

IDGP Highlights

Congratulations

Congratulations to a solo practice in the Division on becoming accredited for the first time. A reminder to those practices who would like assistance with their accreditation process, the practice support team is here to help.

Please contact that Practice Support Team on **4220 7600** or at practicesupport@idgp.org.au for any assistance.

Highlight from IDGP Clinical Services!

The IDGP has employed exercise physiologist, Christine Norrie, to work in local aged care facilities to screen residents for falls and deliver exercise interventions aimed at improving mobility and functioning. This is a step towards improving access to allied health services for residents in aged care facilities.

Similarly, the IDGP has expanded its dietetic service and welcomes Dietitian, Aida Abdollahi to the clinical services team. Aida will provide services to combat malnutrition in low care residential aged care facilities.

For further details on each of these services, please contact the IDGP on **4220 7600**.

WELCOME

Happy New Year! Welcome back for another year with lots of exciting new changes on the horizon for general practice in 2011.

One of the greatest changes general practice will see is the new agreement on pursuing reforms in primary health care, through the creation of Medicare Locals. Medicare Locals will provide services beyond general practice, taking responsibility for integrating primary health care services in local communities. For more information about Medicare Locals and details of an information evening the IDGP will be holding for practice staff, please refer to page 2.

2011 also marks the beginning of the new Connecting Care Program, which aims to improve integrated care for patients with chronic diseases. This will assist GPs and practice nurses to source the required services for patients and enhance communication between all stakeholders. For more details about this program please refer to page 4.

It is getting to that time of year again and the flu season will soon be upon us. The National Influenza Vaccination Program commences in March 2011. Practices may place orders for seasonal influenza vaccine now, however, vaccines will not be distributed until late February/early March. For an immunisation update, please see page 7.

For those practices requiring help whilst undergoing accreditation, the Practice Support Team is available to provide a range of intensive support service, from assisting with writing and updating policy and procedure manuals to onsite workshops covering such topics as infection control and sterilization. Details of this service can be found on page 11.

We also have a few staff changes to the Practice Support Team. We welcome our new Aboriginal Outreach worker, Pam Toomey, who commenced work at the IDGP in December 2010. Pam joins us with a background of 17 years working in Aboriginal health in rural NSW. Her position is aimed at helping Indigenous patients make better use of primary care services and she will work closely with mainstream general practices. Read more about this on page 3.

We welcome back a familiar face, Beth Bignell, who will be taking on the role of practice support officer, whilst covering Margaret Liackman's maternity leave. For all of you who were wondering, Margaret is now a proud mother of a gorgeous, baby girl. Grace was born on Tuesday the 25th of January and was a very healthy 8.1 pounds. Mum and bubs are both happy and healthy.

Please look out for the following inserts in this issue:

Sanofi Pasteur - Vaccine Factsheet for GPs and Practice Nurses
LMP poster and schedule of dates
LMP pathway for referral of ATSI & Non ATSI patients
Practice Support brochure

Linda, Kathy, Alison, Kristie-Lee, Katherine, Melanie, Beth & Pam

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Kathy's Korner

Is your practice aware that there is an inbuilt Audit System for tracking pathology order requests in MD?

This feature enables you to see who has been given a pathology order and has not had the requested tests done.

If you want to find out more please give the Practice Support Team a call on **4220 7600**.

MEDICARE LOCALS

As you may be aware the Council of Australian Governments (COAG) has reached a new agreement on pursuing reforms in primary health care. This will be done by the creation of the unfortunately named 'Medicare Locals'.

Medicare Locals will evolve from or replace the current network of 111 Divisions of General Practice before funding ceases in 2012. The Federal Government is proposing that more than 15 of the proposed 57 Medicare Locals will be funded in the first round and be established by July 1 2011 followed by a further 15 from 1 January next year and the remainder from 1 July 2012.

Medicare Locals will continue the work of Divisions in supporting general practice, but with an expectation that more will be required, including extending services beyond general practice to allied health professionals, taking on more responsibility for integrating primary health care services in local communities and greater involvement in population health, after hours services and aged care.

The IDGP Board has agreed to express an interest in taking on the responsibilities of an Illawarra/Shoalhaven Medicare Local when the invitations to apply are announced and will do so in collaboration with the Shoalhaven Division of General Practice. We are fortunate in that the boundaries of our regional Medicare Local align with the newly formed Illawarra/Shoalhaven Local Health Network. This however is not the case for many Medicare Locals.

The IDGP will hold an information session for its members and practices on the evening of March 22 2011 to provide further details on the transition process and the implications for our membership. If the Federal government favours our Medicare Local application we will then hold an Extraordinary General Meeting (probably in May) to put the issue to our membership to enact the required changes to our Constitution in the areas of governance and membership.

Dr Kellie Marshall
CEO

DEMENTIA AND HYPERTENSION



between hypertension and an increased risk of dementia and cognitive decline in later life.

With hypertension considered a modifiable risk factor, it appears that hypertensive patients may be able to reduce their risk of dementia by controlling their blood pressure.

The **GP Dementia Risk Reduction Education Project** aims to educate GPs and PNs/Managers in general practice settings on the link between hypertension and dementia in those aged 45-60 years and encourage the application of blood pressure screening in general practice settings, and the implementation of strategies with patients that seek to avoid or minimise the risk of hypertension and dementia over the long term.

If you would like to know more, please contact Katherine Eagleton on **4220 7600** or keagleton@idgp.org.au.

The prevalence of dementia in NSW is expected to increase significantly due to demographic ageing. A new IDGP project addresses hypertension as a risk factor.

The increase in dementia will impact of the health budget and the wellbeing of patients, carers and their families. Dementia is an umbrella term for a variety of diseases that cause progressive decline in multiple areas such a memory, judgment, communication and ability to carry out daily living.

