

General Practice Update

Newsletter of the Western Health General Practice Integration Unit

December 2022



Western Health General Practice Integration Unit

Welcome to our final Newsletter for 2022, the Christmas edition.

While we may not have endured any lock downs this year, it has been nothing short of challenging, with pressure on our health system as various covid waves present themselves.

We thank our GPs for their continued hard work, dedication and ongoing commitment to the community.

Hospital in the Home - HITH

Hospital in the Home at Western Health has undergone a significant expansion over the last 12 months, with the capacity to treat up to 50 patients with medical, nursing and allied health support in their home.

Our Hospital in the Home Services can support the GP community with patients requiring hospital-grade care, but can be safely treated at home.

If your patients are haemodynamically stable but require intravenous antibiotics for pyelonephritis, cellulitis or other infections, wound management, daily injections or if intravenous diuresis is required, HITH may be able to assist, rather than a referral to the emergency department!

HITH staff will assess your patient, visit your patient for care up to twice per day and discharge back to your clinic and/or to any specialist clinic as required.

Please call us on 8345 6164 to discuss any potential patient referrals. Our services are available all year round 7 days per week.

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Launch of the GP Advisory Group

Western Health are pleased to announce that we are launching our GP Advisory Group to improve communication between the hospital and primary care, collect quality feedback and work collaboratively to address improvement opportunities.



The responsibilities of this group are to:

- Build robust partnerships between GPs and Western Health.
- Strengthen channels for communication between the GPs and Western Health.
- Develop a mechanism for a diverse group of GPs to engage with Western Health pro-actively around programs, services and activities.
- Provide clear and respectful feedback where appropriate, and work collaboratively to explore possible solutions and identify improvement opportunities.
- Improve understanding of different perspectives of health delivery from the GP workforce and Western Health.
- Promote understanding of how activities within Western Health impact on GPs, and vice versa.
- Identify gaps and duplications in service provision, and escalate where appropriate.
- Facilitate co-design, involving GPs early in the development of new strategies, policies, programs or clinical services by Western Health.

> Meetings will be held on a quarterly basis for 1.5 hours, with times and dates to be advised.

> Membership will run for 12 months. Each year, invitations will be sent to a selection of new and current members for 12 months ahead.

> You will be paid \$150 per hour for your time.

IMPROVING OUR COMMUNICATION WITH GPs

Please keep your details up to date

Western Health relies on data from the National Health Services Directory (NHSD) to keep our GP and Specialist details accurate and up-to-date for all correspondence.


When to update the NHSD:

- If a new practice opens
- If a GP leaves or changes practice
- If a new GP commences at the practice
- If phone/fax/street address change
- Change If provider numbers change

Simply email your changes to:
nhsd@healthdirect.org.au

We are seeking a diverse group of GPs from a range of locations, patient cohorts and special interests on the 8 seats on the advisory group. Once we receive responses from this EOI, we'll try our best to select GPs that will ensure adequate representation. We will be in touch with all GPs that have registered their interest.

If you are interested, please register your interest by copying and pasting the following link in your browser:

 https://docs.google.com/forms/d/e/1FAIpQLSfnioJGdCioCbL0OCsfanN2-3TuESqsc2CCrlzKtK7-XNig3w/viewform?usp=sf_link

We look forward to working with you!

Health Information

- Are you after medical records for a patient changing GPs?
- Are you following up on results?
- Are you missing discharge summaries?

There are still a number of faxes incorrectly being sent to the Executive Office at Sunshine Hospital. Please ensure your electronic systems have been updated to include the correct Health Information details.

Please contact Medical Records directly:

Footscray Hospital
Phone : 8345 6353
Fax: 8345 6337

Sunshine Hospital
Phone: 8345 6353
Fax: 8345 1648

Introducing the new Low Back Pain Clinical Care Standard



The Australian Commission on Safety and Quality in Healthcare have released a brand new Low Back Pain Clinical Care Standard in September 2022.

For the first time in a long time, GPs have an up to date, easy to follow guideline with guidance around evidence based management of low back pain (LBP).

This guideline can help answer some of the questions that commonly challenge clinicians such as . . .

- How likely is it that my patient will get better, even with no treatment?
- What language and words should I use to avoid negative effects when explaining LBP to my patients?
- When is a scan needed, and what are the harms of an unnecessary scan?
- When should my patient start exercising?
- Why aren't opioids, anticonvulsants or benzodiazepines routinely recommend for patients with LBP?
- Who will benefit from a referral to specialist follow up?

