

# General Practice Update

Newsletter of the Western Health General Practice Liaison Unit

Sept—Oct 2015

## Western Health's first GP survey now live — Your chance to let us know how we are doing

Following the successful strategic planning consultations that many GPs in the region participated in, Western Health is excited to announce that our first GP survey is now live.

The General Practice Integration Unit receives valuable feedback from GPs. However, this is the first time that the organisation has conducted a formal survey process. We are interested in improving our integration and communication with GPs and are keen to collect feedback about your experiences of Western Health.

We encourage all GPs to complete the survey that should not take longer than 5 minutes to complete and is anonymous (unless you wish to be contacted to discuss your comments further).

**Everyone who completes the survey by 5pm Friday 25 October can elect to go into the draw to win an iPad.**

The survey is available online via survey monkey and can be accessed from this link [https://www.surveymonkey.com/r/Western\\_Health\\_GP-survey](https://www.surveymonkey.com/r/Western_Health_GP-survey) and will be live until 5pm 25 October 2015.

Please contact Bianca if you have any questions about the survey 8345 1735

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### Receive General Practice Updates by email - sign up now!

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](mailto: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)

# Hospital Admission Risk Program (HARP)

Do you know that Western HARP accepts referrals for patients in the community? Western HARP aims to prevent avoidable hospital presentations and readmissions by supporting a client to obtain the right care for their individual needs.

HARP provides specialist medical care and multidisciplinary services through an integrated response of hospital and community services, delivered in community, hospital and home based settings. Our team consists of a Pharmacist and Registered Nurses, Diabetes Nurse Educators, Allied Health Professionals and Medical Specialists. HARP works in collaboration with other acute, community, aged care, general practice and specialist services, but does not duplicate them.

## What does a HARP client look like?

- Has complex care conditions, ageing or psychosocial needs, and/or unstable or complicated chronic disease
- Clients living with clinical conditions that predispose them to frequent ED presentations or inpatient stays
- Requires integrated care and moderate to intensive care coordination

## What programs does HARP offer?

### Chronic Disease Stream

Targeted to people with moderate to severe disease, unstable symptoms, an exacerbation or complications of:

- Diabetes
- Chronic respiratory disease
- Chronic heart disease
- Or another chronic condition for which clients frequently present or have multiple co-morbidities.

### Complex Needs Stream

Some clients frequently present to the health service due to complex social, functional, psychological or environmental needs and require coordinated care; these clients are suitable for the Western Health HARP Complex Care stream.

### Paediatric Asthma and Eczema Stream

HARP clinicians provide children and their families with specialist support in the areas of Asthma and Eczema.

## Communication

During the HARP episode GPs receive regular communication and updates about their patient from Western HARP clinicians. This includes a detailed letter on admission, including a copy of the clients care plan. During the HARP episode (maximum of 12 months) you will receive updates on the clients progress and discharge planning arrangements. At the conclusion of HARP you will receive a copy of the discharge summary. The HARP clinician is your first point of call during the HARP episode.

## How to refer to HARP?

Please complete a referral letter and fax to **8345 1134** with the following content:

- Patients name, DOB, address, contact details
- Confirmation that the client has consented to a HARP referral
- Brief summary of the issues that the patient needs support with
- Current medications

## Questions?

If you have any questions about HARP or need assistance making a referral, please call

Amanda Bird 0481 006 001 (Sunshine campus)

Kiri James 0481 006 002 (Footscray campus)

# Ensuring your referrals are received— do you have the correct details for referrals?

Western Health receives hundreds of referrals from GPs a week. However, some of these referrals are sent to incorrect fax numbers and are received in the incorrect Department.

This error represents both a patient privacy issue, as well as a patient safety issue as referrals that are not sent to the correct area may result in delays for your patient.

## New process for referrals received at the wrong Department

From 23 September a new system will be introduced to try and reduce these errors. All referrers who send a referral to the incorrect area will be sent a letter which will:

- alerts the referrer that the referral was received in the wrong area
- provide them with the correct contact details to add to their practice address book
- let the referrer know that on this occasion the referral has been sent to the correct area for processing

If a second referral is received in the incorrect area from the same referrer, they will be sent a letter outlining:

- that the referral is being sent back to them and,
- will not be processed unless received in the correct area
- contact details will once again be attached to this letter.

## It is vital that all practices check that they have the correct details in their systems

Correct contact details for Western Health Specialist Clinics are listed below

<b>All <u>adult</u> specialist clinics – for all sites</b> Footscray, Sunshine, Sunbury	Ph: 8345 6490	Fax: 8345 6856
<b>Women's Clinic</b> All maternity and gynaecology referrals	Ph: 8345 1727	Fax: 8345 1691
<b>Paediatric Specialist Clinics</b>	Ph: 8345 1616	Fax 8345 1079

## Is your practice receiving discharge summaries electronically from Western Health?

Over 500 GPs are now receiving discharge summaries direct to their practice system via Healthlink. This new system enables discharge summaries to be sent to the patient's GP once it has been completed in the Digital Medical Record, therefore improving the timeliness of the delivery.