While the biggest risk factor for dementia is age, research has found an association

INDIGENOUS HEALTH

Introducing the IDGP's New Indigenous Outreach Worker

My name is Pam Toomey, I have commenced employment as Indigenous Outreach Worker with the Illawarra Division of General Practice as part of the Closing the Gap Program. The aim of my position is to help local Indigenous people make better use of available health care services.

I will be working with the Indigenous community and general practice. My role focuses on providing practical assistance to general practices and their patients to facilitate attendance at appointments and follow-up care.

I can help you in the following ways:

- I can provide an outreach service to your patients to assist them to attend appointments at your practice. This can include, if required, linking them with community transport services and meeting them at your practice to help ensure instructions by reception staff are understood.
- I can also assist them to access other health services such as follow-up care,

- diagnostic and specialist services
- My service has a simple referral process. Referrals can be made by phone or fax by a GP, practice manager or practice nurse. Patients can self-refer.
- I can provide you with information on the Closing the Gap PIP incentive, Aboriginal Health Assessment items and the PBS co-payment initiative as well as suggestions and resources to help your practice provide a culturally welcoming environment.
- I can encourage your patients to self-identify as being Indigenous.

I will be promoting this new service to practices over the coming weeks and I would welcome the opportunity to visit you to provide further details.

I have worked in Aboriginal health for the past 17 years in rural NSW. I hope to provide support to positively impact on the health of the Indigenous people in the Illawarra community and I look forward to getting to know you.

To contact me please phone IDGP on **4220 7600** or email me at ptoomey@idgp.org.au Information on Closing The Gap is available

on the IDGP website <http://www.idgp.org.au/services/closing-the-gap.html>

Updates on the IDGP Website

The IDGP website has recently been updated.

The **Closing the Gap webpage** on the IDGP website has been updated with useful links and resources.

For information about the Closing the Gap program, the PIP Indigenous Health Incentive and IDGP Closing the Gap program staff, please visit <http://www.idgp.org.au/services/closing-the-gap-2.html>.



PIP Indigenous Health Incentive— Re-register Eligible Patients

It is now time to start re-registering your Indigenous Health Incentive patients for 2011.

Patients must be registered to ensure your practice is eligible for outcomes payments for providing target levels of care.

What do I need to do?

- Practices need to re-register their eligible patients for the next calendar year from 1 November each year. Complete a [new PIP Indigenous Health Incentive and PBS Co-payment Measure patient registration form](#).
- Eligible patients need to complete a [new Indigenous Health Incentive and PBS Co-payment Measure patient consent form](#).

Note: the patient registration payment is made once per patient per calendar year. If a registered patient changes practices during the year, the new practice will need to wait until the next calendar year before they can claim the patient registration payment.

If you need any assistance with understanding the requirements and benefits of the IHI please contact the Practice Support Service.

New Aboriginal Health Worker At The Australian Diabetes Council.

My name is Peter Brown and I am the new Aboriginal Health Worker (AHW) for the Australian Diabetes Council. I have worked in Aboriginal health since 1994 in various locations and communities, from Eden to Grafton and Burleigh Heads. A lot of my work was in Aboriginal Medical Services, in clinical and health education roles.

My role at the Australian Diabetes Council is to research what diabetes programs are running in Aboriginal communities. My area covers the Blue Mountains, Sydney to Goulburn, Queanbeyan and all of the South Coast to Eden.

I am researching what services people are accessing or not accessing and the reasons why services aren't being accessed.

I will be collating my findings to present the Australian Diabetes Council. We then hope to identify what programs we can run in co-operation with the local health professionals in the communities surveyed.

There are 2 programs we may be able to run:

1. Gathering the Dots
2. Medicare program (assessments)

If you would like further information about my role and the programs we are looking at running please don't hesitate to contact me at the Wollongong office of the Australian Diabetes Council (see item on page 8) Ph. **4226 4379**, Mob **0406 381 953** or email peterb@australiandiabetescouncil.com

ATSI GP Resources Kit

An **ATSI GP Resources Kit** is available to download from the IDGP website, if you visit <http://www.idgp.org.au/resources/a-z-general-practice-information.html>, to help make the most of the new initiatives in the Indigenous Chronic Disease package.

IDGP SERVICES AND PROGRAMS

Help Us Combat Respiratory Disease!!

We are looking for patients who smoke, are at risk of COPD or show early signs of COPD – We can offer support and early intervention to help these people to prevent, delay or manage respiratory disease!

The Kiama and Shellharbour Respiratory Clinics offer the following services:

- Spirometry
- Smoking cessation counseling
- Care coordination
- Comprehensive health screening
- Referral to pulmonary rehab and lifestyle based services
- Best practice treatment advice
- Accurate respiratory diagnosis and testing

All services are FREE and there is no waiting list!

We need your referrals! Referrals have been low so please refer your patients to help to keep this service open to the community.

When? The clinic runs monthly on a Tuesday

Where? Kiama and Shellharbour hospitals

How? Call 1300 792 755 (this is the access and referral centre for SESIAHS) or fax the patient's GP Management plan (if applicable) to 02 4223 8455

What? One off appointments with ongoing smoking cessation counseling and care coordination for up to 12 months

Outcomes include:

- Almost 50% of the patients at the clinic have received a new diagnosis
- 100% of patients reduced their cigarette intake by 25% or more
- Almost 20% of patients have quit smoking in the first 3 months of intervention

Patients are seen once only at the clinic under a shared care model to aim to provide access to all available services for the patient (including pulmonary rehabilitation).

There is no cost to the patient for this service. For more information or for a practice visit, please contact the IDGP on **4220 7600**.

Introducing the Connecting Care Program

The beginning of 2011 marks the introduction of the Connecting Care Program to the Illawarra. This NSW Health initiative represents a partnership between the Illawarra Division of General Practice and SESIAHS to improve integrated care for patients with chronic diseases and pursue a model to strengthen the role of GPs in parallel with the public hospital and community sector.