What the standard covers

- Initial clinical assessment
- Psychosocial assessment
- Reserving imaging for suspected serious pathology
- Education and advice, including importance of language and how to phrase what you say to your patients
- Encouraging self-management and physical activity
- Physical or psychological interventions
- Judicious use of pain medicines
- Review, and when to refer on

Visit: <https://www.safetyandquality.gov.au/standards/clinical-care-standards/low-back-pain-clinical-care-standard> to learn more and access the Low Back Pain Clinical Care Standard

or

<https://www.safetyandquality.gov.au/standards/clinical-care-standards/low-back-pain-clinical-care-standard/information-consumers>

for consumer fact sheets developed to inform patients with low back pain.

WESTERN HEALTH NEW PODCAST SERIES

Western Health has launched a new podcast series – 'If only someone had asked' – that looks at family violence and what health professionals can do to better support victim-survivors.

Health professionals are in a unique position to identify and respond to family violence, quickly building trust and rapport with patients. Yet some victim-survivors have found that when they've presented to hospital, their experiences of family violence were minimised, medicalised or, worse yet, they were inadvertently silenced.

The new podcast explores the issue of family violence:
what it is and why it occurs;
how to identify it when we see it; and
how we as a health sector can respond.

The series features interviews with women with lived experience of family violence as well as community and health professionals working to strengthen responses to family violence. Episodes 1 and 2 are available now.

Listen and subscribe at
<https://lnkd.in/gjEPzswg>

Referrals

All Adult Specialist Clinics

Phone: 8345 6490

Fax: 8345 6856

Email: adultoutpatientreferral@wh.org.au

Women's Clinic & Paediatric Specialist Clinics

Phone: 8345 1727

Fax: 9055 2125

Email: wandcclinics@wh.org.au

Access to Addiction Medicine Clinic



Western Health Drug Health Services, continues to offer Addiction medicine support for patients struggling with substance use issues.

Referrals are accepted to Addiction Medicine Clinics for the following conditions that require early medical input:

- Substance Use Disorder with associated severe medical or psychiatric comorbidity.
- Substance Use Disorder with associated acute risk.
- Opioid Use Disorder or Benzodiazepine Use Disorder.
- Assessment of possible dependence on prescription medication.
- Alcohol pharmacotherapy.

Referrals need the following information:

- Reason for referral
- Current substance use history
- Medical History
- Psychiatric History
- Medication list

Referrals can be faxed to:



8345 6027



phone: 8345 6682

Access to AOD counselling, withdrawal and rehab
Patients can call Directline 1800 888 236

WESTERN HEALTH GP EDUCATION PROGRAM

Western Health are finalising the 2023 GP education program which will be available on the website soon.

Below are links to recordings of recent GP education sessions.

Virtual Fracture clinic and Basic Fracture management in Adults



<https://www.youtube.com/watch?v=U89mh8LTZJY&t=1s>

Shared Maternity Care Collaborative
Part 1: Covid 19/Infections in Pregnancy/Problems in the 3rd trimester



<https://www.youtube.com/watch?v=LNhyeyXIQeM>

Shared Maternity Care Collaborative
Part 2: Gestational Diabetes, Care of pregnant woman above/below weight



<https://www.youtube.com/watch?v=Tq8lCNnJO2A>

These and other Western Health Education links can be found on the NWMPHN Resources Page



<https://nwmpnhn.org.au/resources-events/resources/>

Phone support for GPs in the West

GPs with immediate drug and alcohol questions can call the hospital on 8345 6666 and ask to be put through to the Addiction Medicine Registrar during business hours for advice and support in relation to substance use issues.

For 24 hour specialist support – Call DACAS 1800 812 804

Addiction Podcasts

For excellent advice on a range of drug and alcohol issues delivered by GPs, look for the Cracking Addiction Podcast on Youtube or your usual podcast service.




<https://cracking-addiction.captivate.fm/listen>



Western Health are a partner agency in two new **Orange Door** regions that have just become operational – Western Melbourne, and Brimbank Melton.