GPs who are part of the electronic messaging pilot will receive summaries and other notifications (e.g. admission/discharge etc.) direct to their practice system via Healthlink, significantly reducing the fax burden. GPs not involved in the pilot will receive the summaries via an auto-fax system.

To sign up please complete the enclosed form to join.

Please contact Bianca 8345 1735 if you have any questions.

# Thank you from maternity services

## Quality of referrals improving with new maternity referral form

### Introduction of new form Regional Maternity Referral Form

In July 2015, the new Regional Maternity Referral Form was launched. This form was jointly developed by Western Health, Djerriwarrh Health Services and Werribee Mercy Hospital (and can be used for Mercy Hospital for Women Heidelberg) which means that one referral form can be completed and sent to any of the participating hospitals.

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 to accurate and efficient triaging.

### Positive results so far

The form is not compulsory for referrals to Western Health maternity services, however it is encouraged as it serves as a good reminder of the various tests and relevant information that is required to accurately triage a maternity referral.

Western Health conducted an audit comparing the quality of referrals pre and post implementation of the form and have found significant improvement in the quality of referrals in most areas, thereby improving triaging and reducing any delays for women while awaiting additional results.

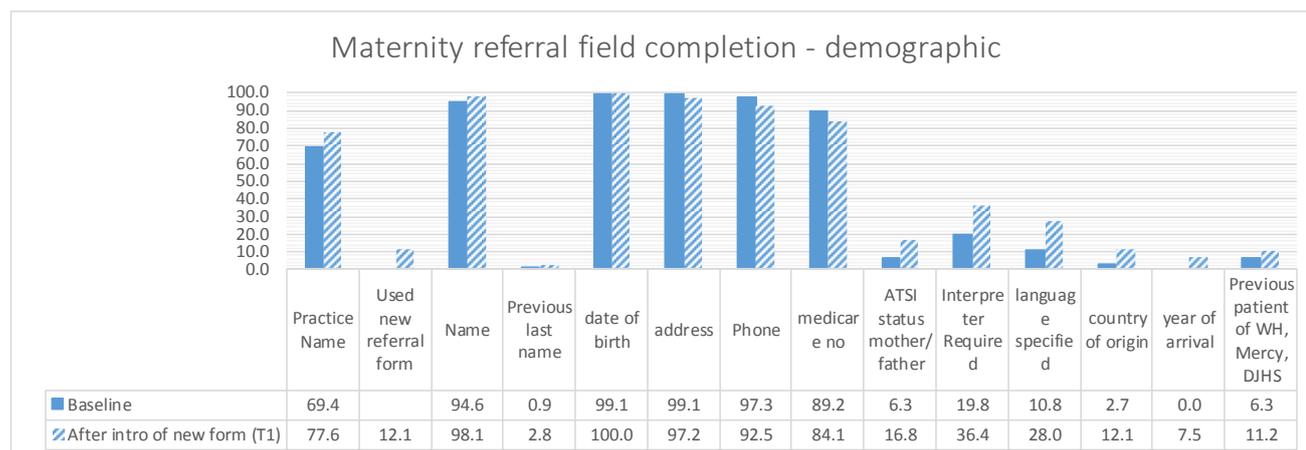
Baseline audit reviewed 120 referrals received in a week in February and T1 reviewed 107 referrals received in a week in August (post implementation).

Overall 12.1% of referrals at T1 were received on the new referral form. Comparing the new referral form with other referral templates, if the new referral form was used 50% of the required information for referral was included compared to only 16% if using other referral methods.

### Key improvements—demographics

- All four data items which can be used to help identify likely refugee background (country of birth, year of arrival, language spoken and interpreter required) improved
- Interpreter required shifted from ~20% completion to 36% of GPs completing this item
- The completion of language increased from ~11% to 28%
- Year of arrival has been captured at T1. This was not previously captured by GPs