A Chronic Care Facilitator has been employed by the Division to help facilitate linkages between the Area Health Service, general practitioners, non-government organizations and community services. The role has been developed to assist GPs and Practice Nurses to source required services for patients and enhance communication between all stakeholders.

The emphasis will be on self management and client advocacy to assist those with chronic diseases to navigate their way through the health system. It is anticipated that in coming months this will be supported by a telephone support service that will be implemented to provide health coaching, case-management and care coordination.

Initially, referrals will be from the Area Hospital Network. Potential clients will be identified if they are:

- **≥ 65 years of age or ≥ 45 years if Aboriginal**
- **Have had 3 or more admissions to hospital over the previous 12 months due to a chronic disease such as:**
 - Hypertension
 - Type 2 diabetes
 - Chronic Obstructive Pulmonary Disease
 - Congestive Cardiac Failure
 - Coronary Artery Disease
- **Have chronic and complex care needs**

Once this referral pathway has been established, general practice will be able to refer clients who they identify as being at risk of hospitalization due to exacerbation of their chronic disease.

For further information contact Liz Lucas on **4220 7600** or email llucas@idgp.org.au.

IDGP Mental Health Nurse Service – Case Study

Julie a 28yr old female diagnosed with Schizophrenia was referred by her workplace for mental health nurse input.

Due to the impairment of the illness a lengthy assessment was conducted over 3 sessions. Family input has been sought to gain a clear picture both Julie and the family's needs.

On discussion with her mother it became clear that the family's understanding of her illness was limited and there was concern that Julie's needs were not being met.

A treatment plan was developed which included a home visit to discuss with the family all their current needs. This will identify the relevant services that may benefit the family and client. The nursing service will provide liaison for this.

Also a period of education about Julie's illness will be offered and will give her parents time to ask any questions they may have. By giving the family the time to express their needs they will be able to care better for Julie, and Julie may start to access a better quality of life.

When the assessment of both family and client are complete, our service will be maintaining regular contact with the GP and the treating Psychiatrist via reports and phone calls, to provide updates on their client's progress throughout the episode of care. The IDGP Mental Health Nurse Service will update Julie's progress in the next PS issue.

Do you have a client in your practice that could benefit from our Mental Health Nurse Service? If so please contact Kim or Helen at IDGP on **4220 7600**.



WOMEN'S HEALTH



Do You Have an Interest in Antenatal Care?

The Illawarra's GP Antenatal Shared Care Program is looking for interested GPs to be a part of their Committee which meets quarterly for 1 hour at Wollongong Hospital.

The Committee strives to enhance antenatal services to women and develop strategies for continuous improvement and shared best practice. It also endeavours to facilitate a strong collaborative partnership between the IDGP and The Illawarra Shoalhaven Local Health Network.

If you would like to nominate to be part of the committee, or have the Terms of Reference sent to you, please contact Leanne, Antenatal Shared Care Coordinator on 4253 4271 or email Leanne.Cummins@sesiahs.health.nsw.gov.au

National Women's Health Policy 2010: New directions for improving women's health

This new national policy prioritises preventing chronic disease among women and focuses on maintaining and developing health services and prevention programs.

The policy is committed to building an environment where more can be done to ensure that all Australian women have better health and health care. The policy adopts a dual priority approach that recognises the importance of addressing immediate and future health challenges while also addressing the fundamental ways in which society is structured that impacts on women's health and wellbeing.

A link to the National Women's Health Policy 2010 can be found at: <http://www.health.gov.au/internet/main/publishing.nsf/Content/national%20womens%20health-1>

Interested in Women's Health?

Family Planning NSW is running a Well Women's Screening Course to be held in Nowra on the 5th April.

The program will cover a range of issues including:

- Revision of anatomy and physiology
- Cervical health
- Breast screening
- Policy & procedure
- Legal issues
- Infection control
- Pathology follow-up
- History taking

This course ideally allows you to complete a portion of the work at home and at your own pace, without taking time away from your daily practice activities.

The structure of the course is as follows:

Workbook - Sent to participants 4-6 weeks prior to workshop (includes all resources required)

- Take-home Examination - to be completed prior to the workshop
- Workshop - One day workshop including role-plays, case studies and a practical session with clinical models
- Minimum 14 hours clinical placement and competency assessment
- Assessment - Take-home Examination and the Clinical Competency which will be assessed during the placement

The cost of the course will be \$1,700 and eligible patients may be entitled to partly funded positions with a co-contribution payment of \$550 funded by the Cancer Institute NSW.

For those who are not eligible to apply for a funded position, the course fee will be \$1,620. Registration forms can be found on the Family Planning NSW website

For more information please contact Katherine Eagleton, **4220 7600**, or contact Family Planning's course co-ordinator Sophia Constantinou directly on **02 8752 4328**.

BreastScreenNSW-Mammograms After 70

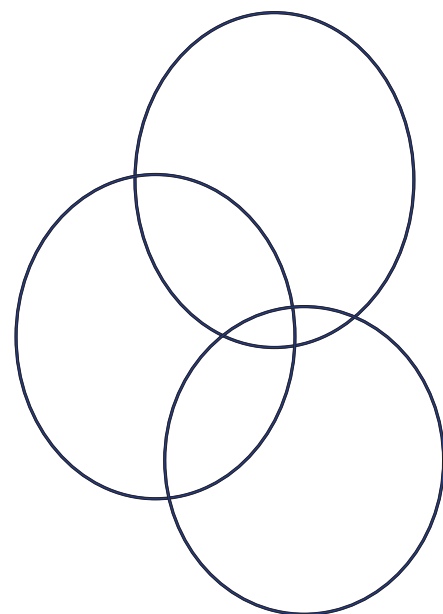
After 70 can I have a free screening mammogram?