The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children. Details are as follows:

The Orange Door in Western Melbourne

 1800 271 045

 wma@orangedoor.vic.gov.au

 15-17 Watton Street, Werribee 3030

The Orange Door in Brimbank Melton

 1800 271 046

 bma@orangedoor.vic.gov.au

 222 Ferris Road, Cobblebank 3338

9am to 5pm Monday to Friday (closed public holidays)

 <https://www.orangedoor.vic.gov.au>

Services Offered:

- Adults, children and young people's family violence services
- Child and family services
- Aboriginal services
- Services for people who use violence

General Practice Respiratory Clinics



With COVID-19 infections rising in Victoria, **General Practice Respiratory Clinics (GPRCs)** now operate at many locations across Victoria through partnerships between primary health networks and the Victorian and Australian Governments.

GPRCs are designed to take the pressure off hospitals by giving patients access to face-to-face assessment of respiratory symptoms (including COVID-19), testing and immediate treatment, close to where they live.

Bookings are readily available – there is no waiting in line.

GPRCs support adults, children, infants and babies with respiratory symptoms to access a comprehensive respiratory assessment and receive immediate support in management of their illness. GPRCs are for people with:

- confirmed COVID-19 (book ahead)
- COVID-19, influenza and cold symptoms such as a cough, runny nose, sore throat or fever
- mild shortness of breath*.

*If you have severe trouble breathing, blueness around the mouth, chest pains, or pain in your arms or jaw, call triple zero (000) for urgent help.

If you can't see your regular GP, a GPRC can provide the face-to-face attention you need.

Services are available to people with or without a Medicare card, at no cost to the patient.

GPRCs are open at dozens of locations across Victoria. Bookings can be made by visiting [GP Respiratory Clinics](#) with most clinics available after hours and on weekends.

Priority Primary Care Centre - Now Open



Priority Primary Care Centre **NOW OPEN!**

**See a GP quickly!
Avoid waiting in an
emergency department**

Book, visit, call

Open 7 days a week and after hours
Monday – Friday 4pm–10pm
Saturday – Sunday 10am–4pm

421 Ballarat Road, Sunshine

Walk-ins available. Bookings
available at short notice.

(03) 8539 2772



Scan to book or visit
sunshineppcc.com.au

Our GPs and nurses can give
you priority care for:

- mild to moderate infections
- fever
- pain when urinating
- suspected minor fractures and sprains
- back and muscle pain
- minor cuts, burns, and insect or animal bites
- heartburn, vomiting, nausea
- headaches, migraines and brief fainting
- constipation, diarrhoea, abdominal pain
- allergies and rashes
- light bleeding in the first trimester of pregnancy
- mild to moderate asthma attacks, coughs and other respiratory symptoms

Imaging and blood tests available. Services
are for anyone including children, with or
without a Medicare card, at no cost*.
*Costs may be required for imaging, pathology
and other services.

If you have severe trouble breathing, blueness around the
mouth, chest pains, or pain in your arms or jaw, call triple
zero (000) for urgent help.

Sunshine

Priority Primary Care Centre
Supporting Sunshine Hospital



Sunshine City
Medical Centre



Western Health

As part of a state government initiative, Priority Primary Care Centres or PPCC's are gradually being opened across the state and are aligned with an ED.

A patient can self-book, or anyone (family, doctor, nurse, whoever) can book an appointment for them – just need some basic patient details. Walk-in appointments are available, however bookings are recommended and available at short notice.

Here are two links to find out more about PPCCs in general:



<https://www.premier.vic.gov.au/priority-primary-care-centres-ease-demand-hospitals>



<https://www.betterhealth.vic.gov.au/priority-primary-care-centres-ppccs>

And the link to the PPCC supporting Sunshine Emergency Department:



sunshineppcc.com.au

Changes to Antenatal Referrals



Redirection of patient referrals residing outside of catchment:

From 21st of November 2022

- all antenatal referrals that reside outside of the Western Health catchment area will be redirected to their closest hospital.
- prior to redirection, all referrals will be triaged to ensure the woman is provided the most appropriate care.
- a notice will be sent to both the woman and GP if the woman has been referred to another health service.

