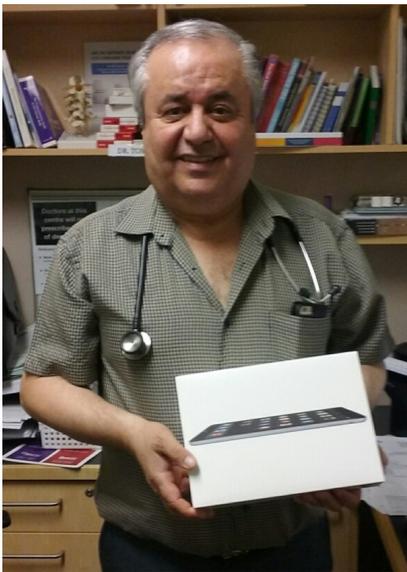


General Practice Update

Newsletter of the Western Health General Practice Liaison Unit

Feb—March 2016

The results are in from the first GP survey



Western Health would like to thank all of the GPs who took the time to participate in our first formal GP survey in 2015. The survey has provided us with valuable feedback on a range of issues at Western Health including:

- access to Specialist Clinics and ED
- feedback on communication; both timeliness and quality
- Satisfaction with Western Health Services overall

The General Practice Liaison Unit would like to congratulate to Dr Toma Mikael from Primary Medical and Dental in Melton who was the lucky winner of the iPad for completing the survey.

To see a summary of the feedback please see the article on page 3.

It is never too late to let us know what you think!

The General Practice Integration unit encourages GPs, practice nurses and practice managers to contact us at any time with feedback about our services via email gp@wh.org.au or ph 83451735

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To have the General Practice Update conveniently sent directly to your inbox please complete the details below and fax to 8345 1180, or email gp@wh.org.au.

Please note your privacy is assured. Your details will not be shared and will only be used by the General Practice Liaison Program.

Name: _____ Email: _____
 Practice: _____ Phone number: _____

- Yes, please sign me up to receive the newsletter via email as an individual
- Yes, please sign me up to receive the newsletter for my practice (the practice will no longer receive printed copies)

Western Health now part of Healthpathways

Melbourne Healthpathways

Health Pathways is a product that was originally developed in NZ and has been adopted in Australia by some Medicare Locals, now Primary Health Networks. The system provides an online portal designed to be used by general practice at the point of care to guide best practice assessment and management of common medical conditions, including when and where to refer patients. The pathways are written by GP Clinical Editors, in conjunction with consultants, relevant 'subject matter experts', allied health etc.

HealthPathways Melbourne is a collaborative program run by the Eastern Melbourne PHN and Melbourne Primary Care Network and supported by Eastern Health, The Royal Melbourne Hospital, St. Vincent's Hospital Melbourne and The Royal Women's Hospital. Western Health has recently joined the Healthpathways project.

Healthpathways Melbourne aims to:

- Enhance clinical knowledge and promote best practice care
- Build collaboration and reduce fragmentation across the health service network
- Reduce the number of patients referred to specialist care who could be managed in a primary/community care setting

Healthpathways Melbourne helps general practice by:

- Providing clear and concise medical advice
- Rapidly identify the most appropriate referral pathways to a local specialist, allied health or other service

Western Health Outpatient project

Western Health Outpatient Adult Specialist Clinics has recently embarked on an Outpatient Redesign Project. The purpose of this project is to improve patient access to Adult Specialist Clinics by increasing appropriate and complete referrals from GPs. Western Health is partnering with the Melbourne Primary Care Network to introduce HealthPathways as the source of pre-referral guidelines for two trial clinics; Diabetes and Nephrology.

In coming months, new minimum investigation inclusions for Diabetes and Nephrology clinic referrals will be introduced in line with the recommendations of the relevant HealthPathways. More information will be distributed to GPs about this as the details are finalised.

Western Health Referral Details

Currently there are over 200 localised pathways available on the system. Please note that Western Health specific referral information is not yet available on all pathways.

As pathways are reviewed and agreed to by Units, specific Western Health referral information is being added. For pathways that have not yet been reviewed by Units the referral information is linking to the Western Health website.