BreastScreen NSW is a FREE breast screening service for women aged 40 years and over. This government funded service aims to detect breast cancer in its early stages, when treatment can be most effective and improves the chance of survival from the disease.

Priority patients of BreastScreen NSW are women aged 50 to 69 years. Women who are enrolled on the BreastScreen NSW program are sent a reminder letter to attend a two yearly mammogram. Once a patient turns 70 they no longer receive this letter to remind them to attend their two-yearly mammogram. However, it is important that these patients are aware that they still remain eligible to attend BreastScreen NSW for FREE.

The decision is ultimately up to the patients, however with the risk of breast cancer increasing with age, patients aged over 70 years should be made aware that they are welcome to continue to attend BreastScreen NSW for a free screening mammogram every two years.

For more information or to book and appointment, please phone **13 20 50**.



HUMAN RESOURCES

State Awards Transition To The Modern Award System On 1 Feb 2011 – Do you know which one covers you?

2010 saw the majority of NSW private sector workplaces (incorporated employers) move to modern awards in line with the new national workplace relations (Fair Work) system.



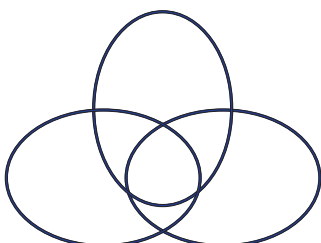
If you were using a NSW state award on 31 December 2009, you need to start using the relevant modern award and complying with any transitional provisions within the modern award from 1 February 2011.

Indigenous Employment Program

Is your practice struggling to get good reception staff, do you have days where your practice is under staffed, are you having problems covering reception staff that are sick or on annual leave? Have you ever thought of putting on a trainee?

There are some great financial incentives for employers and support is provided. All trainees take part in a 4 week pre employment course that prepares them for working in general practice and they receive ongoing mentoring for the duration of their traineeship.

The IDGP in partnership with the UOW (GSM), In2Careers, & DET NSW are working together to increase employment opportunities for Indigenous Australians in general practice as part of the "Closing the Gap" program.



NSW Department of Industrial Relations will no longer be providing award information on its website and their *Pay Rate Updates* subscription service will cease.

If you are subscribed to this service, they would like to keep your details on record so that they can provide you with updated information about industrial relations issues or to participate in surveys to help them improve their services.

If you do not wish this to happen, please unsubscribe by replying to Email.Updates@services.nsw.gov.au with "unsubscribe" in the subject line.

Fair Work Online provides information about the 122 modern awards which now cover all Australian workplaces, please visit <http://www.fairwork.gov.au/awards/pages/default.aspx>.

You can also ring the Fair Work Infoline on **13 13 94**.

Practices Looking For Practice Nurses

If your practice is looking to employ the services of a practice nurse or expand your current practice nurse workforce please notify the Practice Support Team.

We currently have nurses looking for work in general practice; their enquiries are directed to our website for further information.

The Practice Support Team is able to place an advertisement on the IDGP website, free of charge, with details of what your practice is looking for.

The practice recruitment page of the IDGP website can be found at <http://www.idgp.org.au/latest-news/practice-vacancies.html>.

Please contact Practice Support if you would like to place an ad on the website or discuss this further. Phone **4220 7600** or email practicesupport@idgp.org.au.

IDGP Practice Staff Needs and Satisfaction Survey 2011

You will soon receive a letter regarding the Practice Staff Needs and Satisfaction Survey 2011. The survey has been designed to focus on the needs of the practice team with the aim of improving support services provided by the Division, streamlining communication and planning for the future.

This year we have developed an online version of the survey and will be sending you an email with the web link for you to complete. Practices without email/internet will receive a hard copy in the post to fill out and send back to us. The survey is simple, quick and should take no more than 15 minutes of your time.

The survey will need to be completed by Monday 28th March 2011. We encourage every practice to take the time to complete this survey.

If you have any questions, please phone the Practice Support Team on **4220 7600** or at practicesupport@idgp.org.au

Refugee Health Update

The aim of health assessments for refugees and other humanitarian entrants is to introduce them to the Australian primary health care system as soon as possible after their arrival. It is a voluntary one-off service and must be provided within 12 months of arrival in Australia.

Medical practitioners may telephone Medicare Australia on 132011, with the patient present, to check their eligibility for this assessment.

As with other health assessments, this may be claimed under the time based MBS items of 701 (<30mins), 703 (30-45mins), 705 (45-50mins) or 707 (>60mins).

From the beginning of 2011, GPs conducting health assessments for refugees will receive a letter from the Chest Clinic with TB screening appointment details. This may assist GPs with coordinating care, including scheduling of immunisations and treatments so they do not interfere with Chest Clinic procedures such as the Tuberculin Skin Test.

For further information contact Jenny Lane, SESIH Multicultural Health Service, Phone **4221 6700**.

IMMUNISATION



New Immunisation Fact Sheet

The National Centre for Immunisation Resources and Surveillance (NCIRS) strives to provide resources based on the latest evidence available. Resources are updated as new information and vaccines become available.

NCIRS has released a new fact sheet for immunisation providers on adult vaccination. It provides a summary of the **current national recommendations on vaccines** required during adult hood, including those funded under the National Immunisation Program (NIP) and those that are recommended in the current (9th) edition of The Australian Immunisation Handbook.

For more information, as well as other immunisation resources, please visit: <http://www.ncirs.edu.au/immunisation/index.php>

Australian Practice Nurses Palliative Care Needs Survey

Practice Nurses are invited to take part in a 10 minute survey which aims to 'Identify Australian practice nurses palliative care capacity and professional development needs'.

This survey is being undertaken by a nursing honours student, Ms Megan Smith. The results will inform the development of the palliative approach on-line learning module for Australian Practice Nurses, which The University of Notre Dame Australia has been contracted to develop. So your input is highly valued.

