator.org.nz](http://www.healthnavigator.org.nz) and was launched at the RNZCGP Conference on 11th Sept.

## BreastScreen Counties Manukau

### Data Match for Practices

BreastScreen Counties Manukau new Practice Team Liaison, Claire Thompson, is available to complete data matches against eligible patients. Email Claire an Excel list of NHIs of all eligible women between 45-69 years and she will complete the data match. Claire will then provide you with data of patients who are enrolled in the BreastScreen Aotearoa programme, patients who aren't enrolled and patients who are overdue for their breast screen. Claire can be contacted on 09 261 3372 or [claire.thompson@middlemore.co.nz](mailto:claire.thompson@middlemore.co.nz)

### Mobile Screening Unit Schedule

The mobile screening unit will be at the following locations for the remainder of 2009: **Howick/Botany:** 27th Oct - 6th Nov. **Highland Park:** 9th - 19th Nov and 14th - 24th Dec. **Nov. Mangere:** 24th Nov - 11th Dec. 2010 Mobile Screening Schedules will be forwarded to all practices when available.

## Hand therapy is moving!

The Hand Therapy service at the Manukau SuperClinic is moving to a new location. We will still remain in the SuperClinic building, but will now be part of module 9 (the Hand and Plastic Surgery Outpatient Clinic).

**Physical address:** Hand Therapy, Module 9, Ground Floor, Manukau SuperClinic, 901 Great South Road, Manukau City

**Postal address:** Hand therapy, Module 9, Manukau SuperClinic PO Box 98743, South Auckland Mail Centre, Auckland 2241 **Telephone:** Internal telephone extension: 4553 Direct dial external: (09) 250 8053. **Facsimile:** Internal fax extension: 4554 External fax number: (09) 250 8054

If you are interested in visiting the new Hand Therapy department please contact me to arrange a time. We look forward to an ongoing warm relationship with your service.

Kind regards,

Alieke van Middelaar,

Section Head Physiotherapist / Registered Hand Therapist, Hand Therapy, Burns & Plastics, Manukau SuperClinic, Middlemore Hospital, Ph: (09) 250 8053 [aliekev@middlemore.co.nz](mailto:aliekev@middlemore.co.nz)

## Diabetes Study

Do you have Type 2 Diabetes? We are looking for volunteers to take part in a clinical study for an investigational drug for type 2 diabetes. The study consists of 21 – 32 visits to the clinic over the course of 24 – 30 months.

You may be eligible to take part if you are:

- 18 – 80 years of age
- Currently taking an oral diabetic medicine
- Not adequately controlling your blood sugar.

If you have patients who are interested in participating in the study, then please contact Pauline O'Brien on (09) 276 0044, ext 7193 Pauline. O'Brien@middlesmore.co.nz

## GP Noticeboard on Healthpoint

Campbell Brebner and Andrew Stacey, GP Liaisons for CMDHB are posting current and important news for GPs on the GP Noticeboard on Healthpoint.

To access the GP noticeboard go to [www.healthpoint.co.nz](http://www.healthpoint.co.nz) (signed in with your username and password). Go to the CMDHB GP home page and services directory and the link to the GP Noticeboard is on the right of the page.

You'll find news and information about the Electronic Discharge Summary Upgrade information, what to do if you receive a discharge summary in error, the new Primary Options for Mental Health Service and much more. There are future plans to provide a forum for discussion for GPs and other medical professionals within this area.

## Primary Health Interpreting Pilot

The Primary Health Interpreting Pilot is linked to ARSS's Health Action Plan and from September 2008 undertook to fund a pilot for the use of Interpreters in the Primary Health Care Sector by providing Telephone Interpreting for Non-English speaking patients and on-site Sign Language Interpreting solutions for the hearing impaired. This is being provided regionally by all 3 DHBs over a 3 year period Telephone interpreting is the default medium for all Primary Health Consultations with a 95% target rate, as this offers the most cost effective and convenient solution. Funding has been made available to Enrolled or Casual Primary Health Migrant and Refugee Clients who are:

- Eligible for publicly funded health services in NZ
- Do not speak English or have limited English speaking language proficiency
- Have hearing impairments requiring sign language interpreting and are eligible for free PH Interpreting services

This means that your patients are able to access free interpreting services through their PHO's local GP clinics. Contact Nadine Costello or Jane Crown at ITS for more information (09) 276 0014 or email [its@cmdhb.org.nz](mailto:its@cmdhb.org.nz)

## eReferrals

eReferrals is one of a number of regional projects aiming to ensure all patients in the Auckland Region are referred to the right practitioner with the right information at the right time, and receive the right response through introducing a system to enable GPs to send referrals electronically and eventually, manage the process electronically throughout the hospital.

The project has been split into three phases. The team are currently working through the approval process for each DHB for the first phase of the project.

The first phase will develop referral forms for elective services which can be transferred electronically from primary care to the referrals offices at hospitals in the Auckland region. These forms will be printed on receipt and managed in the current practice.

Three GPs are involved in the project to date, Jim Kriechbaum, Kim Bannister and Harley Aish. Further into the project we will be looking for practices to participate in pilots of the new process. A letter has been sent to all GPs in the Auckland DHB regions. If you did not receive this letter and would like a copy please email [ereferrals@healthalliance.co.nz](mailto:ereferrals@healthalliance.co.nz)

Email updates on the project will be sent out monthly. If you would like to receive these please email [ereferrals@healthalliance.co.nz](mailto:ereferrals@healthalliance.co.nz) Information on the project is currently available through the healthpoint website. ([www.healthpoint.co.nz/default,117183.sm](http://www.healthpoint.co.nz/default,117183.sm))

## Communications received in error

Although the staff at CMDHB do their best to send patient information such as the results of patient investigations, clinic letters, and discharge summaries to the correct GP, we are aware that this may not occur due to a variety of reasons. Ideally we wish to ensure that the information goes to the correct recipient the first time, and we are currently looking at ways to improve this.

You will notice headers appearing on discharge summaries and clinic letters in the near future;

**Important message to primary health care providers: If you believe that you have received this information in error or this patient is not enrolled in your practice please return this letter to the Clinical Records Department, Fax No: 276-0159 or 276-0236**

We would be grateful if you could take the time to return any documentation that you have inadvertently received. This will ensure that it is redirected to the correct GP, and cut down the quantity of misdirected mail you receive in the future.

Andrew Stacey and Campbell Brebner, GP liaisons, and the Health Information Team.

### Newsletter contacts:

Alex Hall  
DDI 276 0053  
Ph 276 0000 ext 8053  
Fax 276 0023  
[Alex.Hall@middlesmore.co.nz](mailto:Alex.Hall@middlesmore.co.nz)

Andrew Stacey  
Ph 276 0000 ext 7696  
[andrew.stacey@middlesmore.co.nz](mailto:andrew.stacey@middlesmore.co.nz)