Centralisation of Western Health Antenatal referrals:

- those referrals received within the Joan Kirner Women's and Children's catchment areas (Sunshine Hospital and Bacchus Marsh) will now be centralised for triage and booking.
- women will be allocated to their most local hospital with consideration to any specialised pregnancy care women may require.
- the central referral hub will be based at Joan Kirner Women's and Children's (Sunshine Hospital).
- a list of postcodes across the catchment areas is available on the Western Health website

All referrals should be sent via:



fax to 9055-2125

For any further information, please contact
GP liaison:



gp@wh.org.au Or Women's Clinic:



phone: 8345-1727



Western Health Drug and Alcohol Services, Adolescent Community Programs (ACP)

Based at 49 Nicholson Street Footscray our services include:

Comprehensive Drug and Alcohol Assessment, Nurse Clinic, Home-base Withdrawal, Counselling, Family Support, Paediatric Registrar rotation, Addiction Medicine Reviews, Secondary consultation, Specialist Forensic and Child Protection Liaison services.

Accessibility: clients should have a 'connection' with the Western suburbs.

The ACP team includes:

- Registered Nurses, Social Workers, Community Development Workers, Psychologists, Youth Workers, ED Clinical Nurse Consultant (CNC) and Mental Health Liaison Consultant.
- This services acts as a gateway for admission to the Western Health Adolescent Residential Withdrawal Unit (ARWU).
- The ARWU is located in Footscray. The ARWU has a state-wide catchment area for young people requiring supervised substance withdrawal.
- Drug Health Services offers a unique clinical focus, inclusive of wraparound services: Addiction Medicine, Paediatric Registrar and access to specialist diagnostic services onsite to assist with substance use diagnosis and comorbidities.



Service Delivery:

- Outreach
- Tele-Health
- Onsite- Face to Face
- Secondary consults

ACP looks forward to strengthening their relationship and networking with local GPs. Contact ACP via:



9689 5570 - phone during business hours Monday-Friday



ACPREferrals@wh.org.au

Adult Specialist Clinics

**CONCERNED ABOUT YOUR PATIENT?
NOT RECEIVING A RESPONSE TO YOUR
REFERRAL?**

Reminder: Please fax referrals to the correct areas only - sending to multiple fax numbers slows down the registration of your referral!

To reduce your referrals being rejected, they must include the following information:

- Patient details including address, DOB, Medicare number, contact details, spoken language
- Reason for referral
- Relevant clinical history for the patient
- Relevant investigation results, including pathology
- Current Medication and allergies
- Current management of condition by LMO (GP)
- LMO/GP Provider number

Referrals	Adult Specialist Clinics - all sites (Footscray, Sunshine, Sunbury)	Ph: 8345 6490	Fax: 8345 6856
	Women's & Children's Clinics Maternity, Gynaecology and Paediatric (under 18)	Ph: 8345 1727	Fax: 9055 2125
	Endoscopy Services Direct Access Endoscopy Referrals	Ph: 8345 6015	Fax: 8345 7378
Additional Information	Medical Record Services Results and requests for patient information or access patient medical records	Footscray	Sunshine
		Phone Contact: 8345 6353 Fax: 8345 6993	Phone Contact: 8345 6353 Fax: 8345 0139
Continence Falls & Balance Chronic Wound		Ph: 8345 1355	Fax: 8345 0777
MADU	Medical Ambulatory Day Unit	Ph: 8395 9162	Fax: 8395 9199
CDAMS	Cognitive Dementia and Memory Service	Ph: 8345 7865	Fax: 8345 6394
Neurophysiology	Neurophysiology (1 South) - Electromyography (EMG)	Ph: 8345 6570	Fax: 9318 6342
Cardiology Diagnostic Services	Cardiology Exercise Stress Test (Stress ECG) Exercise Stress Echocardiogram Dobutamine Stress Echocardiograms	Ph: 8395 9525	whcardiology@wh.org.au



Western Public Health Unit



We are currently seeing an increase in COVID-19 cases across Victoria. People aged over 50 are at increased risk of severe illness from COVID and should receive 4 doses of the vaccine. Everyone aged over 70 is eligible for antiviral medication if they test positive for COVID. We encourage GPs to help these patients create a plan about how to access these medications quickly if they are unwell with COVID. For more information, head to our COVID updates page.

WPHU has partnered with cohealth to deliver mpox (monkeypox) vaccinations in the western metropolitan catchment, prioritising vaccination for people at higher risk of contracting the infection. There are several vaccination clinics across the catchment, head to our mpox updates page for more information. Following advice from the World Health Organisation, WPHU will now refer to this disease as 'mpox' rather than monkeypox – we encourage our colleagues to do the same.

Thank you for your ongoing support this year, we look forward to working with you all in 2023.