This survey can be accessed on line via: <http://www.surveymonkey.com/s/8LRPRLD>

If you have any questions or comments please don't hesitate to contact me on **0411 100 617** or jane.phillips@nd.edu.au

Immunisation Update

Rotarix Vaccine Notice

NSW Health had identified a potential safety issue with the oral Rotarix vaccine squeeze tube. There have been instances where the nozzle/top of the Rotarix vaccine squeeze tube has fallen into the vaccine following removal. This presented a risk that the nozzle could be expelled from the tube during vaccination, and potentially inhaled.

GSK has notified all immunisation providers of this issue with a letter, which includes instructions to ensure that the vaccine is administered according to best practices.

Because of this safety issue, **NSW Health has reverted to the previous plunger applicator of the Rotarix vaccine.** The transition back to the Rotarix oral applicator (plunger device) will occur over the first few months of 2011, so Practices should now be receiving this type of delivery method.

Influenza Vaccine

The National Influenza Vaccination Program commences in March 2011. Practices may place orders for seasonal influenza vaccine now - however, vaccines will not be distributed until late February/early March.

The 2011 seasonal influenza vaccine helps protect against the three most common strains of flu virus which have been identified by the World Health Organisation (WHO) as potentially leading to serious illness in the southern hemisphere in 2011. These strains include H1N1 (also known as swine flu) virus, H3N2 and a B-like strain.

Although the 2011 flu strains are the same as the strains used in the 2010 flu vaccine, patients will have waning immunity and will therefore need to be re-vaccinated in 2011. Stock from 2010 should not be used, unless it is still within its expiry date and complies with cold chain requirements.

Who is Eligible for free flu vaccination?

The National Immunisation Program introduced a new cohort, known as the National At-Risk Cohort (NARC), which allows the following groups to have free influenza vaccination:

- People over 65
- People under 65 living with an underlying medical condition including: heart

disease, chronic lung disease (including asthma), diabetes, chronic kidney failure, neuromuscular disorders, and people who have weakened immune defenses

- Pregnant women
- Aboriginal or Torres Strait Islander people aged 15 years and over.

Intanza

Intanza is the first intradermal flu vaccine. It uses a micro needle only 1.5 mm long, at least 10 times shorter than the standard IM flu vaccine needles. Intanza, however, is only available for those aged between 18 and 59, and is NOT available as part of the National Influenza Program as a free vaccine.

Intanza can be purchased by interested patients but it is not listed on the PBS. Intanza will be available by February 2011.

Vaxiplace

Sanofi Pasteur recently launched a new vaccine forum called **Vaxiplace**. The site encourages Australian health-care professionals to engage in online immunization discussions as well as provides information on epidemics, clinical data, vaccines and practice tools.

It includes information on all vaccines and vaccine-preventable diseases, regardless of manufacturer. Members can share their experience in clinical practice and discuss topical vaccine-related issues in real time, while also gaining access to relevant resources and news. It is not for the general public.

For more information please visit the website at www.vaxiplace.com.au.

My Vaccination

GlaxoSmithKline (GSK) has developed the My Vaccination website to help educate consumers about vaccination. The website supports the National Immunisation Program and uses the Immunisation Handbook as its basis.

To ensure that My Vaccination continues to meet the needs of immunisers, new features will continue to be added.

For more information please visit the website at www.myvaccination.com.au.

DIABETES UPDATE

A visit to...The Illawarra Diabetes Service.

By Anne Harding (RN), Tongarra Medical Services, Albion Park.

After spending 40 hours of clinical practice at the Illawarra Diabetes Service (IDS), as part of my Graduate Certificate in Diabetes Education and Management studies, I have a new appreciation of the way in which this service works locally to support people living with diabetes, and their significant others. The concepts of self management and collaborative care are well and truly alive, and are actively embraced by the IDS Team.

One of the highlights of my time at the IDS was meeting bubbly 9 year old Louise and her parents. Louise, who has lived with Type 1 Diabetes Mellitus (T1DM) since she was 5 years old, was attending an insulin pump education day. Armed with her new pink insulin pump, which she navigated with as much ease as her Nintendo DS, Louise and her parents were launched into a new phase of managing her T1DM. Use of modern technology also extends to the IDS diabetes educators, who log on to secure websites at the request of clients and view their downloaded insulin and BGL data, enabling the Diabetes Educator to provide assistance with troubleshooting and support regarding titration of insulin doses via email or phone.

Time spent at the IDS Foot Ulcer Clinic provided one of the most potent reminders of why the need to strive for optimal glycaemic control is paramount. It is here where the work of the podiatrist, in collaboration with other health professionals such as vascular surgeons and microbiologists, are literally keeping people on their feet. For some clients, this means the difference in being able to hold down a job or having to resort to a disability pension. It was a good reminder why patient education, foot screening and timely referral to podiatry services in general practice is an essential part of diabetes care and should not be overlooked.

The IDS Team

Endocrinologists: Dr Robert Moses (IDS Director), Prof Dennis Calvert & Dr Agata Piotrowicz (Registrar). Dr Charles Verge & Dr Jan Walker (Paediatric Endocrinologists, Sydney Children's Hospital) - 4 clinics/year at the IDS.

Diabetes Educators: Gareth Lucas (NUM), Michele Martin (CNS/CDE), Janelle Collins (CNC/CDE), Gail Wamer (DNE), Savina Ishra (DNE), Jo Gough (CDE).

Dietitians: Meagan Winter (APD), Megan Barker (APD), Meredith Kennedy (APD), Wendy Braddock (APD).

Podiatrist: David Allen.
Clinical Trials & Research Unit: Alison Webb (CNS) & Nicola Natrass (CNS)

Referrals

- Referrals to the IDS are via the IDS Referral form. Plans are underway to develop an electronic version of this referral. Both GPs and Nurses can refer patients, and patients can also self refer via phone.

