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ISSUE

13

NOVEMBER
2009

Annual General Meeting

This years Annual General Meeting will be held at Bayviews - Waves Function Room, North Terrace, Burnie. All General Practitioners, Practice/Office Managers and Practice Nurses are invited to attend.

Full Financial Members only are eligible to vote, non-members and associate members are welcome to attend as observers.

Please come along and join us for a pre Christmas Celebration, Drinks and Finger Food on **Thursday 19th November 2009** from **6.30pm - 8.00pm**.

For more information [Click Here](#)

REMINDER

ALL PRACTICE STAFF CHRISTMAS MOVIE NIGHT

The evening will kick off with drinks and nibbles prior to the movie, have prizes through out the night. Popcorn and soft drink or popcorn and choc top will also be provided.

Movie: The Invention of Lying

*In a world where everyone can only tell the truth...this guy can lie.
Romantic comedy featuring Jennifer Garner and Ricky Gervais*

When: Thursday 26th November 2009

Where: Metro Cinemas, Burnie

Time: 6.30pm - 7.30pm Drinks and Nibbles
7.30 pm - Movie Starts

Those attending the movie night are asked to
bring along a \$5 Secret Santa gift.

For more information and to register [Click Here](#)



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eHealth Updates

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PRACTICE EMERGENCY ALARM SYSTEMS

Smithton Practice have informed the network about a new duress or panic alarm system available for consulting rooms called GP Safety. It is designed in Australia and is basically a button that plugs into your computer, and is controlled by software that you install on each computer.

When an emergency occurs, just press the button - an alarm window will pop up telling you which room it is coming from; as well as making an unobtrusive alarm sound.

It is an Australian product designed for GPs, but would be equally suitable in any consulting-type organisation. Pricing starts at \$60 per button.

For more information [Click Here](#)

CLINICAL AUDIT TOOL

New update

CAT version 2.6 has recently been released, which contains a number of new features:

- More MBS Item cross referencing (NOTE: You need to activate this – see instructions below)
 - 70075 + Health Check
 - 70275 + Health Check - Home
 - 725 GPMP Review
 - 727 TCA Review
 - 900 DMMR
 - 903 RMMR
 - Diabetes SIP - This will include all MBS Items for Diabetes SIP (2517, 18, 21, 22, 25, 26 and 2620, 22, 24, 31, 33, 35)
- Alcohol
- Drug Abuse
- Age in months filter – eg. now you are able to search for 12-18 month olds. This will become especially useful when childhood immunisations are added to the CAT (within the next few months).

How Do I ACTIVATE THE MBS ITEMS TAB IN CAT?

The MBS Items Tab and the 45-49 Health Check Tab need to be activated in CAT before you can see them and take advantage of these powerful features.

To activate the MBS Items and 45-49 Health Check Tabs:

1. MD3 and Pracsoft 3 **MUST** be installed
2. Open CAT
3. Select **Edit > Preferences** from the menu bar (top left)
4. In the **Clinical Audit Tab**, ensure **Medical Director 3** is selected as the GP Application
5. In the **Medical Director 3 Tab**, select **Pracsoft 3** as the Billing Software selection.
6. Click **OK**

Once the practice has completed these simple steps, the MBS Items and 45-49 Health Check Tabs will be available in CAT.

eHealth Updates cont'd

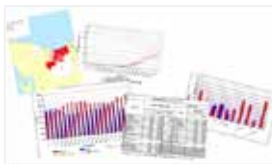
INFORMATION MANAGEMENT TOOLS AND ASSISTANCE

General Practice North West provide a number of tools and training to assist practices with data cleansing, patient analysis, practice benchmarking and proactive patient management. The tools and training are provided for free by GPNW.



CAT scrutinises a practice's patient information and presents it in a refreshing graphical format that is easy to understand. It can be used to assist with accreditation, or be used to produce a list of patients who fall into selected population 'target groups', making population health and quality care initiatives simple to act upon and measure, and allow a practice to identify business opportunities.

Practice Health Atlas



Aims to inspire **general practice teams** to reflect on their clinical activities and to develop innovative business models for more effective health care services/outcomes.

Broken into three main areas:

demographics | chronic disease | item number utilisation

If you want to know more about the Information Management tools available for your practice, contact Gary Walker.

Home Medicines Review (HMR)

Rebekah Sheehen



HMR – CAN ANY OF YOUR PATIENTS BENEFIT?



Patients who have had a HMR reported an increased understanding about their medicines which leads to better compliance.

- Do any of your carers worry about the medicines their relatives are taking?
- Do any of your patients worry about their medicines?
- Do you know if they are taking any over-the-counter medicine?
- Do you really know if they are taking the medicines you prescribe the way you intended?
- Do you know if they are taking complementary medicine?
- Do you know if they are taking the medicines you prescribed or the ones they received in hospital?

HMR is a tool to improve medication use in the community and patients like having extra service that general practice can provide.