Life Program - Information for General Practice

The Life! program can help your patients get their health on track.

Life! offers a financial incentive for GPs to refer eligible patients into the program. Plus Life! is free for your patients to attend.

General Practitioners (GPs) play a critical role in the community for type 2 diabetes and cardiovascular disease (CVD) prevention.

You can feel confident in referring your at-risk patients into the Life! program, as your patients will benefit from practical evidence-based advice to adopt healthy behaviours and lead a more active lifestyle.

The service is available locally or on-line.

The Life! health professionals will work with your patients to learn more about:

- Type 2 diabetes, heart disease and stroke
- Healthy eating/getting active
- Stress management and wellbeing
- Goal setting and managing lapses

Please contact:

 Ayesha Maharaj (Ayesha.maharaj@wh.org.au) – Western Public Health Unit contact or

 Elleni Kaias (ekaias@diabetesvic.org.au) – Primary Care Engagement Coordinator,

 Visit the website for more information: The Life! Program by Diabetes Victoria.

Western Health's Electronic Medical Record (EMR) Phase 2.1 Project



Western Health's Electronic Medical Record (EMR) Phase 2.1 project is a hive of activity as preparations increase for the 2023 Go-Live.

Western Health began its EMR journey in late 2018 with the implementation of a number of core Cerner EMR modules across the Sunshine, Williamstown / Hazeldean, Sunbury and Footscray sites. In 2021 the Digital Health team commenced EMR Phase 2, the largest digital health project ever undertaken by this organisation. Across the sites which already have the EMR, this next phase will greatly expand EMR functionality to enhance easy access to healthcare information for clinicians, patients and GPs.

Due to the considerable scale of this project it has been divided into two parts with the first, EMR Phase 2.1, to be implemented next year.

EMR Phase 2.1 is focused on extending Western Health's EMR to clinical areas that are currently needing to swap between electronic systems or between electronic and paper processes, including the Emergency Department and maternity. Our goal is to remove these barriers to care between clinical departments in order to achieve a seamless electronic patient journey.

Once the EMR Phase 2.1 project goes live, in addition to our existing Inpatient Discharge Summary, GPs will also receive a Maternity Discharge Summary including the Mother and Baby's history and Emergency Department Discharge Summary detailing the care provided during the ED visit and plan given to the patient.

Furthermore, each of these documents will be made available on My Health Record, for all patients that consent, as Western Health continues to expand its My Health Record footprint.

DID YOU KNOW THAT.....

Joan Kirner Women's and Children's at Sunshine Hospital provides a Cervical Surveillance clinic?

Cervical insufficiency is the leading cause of preterm birth resulting in significant neonatal morbidity and mortality?

When completing antenatal referrals ensure to consider and document any the following details regarding your patient so they can be considered for the Surveillance clinic (and early cervical cerclage where appropriate).

Past medical history: (referral should be before 14 weeks)

- Previous spontaneous pre-term birth prior to 32 weeks;
- Previous spontaneous mid-trimester loss (14-24 weeks);
- Previous cervical surgery:
2 or more LLETZ procedures;
Cone biopsy/trachelectomy;
More than 4 procedures requiring cervical dilatation, including:
 - Dilation and Curette;
 - Instrumentation for IVF (e.g. embryo transfers).
- Cervical trauma;
- Congenital Uterine Malformations:

Bicornuate uterus;

Subseptate uterus;

Unicornuate uterus;

Uterine didelphys.

- Previous pregnancy requiring progesterone therapy for prevention of preterm labour in the context of a short cervix.
- Previous pregnancy requiring cervical cerclage
- Previous short cervix

No previous risk factors:

- Cervical length less than 25 mm detected on routine transvaginal midtrimester ultrasound at 17-22 weeks (or <35mm on transabdominal ultrasound)

Please note Western Health's newest sites, the Bacchus Marsh and Melton Hospitals do not use the Cerner EMR at this time and so planning is underway to incorporate the EMR as part of the transition process.



From all of us here at the General Practice Integration Unit, we wish everyone a Merry Christmas and a safe and prosperous New Year!

We look forward to working with you all in 2023!

Merry Christmas



Save a tree!

Prefer to receive this Newsletter via email instead. Send us an email at:



gp@wh.org.au, along with:

- your full name
- practice name
- phone number
- email address.

Sign up now!

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