- Visits to the Diabetes Educator, Dietitian and Podiatrist (Foot Ulcer Clinic) do not require patients to utilise any of their 5 Allied Health visits under Medicare.

- Interpreters are arranged by the IDS to attend appointments with patients who require an interpreter – you just need to indicate an interpreter is required on the referral form.

- Written feedback is provided by IDS health professionals to the referring general practice team, to ensure a collaborative approach to team based diabetes care is fostered.

Contact details:
Illawarra Diabetes Service
Level 2, 304 Crown St, Wollongong
Phone: 1300 308 969
Fax: 4226 5261

Overview of IDS services

Inpatient education/support	Inpatients can continue to be supported on discharge through outpatient clinics.
Outpatient clinics	Clinics are available at the IDS (Wollongong), as well as Bulli, Port Kembla, Shellharbour & Kiama hospital outpatient departments. Patients can access a Diabetes Educator and/or Dietitian through these clinics.
Group Education	Gestational Diabetes (individual sessions also available) & T2DM education groups are conducted at the IDS (Wollongong) & outpatient clinic locations.
Endocrinologist	IDS (Wollongong) only. Bulk-billed consultations.
Foot Ulcer Clinic	For referral criteria see the IDS referral form.
School Education	For schools/teachers of students with T1DM.
Supermarket tours	Conducted by IDS Dietitians at local supermarkets.
Staff Education	Sessions open to nurses working in general practice. IDS also provides clinical placement for UOW undergraduate nursing students, and postgraduate students from a range of universities.



L-R: David Allen (Podiatrist), Jo Gough (CDE), Michele Martin (CDE), Gareth Lucas (NUM) & Megan Barker (Dietitian).

NEW IDGP Diabetes Patient Information Booklet and Service Directory 2011

The Illawarra Division of General Practice Diabetes Patient Information Booklet and Service Directory is now updated and available on our website to download.

Once we have secured sponsorship each practice will receive printed copies to hand out to patients.

To download a copy from our website please visit <http://www.idgp.org.au/clinical/diabetes.html> and if you have any questions please phone the Practice Support Team on **4220 7600** or at practicesupport@idgp.org.au

The Australian Diabetes Council

In consultation with its members, the Australian Diabetes Council (formerly trading as Diabetes Australia-NSW) has been rebranded with a new logo, intended to better support all people with or at risk of developing diabetes.

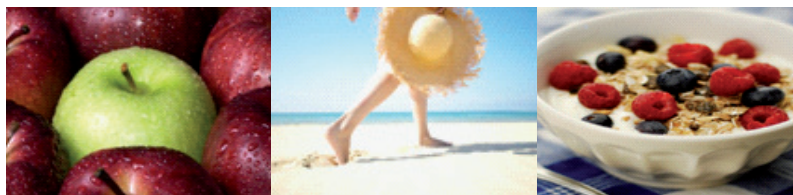
The Wollongong Resource Centre is located at Shop 3 Station Street and is open Monday to Friday 9am-4pm.

Education and prevention staff are now available with an Accredited exercise physiologist, credentialled diabetes educator (Mon/Tues), Aboriginal health worker (see page 3) and accredited practicing dietitian (Tues) accessible for assistance.

Services provided include: general advice/assistance, BG meter clean and checks, sale of diabetes resources, cook books and NDSS products, educational seminars, events and children's camps.

Our overall aim is to link people living with or at risk of diabetes with local diabetes services.

If you would like any further information about the services provided please phone **4226 4379** or the Customer Care Line on **1300 342 238**.



reset your life a healthy lifestyle program to prevent diabetes

A series of "reset your life" groups has been scheduled to commence each fortnight during 2011 – see enclosed schedule of dates!

Local advertisement of this program is now being promoted through **Prime TV, Wave FM and the Illawarra Mercury**. We therefore would like to encourage practices to become familiar with the referral procedures and the program.

What's it about?

- Health coaching: weight loss, healthy eating, physical activity, smoking, stress management
- Group sessions are delivered on 7 occasions over 6 months
- Targets diabetes prevention in people aged 40-49 but anyone can be involved!

Who is eligible?

- anyone can come (as a fee payer) or Subsidies are available for type 2 diabetics (under Medicare 8 group sessions for type 2 diabetics) and those 40-49 years of age and at high risk of developing Type 2 Diabetes (type 2 diabetes risk evaluation – scores of ≥ 12 on the AUDRISK).

What does it cost?

- \$50 for eligible patients – Aged 40-49 and high risk of type 2 diabetes, as determined using the AUDRISK tool (scores of ≥ 12), Patients with established diabetes referred under the 8 Medicare Diabetes Group sessions.
- Non-eligible patients may attend the groups at a cost of \$280 for the entire 6 months (paid in instalments).

How do I refer?

To refer a patient simply complete the LMP Referral Form and fax it to IDGP on 4226 9485.

The referral form can be found at <http://www.idgp.org.au/services/allied-health-services-2.html> or please contact us.

Also see enclosed pathway for referral of ATSI and Non-ATSI patients.

Require more information?

Please find inserted into this edition of PS, a number of LMP resources for your practice. You will find a laminated flow chart outlining the patient referral pathway for LMP, a list of scheduled dates of the LMP program for 2011 and an A4 coloured poster for patients that can be hung up in either the waiting room or treatment room.

Please do not hesitate to contact Katherine Eagleton or Lauren Hickson on: **4220 7600** or email idgp@idgp.org.au.

The IDGP can support your practice with structured systems to refer such as screening patients in the waiting room, utilisation of PEN CAT or MD, recall and mailing or practice nurses can deliver the program in house!

Groups are now held at the Illawarra Division of General Practice in Wollongong, at Physical Therapy in Rosemont Street Wollongong, at Rehabilitation in Motion, Victoria St Wollongong and also at Lawrence Hargraves Hospital Thirroul.