Figure 1. Demographic information

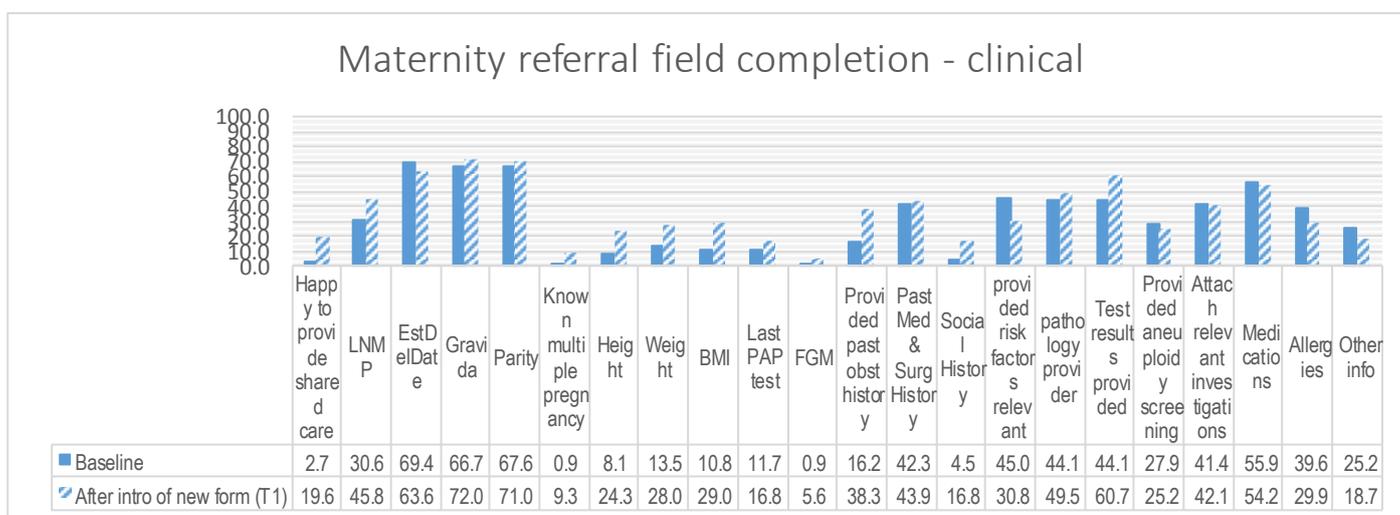


# Quality of referrals improving with new maternity referral form cont..

## Key improvements—clinical information

- Inclusion of potential risk factors such as BMI, past obstetric history and social history improved significantly
- The provision of pathology results has improved
- Information regarding LNMP has improved
- The number of referrals indicating intention to provide shared care has increased

Figure 2. Clinical information



## Software compatible templates—download yours today

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 hospital's 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.

## Would you like a practice visit to hear more?

The General Practice Integration Unit is happy to visit your practice to discuss the maternity referral form, and the importance of including the required information in referrals in more detail.

If you are interested in receiving a visit please contact Bianca Bell on 8345 1735.

## Thank you to all referring GPs and practices

Western Health Maternity Services wishes to thank all GPs and practices for your efforts to improve the quality of referrals for maternity patients.

We will continue to share these results with you as we undertake further audits.



# Family Planning Clinic changes

message from

**Dr Rupert Sherwood FRANZCOG**

**Head of Unit Gynaecology**

**Sunshine Hospital, Western Health.**

Due to extended specialist VMO leave we are regrettably unable to offer any new appointments for patients seeking fertility or family planning advice/management.

## Communication to referrers and patients

A letter will be sent to patients on the waiting list and the clinician who referred them advising them of the changes.

## Alternative arrangements for patients

Some of these patients will have fertility issues that are unlikely to resolve with time alone, and indeed some may have decreasing fecundity due to advancing age and therefore prefer to seek advice and treatment elsewhere.

We will endeavour to see some of the more complex patients through the general gynaecology clinics, in particular subfertility associated with endometriosis, adnexal pathology and significant endocrine disturbances.

It is my intention to liaise with the Western Health GP Integration staff (Ms Bell and Dr Silva) to develop a guideline that may assist you with the primary investigation and basic management of fertility patients.

## Mirena referrals

Please note the requests for IUCD (including Mirena™ for menstrual disorders) will still be received and triaged to the general gynaecology OP clinics.

## Queries

If you have any queries regarding this correspondence, please contact Dr Sherwood via email at [rupert.sherwood@wh.org.au](mailto:rupert.sherwood@wh.org.au)

# Sunshine Hospital Radiation Therapy Centre

The Sunshine Hospital Radiation Therapy Centre (SHRTC) is a partnership between Western Health and Peter MacCallum Cancer Centre, offering treatment close to home for patients of Western Melbourne.

Our multi-disciplinary team of radiation oncologists, radiation therapists, medical physicists, allied health professionals and radiotherapy nurses provides a comprehensive service for our patients. In addition to radiotherapy services we offer a palliative care clinic and a limited chemotherapy service.

Outpatients receive free parking during their treatment. Should a patient require inpatient radiotherapy for symptom control, admission can be arranged. Transport can also be provided as required. Both public and privately insured patients are welcome to have their treatment at SHRTC with no payment required.

A letter outlining the services available and details re: referrals is enclosed, as well as brochures for patients and health professionals.



**Radiotherapy Education Session**  
24 November 2015  
Sunshine Hospital  
Further details to come

# Upcoming Western Health Education

Enclosed are flyers for two upcoming education sessions to be held at Sunshine Hospital.

Tuesday 13 October.

Mercy Health and Western Health Maternity Update

RSVP 9 October

Wednesday 21 October

Practical approaches to managing pain

RSVP 16 October