How to access Healthpathways

HealthPathways can be accessed by all GPs at <http://melbourne.healthpathways.org.au>. You will be required to request a log in, but once logged in you will not need to re-enter your details, in addition a desktop shortcut is available to assist you to access the system without logging in. For more information please email info@healthpathwaysmelbourne.org.au.

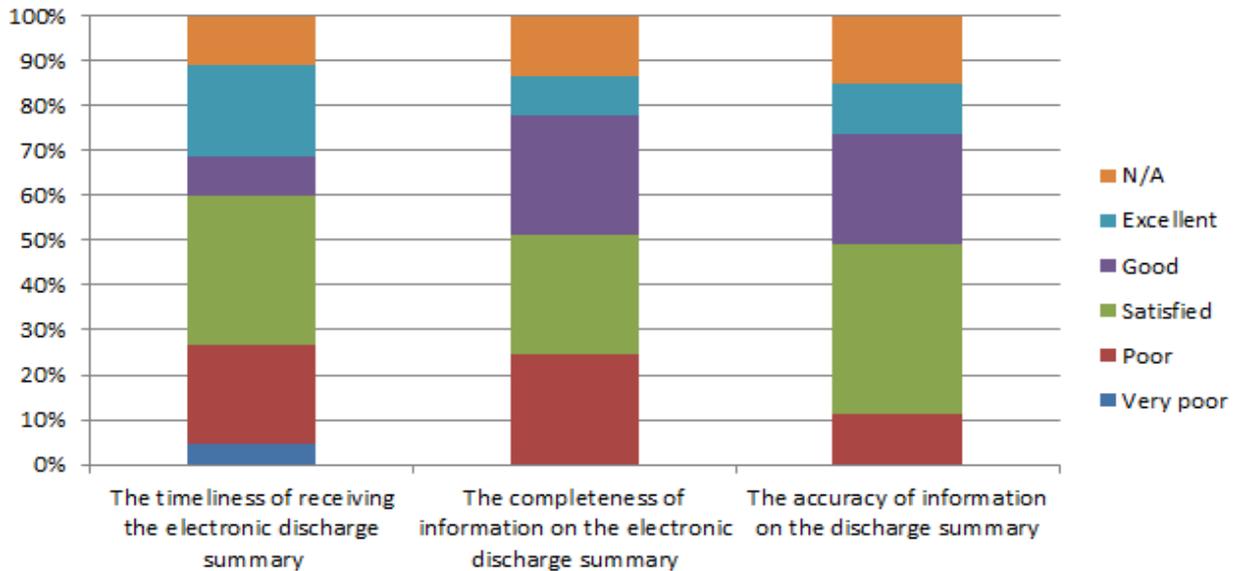
Specialist Clinic Contact Details

Adult Specialist Clinic	Ph 8345 6490	Fax: 8345 6856
Women's Clinic (maternity and gynae)	Ph 8345 1727	Fax: 8345 1691
Paediatric Specialist Clinics	Ph 8345 1616	Fax 8345 1079

Results of the first Western Health GP survey

A snapshot of the GP feedback from the 2015 GP survey is summarised below. We will be providing updates via the newsletter throughout 2016 regarding activities/initiatives Western Health are undertaking to improve these results.

Discharge summaries



Areas for improvement identified for discharge summaries (themed)

Timeliness

- Need to improve timeliness further
- If discharge summary delayed – call from the Reg would maintain continuity of care
- patients often turn up to discuss their inpatient stay and GP has no information
- GPs happy to receive call if there is something in summary that is needed urgently

Medication handover

- Need to improve communication re: medication information on discharge, needs to be included in summary and not rely on pharm medication summary

Discharge instructions

- treatment plan and follow up plan often not clear. Confusion re: what GP needs to do and what hospital is going to do

Investigations/Results

- Resist putting in every investigation/result – only the most relevant otherwise can camouflage the main points, cc copy of results to GP

Quality

- don't abbreviate
- be clear on main issues up front in summary

Three clear areas were suggested as priorities for the next 12 months (themed):

1. Improved communication

Improve timeliness and content, increase electronic communication (both inpatient and outpatient)

2. Specialist Clinics

Transparency re: waitlist and improved access

3. Improve access to clinical advice for GPs

Access to specialist advice

Fantastic improvement in the last year or two — well done

Vast improvement with electronic discharge summaries

Timeliness has improved particularly with electronic communication

Maternity Update

“Colour My Care”

Colour My Care is the title of Western Health’s Antenatal Services re-design concept.