Also an active learning module has been designed for GPs which can be completed intermittently online! The ALM focuses on prevention of type 2 diabetes. Please promote this to GP colleagues as a continuous professional development opportunity.

Further information can be obtained by phoning the IDGP on **4220 7600**.

Local Health Networks

NSW Local Health Networks formally commenced on 1 January 2011 and will transition to full operation over the next six months. Information about each LHN, including boundary maps, structure, functions, CEO and Governing Council members, and contact details can be found at <http://www.health.nsw.gov.au/lhn/>.

Integrated Chronic Disease Management Online Clearinghouse

The ADMA Integrated Chronic Disease Management Online Clearinghouse stores practical resources and tools relevant to disease management services, plus brief explanations of their development and use. These have been uploaded by their authors so that others can then search and access them. To view this online resource, Please visit, <http://clearinghouse.adma.org.au/>

Medicare provider enquiry line

The options on the Medicare Provider Enquiry Line have changed. The changes will make it easier for health professionals to directly access staff that can deal with complex enquiries such as the interpretation of Medicare Benefits Schedule item numbers. There now is a dedicated option for MBS item interpretation in response to feedback. Medicare Provider Enquiry Line: **132 150** For more information, please visit www.medicareaustralia.gov.au.

BEACH Study Data Released

The Bettering the Evaluation and Care of Health (BEACH) program is a continuous cross-sectional national **study of general practice activity** that began in April 1998. Every year approximately 1,000 randomly selected GPs participate. Each GP records details of **100 consecutive patient encounters** on structured paper forms, and provides information about themselves and their practice.

To access the reports and recent data this study has found, please visit: <http://www.apna.asn.au/scripts/cgiip.exe/WService=APNA/ccms.r?Pageid=6009&DispMode=goto|11397>

New Resources from the National Prescribing Service

Tips for overcoming eyesight trouble to safely manage medicines.

Many people find eyesight deteriorates as they get older, which in turn makes it difficult to read the small print on medicine labels, leading to medicine mix ups and subsequent health problems. The latest issue of Medicines Talk includes tips for identifying and storing medicines, and sourcing accurate information to help make life easier for people with eyesight problems.

For the latest Medicines Talk newsletter, please visit, http://www.nps.org.au/consumers/publications/medicines_talk/medicinstalk_no._35_spring_2010

Healthy Kids Check Booklet Changes

The Get set 4 Life booklet "Habits for Healthy Kids" is no longer being published in hardcopy format and copies cannot be ordered from National Mailing and Marketing.

The descriptors for a Healthy Kids Check provided by a practice nurse or registered Aboriginal health worker (Item 10986) and the Health Assessment provided as a Healthy Kids Check (Items 701, 703, 705 and 707) have consequently been changed to read:

"The practice nurse or registered Aboriginal health worker is required to note if a copy of the Department's publication 'Get Set 4 Life – habits for healthy kids' has been provided to the patient's parents/guardian."

See: <http://www9.health.gov.au/mbs/fullDisplay.cfm?type=item&qt=ItemID&q=10986>

The booklet can still be downloaded from: http://www.health.gov.au/internet/main/publishing.nsf/Content/Health_Kids_Check_GetSet4Life%20Guide

MedicareWatching Immunisation Incentives

Medicare Australia's National Compliance Program 2010–2011 has identified the General Practice Immunisation Incentive Program as an area that they will audit this year.

Practices may be randomly audited to ensure they meet the entry requirements.

Practices must:

- meet the RACGP definition of a General Practice;
- have appropriate processes to handle and store vaccines;
- have current public liability insurance; and
- have current professional indemnity cover for general practitioners.

Practices already participating in the Practice Incentive Program (i.e. accredited practices) are automatically considered to meet the requirements needed to confirm they met the requirements to receive the August 2010 payments.

Measles

Several measles clusters have recently been identified in NSW, Victoria, ACT, Queensland and New Zealand and have been associated with unvaccinated overseas travellers. Second generation cases are now emerging. Two recent cases have been identified in NSW and GPs should be on the lookout for others who may be developing symptoms.

Please be alert for people presenting with **fever, conjunctivitis, cough and rash**, especially if they are unimmunised children or if they are in their 20s, 30s or 40s (many adults born since 1966 remain susceptible even if immunised since most have only had a single MMR). If you suspect measles, please perform serology, take respiratory tract and urine samples and **notify your local public health unit by phone, on 4221 6700, while your patient is still in the surgery**. The Public Health Unit can assist with testing and follow up of contacts if the case is confirmed.

MMR is recommended for all travellers born in or since 1966 who have not had 2 doses of MMR.

Practice Support Services

ON-SITE Medical Director & Profile training available

The Practice Support Service provides a convenient and cost-effective way for practices to upskill their GPs, registrars, nurses and admin staff in MD or Profile.

Training is held at your practice and is tailored to the needs and experience of participants. The fee is \$60/hr (+klms).

Sessions are typically 1.5 - 2 hrs duration, for up to 3 participants.

For further information please contact Kathy on **4220 7600** or email practicesupport@idgp.org.au

Intensive Accreditation Support

Accreditation can be a challenging time. The Practice Support Service can provide intensive assistance to help practices prepare and take some of the worry out of this process!

Our Accreditation Package can provide assistance with: -

- Writing or updating the practice policy and procedure manual
- Assist with completing AGPAL Pro online
- Assist in completing GPA pre survey visit paper work
- Help with practice specific templates
- Onsite workshops
 - Accreditation overview
 - Infection control
 - Sterilisation
 - Triage

So don't leave it to the last minute!

For more information on how we can help your practice or for a no obligation quote please give the Practice Support team a call on **4220 7600** or send an e-mail to practicesupport@idgp.org.au

Checklist for new GPs

Do you have a new GP starting work in your practice? If so, we here at the IDGP have produced a checklist for new GPs starting work in a new practice. The checklist contains the information, forms and orientation tasks required to get your new GP started. If you would like a copy of this resource please contact the Practice Support Team on **4220 7600** or at practicesupport@idgp.org.au and we will be happy to send you out a copy.