The changes to the service includes:

- ◆ The introduction of four maternity teams to provide full team based care, in the antenatal setting. All obstetric, midwifery, medical and allied health staff allocated/aligned to a team
- ◆ Dedicated AUM/Clinical Midwife Specialist for each Maternity Team to coordinate and support the team, ensuring an efficient and safe environment
- ◆ Obstetric team leader for each Maternity Team to support the AUM and ensure that the multidisciplinary team are working collaboratively and effectively
- ◆ Dedicated team of permanently appointed midwives per team & Midwifery Group Practice midwife team alignment
- ◆ Midwifery led evening clinics 1700-2100
- ◆ Multidisciplinary team clinics operating 0900-1700 to allow for support, consultation and collaboration
- ◆ Rationalisation of community clinics – 4 clinics aligned with Maternity Team; staffed with midwives and obstetricians

Colour my care.

Western Health now has a colour program in our maternity services called 'Colour my care'.

How it works:
You will be allocated to a Maternity Colour Team who will provide consistent care for you throughout your pregnancy. The suburb that you live in will determine your Maternity Team.

For example, if you are with the purple team, your clinics will be held on set days of the week and the same 'purple' team of doctors, midwives and support staff will work to provide you with consistent care in the most coordinated way.

The colours are:

- Orange
- Blue
- Purple
- Yellow

You need to be aware of YOUR colour and use that reference every time you come in or are calling with questions.

Western Health

What team are my patients in? Who do I contact?

The list of suburbs in each team is included with this newsletter. For clinical queries regarding patients please contact the relevant team Associate Nurse Unit Manager as per the numbers below:

Team	ANUM	Contact
Orange	Catherine Harrington	8345 1976
Blue	Melinda Mouat	8345 1974
Purple	Bianca Castagna	8345 1973
Yellow	Kim Attard	8345 1975

Regional Maternity Referral Form

Don't forget the new Regional referral form that is available for maternity referrals to Western Health, Mercy Hospital and Djerriwarrh Health Services. The aim of the form is to reduce the unnecessary duplication of forms required by GPs and ensures that comprehensive clinical information is included in the referrals to allow accurate and efficient triaging.

Software compatible templates

The Maternity Referral Form is available as a Medical Director and Best Practice compatible template. It is also available in a word version for upload into other practice software and as a PDF version. These templates are available on each hospitals website. For Western Health they can be downloaded here <http://www.westernhealth.org.au/HealthProfessionals/ForGPs/Pages/Maternity-Services.aspx>.

All maternity referrals for Western Health (Sunshine Hospital) should be faxed to 8345 1691.

Important - Changes to Aged Care Assessment Services (ACAS) Referrals

The Aged Care Assessment Services (ACAS) are about to implement sweeping change with the establishment of a central gateway known as My Aged Care, which includes a website www.myagedcare.gov.au and national phone line. This single point of access will form the point of entry to the aged care system in Australia for consumers.

What is My Aged Care?

The vision for My Aged Care is to make it easier for older people, their families, and carers to access information on aged care, have their needs assessed and be supported to locate and access services available to them.

My Aged Care provides:-

- ◇ Information about aged care and consumers, family members and carers.
- ◇ Information to service providers.
- ◇ Online service finders that provide information about aged care services assessors and providers.
- ◇ Online fee estimator for pricing for Home Care Packages and residential care.
- ◇ A single point of contact for all telecommunications **ph 1800 200 422**. (operating 8am to 8pm weekdays and 10am to 2pm on Saturdays).

What does this mean for referrals to ACAS?

From 7 March 2016, all community referrals, including referrals from Correctional facilities for the Aged Care Assessment Service (ACAS) will need to be directed to My Aged Care.

There are three ways you can make a referral.

- ◆ **Call My Aged Care on 1800 200 422.**
 - Contact centre staff are available from 8am to 8pm on weekdays and between 10am and 2pm on Saturdays, local time Australia wide.
 - The patient does not have to be present for a phone referral, however you will need your patient's consent before you provide information on their behalf.
 - You can also promote the number to your patient or family member and encourage them to call.
- ◆ **Use the 'Make a Referral' page on the My Aged Care website** at www.myagedcare.gov.au/referral and enter details into the online form.
You can add attachments to the information that you enter into the online form.
- ◆ **Send a fax to the My Aged Care contact centre on 1800 728 174.**
You may like to use the 'Make a Referral' page from the My Aged Care website as a template.

What information do I need to provide in the referral?

- your name and contact details
- the patient's name and contact details
- your relationship to the patient (for example, as a General Practitioner or community nurse)
- information about why the patient is being referred to My Aged Care
- your patient's consent to provide their information, or for the contact centre to contact them directly
- any information that may support your referral

The supporting information in the referral should request a comprehensive assessment by ACAS for either access to home care packages or access to residential permanent care and/or residential respite care.

Need more information?

My Aged Care Fact sheet is included with this newsletter which contains additional information.

Should you have any difficulties with referring to My Aged Care for an ACAS referral, please feel free to contact; The Western ACAS Coordinator, Elizabeth Brewer, ph: 8345 1246 e.elizabeth.brewer@wh.org.au

Non-Emergency Patient Transport Pilot

Western Health will be participating in a Department of Health (DH) pilot for non-emergency patient transport (NEPT) from 1st November 2015 to 30th April 2016. The aim of the pilot is to examine the impact of allowing health services to determine the most efficient and effective provider of planned clinically necessary NEPT for eligible concession entitled patients.

During this pilot, transport from the health service to the community will be serviced by Western Health's contracted NEPT provider. Transport of patients from the community to the health services will continue to be provided by Ambulance Victoria (AV).

Patients with eligible concession entitlements who will be included in the pilot are:

- person holding a current Victorian Pensioner Concession Card (including dependent children as listed on the card but not spouses)
- current Health Care Card holder and their dependents including spouses as listed on the card (doesn't include Health Care Card for Carer Allowance or Foster Care issued in the name of the child)
- a child holding a current Child Disability Health Care Card or Foster Care Health Care Card, but not their guardians/families as listed on the Card
- a child under a Custody or Guardianship to Secretary Order including children on interim accommodation orders
- Compulsory mental health patients (as per the definition in the *Ambulance transport payment guidelines August 2015*)
- Asylum seekers who are clients of one of the 15 nominated providers for asylum seeker support. The list of agencies is available at www.health.vic.gov.au/ambulance/guidelines/transport-information

Bookings for eligible patients during the pilot:

Contact the Western Health Transport Coordinators Office

All bookings must be faxed (no phone bookings will be accepted) with a minimum of 48 hrs notice. **Fax 8345 0157**

The pilot does not include:

- Patients who only hold a Commonwealth Seniors Health Card
- Patients who are eligible for transport through another party including:
 - AV's membership subscription scheme
 - the Department of Veterans Affairs
 - the Transport Accident Commission
 - the Victorian Workcover Authority
 - private health insurance\

These patients should continue to have their transport booked directly with AV.

Questions? Please contact the Transport Officer on 8345 1157 Mon-Fri 8am-4.30pm

Updated Guidelines for Shared Maternity Care Affiliates

The Guidelines provide SMCA with concise, up-to-date guidelines on the provision of shared maternity care at the hospitals of the Shared Maternity Care Collaborative; Sunshine Hospital, the Royal Women's Hospital, Sandringham Hospital, Mercy Hospital for Women and Werribee Mercy Hospital. They also include information on antenatal care and hospital and community supports for women and health care providers.

The Guidelines were updated in 2015 as an interactive PDF document and now include:

- ◆ concise, up-to-date information on investigations, schedule of visits, testing for fetal abnormalities, Rh D immunoglobulin (anti-D) in pregnancy, mental health and postnatal care
- ◆ Clear pathways of referral, care and support for shared maternity care affiliates and women
- ◆ Direct links to useful clinical resources for shared maternity care affiliates and clinical practice guidelines
- ◆ Direct links to a range of quality patient information

They are available to download from <http://www.westernhealth.org.au/HealthProfessionals/ForGPs/Pages/Maternity-Services.aspx>