Practice Nurse Orientation

The IDGP Practice Support Team is available to provide a range of services to those nurses who are new to nursing in general practice. To aid this transition into general practice, the practice support team provides assistance with:

- Understanding Medicare nurse item numbers
- Health assessments and care plans
- Medical Director training
- Templates

If you would like assistance in any of these areas please contact the Practice Support Team on 4220 7600 or at practicesupport@idgp.org.au.

Practice Visit for Immunisation

The Practice Support Team can offer your practice an immunisation visit on a range of topics including:

ACIR Secure Site – assisting practitioners within the practice to gain access to and log on to the ACIR secure website, in order to send immunisation information electronically or to check the immunisation status and history of a child online.

Increasing Your Childhood Immunisation Rate – support with identifying children within your Practice that are overdue for immunisation, using the GPII020A practice report, and resources to recall overdue children.

Cold Chain and Vaccine Storage Procedures for General Practice – an informal review of the cold chain management within your practice and education and resources on the storage of vaccines. We also offer a data logging service of your vaccine fridge, where the temperature of your fridge is monitored over a 7-day period to check for variances outside the recommended temperature range for vaccine storage.

Immunisation Schedule Information – up-to-date information on the NSW immunisation schedule and vaccines.

If you would like assistance in any of these areas, please contact the Practice Support Team on 4220 7600 or at practicesupport@idgp.org.au



Locum General Practitioner

UK based MRCGP doctor seeking 2 month locum in general practice from April 2011 onwards.

Contact Helen at helenbotica@medisun.com.au or telephone 0405 161954.

mediSun is a medical recruitment company, co-ordinating short and long-term placements of medical practitioners, for both hospitals and general practices throughout Australia.

mediSun

IDGP Education & Training

Primary Care Infrastructure Grant Information Evening

Following the recent success of 5 Illawarra general practices in being awarded Primary Care Infrastructure Grants in the first round in 2010 and in preparation for the 2011-2012 grant rounds, the Division will be holding an information session for GPs and practice managers.

The session will be held on **31 March 2011** at the IDGP and will cover:

- How to write a grant application
- Tips on what to cover in the Commonwealth infrastructure grant applications based on our experience with the Superclinic grant process
- Q & A time

Flyers will be sent out in the coming weeks upon the announcement of a second round of grants. If you would like more information please contact the practice support team on **4220 7600** or email practicesupport@idgp.org.au.

IDGP Practice Support Dates

Practice managers forum meeting dates:

- 23rd Feb
- 25th May
- 24th August
- 23rd November

Upcoming Workshops:

- Healthy Kids Check Training – April 6th
- Preparing for the flu season – April/May*
- Modern Awards - May*
- Diabetes – July*
- Wound Care - September*
- Annual Immunisation Update – November*

*Dates are to be confirmed.

2011 Practice Management Training

UNE Partnerships, in conjunction with the Australian Association of Practice Managers, New South Wales is conducting Professional Practice Management training workshops in Sydney.

These workshops offer practical training, with immediate application in the workplace. The full workshop program commences in May 2011, so enrol now to avoid disappointment.

The **Certificate IV** in Professional Practice Management is designed for the operational management of a practice or for those who lead a team within a professional practice structure.

It is also suitable for those new to the sector, wanting to develop the necessary skills and knowledge to work within a practice. Workshop program commences 5 May 2011!

The **Diploma** of Professional Practice Management is designed for experienced practice or business managers, with a more strategic focus across the management of a practice.

It develops skills in leadership, human resource management, strategic planning, finance and continuous improvement. Workshop program commences 14 May 2011! Enrol now as places are strictly limited.

If you would like further information, and have a brochure sent to you in the mail, please visit http://www.unep.edu.au/General/UNEP_info_request.htm

For information relating to our interest free instalment plans (Ezypay), visit http://www.unep.edu.au/General/UNEP_Ezypay.htm.

In addition to the AAPM workshops with face to face facilitated sessions, UNE Partnerships accepts enrolment for distance education, which means you can enrol now, and study at your own pace. Details are available on their website http://www.aapm.org.au/html/s01_home/home.asp

For information on membership and the AAPM, please refer to the AAPM Website above for further details.

External Education

Benchmark Courses

The Benchmark group is an accredited training organization offering a number of education topics for practice nurses. If you are interested in attending a Benchmark course, please go to <http://www.benchmarkgroup.com.au/>, for more details or to register. The course dates and topics are outlined below:

Benchmark Group Clinical courses (available at Cronulla and Nowra)

1 March 2011: Course in Ear Irrigation – Cronulla - \$325.00

1 March 2011: IV Cannulation and Line Management – Cronulla - \$145.00

2 March 2011: Course in Clinical Casting – Cronulla - \$560.00

3 March 2011: Course in Wound Closure and Suturing – Cronulla - \$1085.00

24 May 2011: Course in Ear Irrigation – Nowra - \$325.00

Sexual Health Nursing Courses

The College of Nursing, with ASHM, is offering two courses in Sexual Health Nursing in 2011. These two courses will cover principles and practices, and clinical practice. Scholarships are available to NSW nurses. For more information please visit: http://www.ashm.org.au/default2.asp?active_page_id=134

Asthma Courses

The Asthma Foundation NSW is running practice nurse education in 2011. Some of the courses the Asthma Foundation will be running are an Introduction to Spirometry course and an Asthma Update course. All courses will be held at the Asthma Foundation in St Leonards, NSW. However, the Asthma Foundation will hold courses around the State for groups of 8 or more from expressions of interest.

Contact sovens@asthmafoundation.org.au for booking forms for the courses.