More Information

For more information about Home Medicines Review contact Vince McAllister, HMR Facilitator on 0408 468 43 or email peterthompsons.pharmacy@nUNET.com.au, or Rebekah Sheehen at General Practice North West on 6432 1440 or email rsheehen@gpnw.com.au

Immunisation Program

Bronwyn McLaren

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FREE ONLINE IMMUNISATION UPDATE COURSE

APNA together with the Australian Divisions of General Practice, the Australian Government Department of Health and Ageing and the Royal Australian College of General Practitioners, have developed online immunisation education modules for Practice Nurses.

These FREE learning activities can be accessed online and used by Practice Nurses to update their immunisation knowledge. These are an interactive and enjoyable way to learn, and provides useful links to other sources of information - great for Nurses in rural or remote areas where access can be an issue.

To access this free course simply click on the link below and fill out the registration form. You will be contacted with your free user account details and a link to the online course.

[Click Here to register for the free online Immunisation Activities for Australian Practice Nurses course](#)

Please note:

- It is not a requirement that you are an APNA member to register for this course.
- This course **does not** enable a Practice Nurse to become an accredited immuniser.
- The course includes six activities, each activity takes approximately one hour to complete.

HPV CATCH UP PROGRAM ENDS SOON

The catch up program finished on 30 June 2009. All females in the catch up cohort must have started the course with their first dose of the vaccine on or before 30 June 2009, and completed all 3 doses by 31 December 2009. GPs have until the end of March 2010 to submit notifications for doses given within this time in order to attract a notification payment.

TIPS TO KEEP YOUR VACCINES EFFECTIVE

REMEMBER:

- Check
- Refrigerate
- Rotate

When ordering vaccines please remember:

- Only order the stock you require till the next order
- Do not overstock your refrigerator, overstocking can contribute to fluctuations in temperatures as air cannot flow freely through the refrigerator.

When receiving vaccine orders please remember:

- When your order arrives, check it immediately. Ensure the correct vaccines have been delivered. Inspect the monitor cards and ice packs
- As soon as checks are complete refrigerate all vaccines
- Rotate your stock. Place new stock towards the back of the fridge and old stock towards the front of the fridge. Shortest expiry date stock should be used first. Check expiry dates regularly - never use out of date vaccines.

When stocking your refrigerator please remember:

- Keep vaccines in their original packaging; do not remove until ready to use
- Open and close the refrigerator door only when required
- Monitor the refrigerators temperature by recording it at the beginning and end of every working day. Record the temperatures. Observe the thermometer throughout the day ensuring temperatures are within 2-8°C
- Have back-up storage for your vaccines in case of power failure (refer to 'Strive for 5' National Vaccine Storage Guidelines)
- Position the refrigerator away from heat sources e.g. not directly under a window, or next to machinery
- Tape or place a 'do not turn off refrigerator' sticker over, on or near the electrical plug to avoid it being accidentally turned off.

Immunisation cont'd

HOW TO SUBMIT VACCINATION NOTIFICATIONS TO THE HPV REGISTER

Many providers have been storing HPV vaccination data as instructed by the [Australian General Practice Network](#), which provides examples of HPV Register preferred notification formats.

For Further information and Frequently Asked Questions on lodging notifications to the HPV Register [Click Here](#) or phone the HPV Register for assistance on 1800 478 734 (1800 HPV REG).

All new notifications should be faxed to (03) 8360 8699 or send large numbers of forms in the reply paid envelope(s) provided by the HPV Register. Additional supplies of the reply paid envelope can be obtained by contacting 1800 478 734 (1800 HPV REG).

HOW TO CLAIM PAYMENT FOR HPV VACCINATIONS



Payments for valid notifications (\$6 per dose, GST exempt) received by the Register will be made to GPs who have registered and provided their bank account details. GPs who have not already registered can [Click Here](#) for GP Registration Forms or phone the HPV Register for assistance on 1800 478 734 (1800 HPV REG).

H1N1 VACCINE

For all the up to date information and resources [Click Here](#)

PRODUCT ALERT

Providers are alerted to familiarise themselves with the Hiberix and Infanrix *hexa* vaccine product similarities and differences as presented in the table. In mid 2010 GlaxoSmithKline, the manufacturer of these vaccines will be introducing blister packs for Infanrix *hexa* and Hiberix 10 dose packs to ensure each presentation encourages correct dilution.

Hiberix® vial	Infanrix <i>hexa</i> ® vial
The vial label States "Hiberix" for Hiberix vial	The vial label States "Hib" for the vial contained as part of the Infanrix <i>hexa</i> package
The coloured vial collar A silver collar for the "Hiberix" vial in the Hiberix package	The coloured vial collar A green collar for the "Hib" vial contained in the Infanrix <i>hexa</i> package.
Hiberix (<i>Haemophilus influenzae</i> type b) is used routinely at the 12 month old schedule point and the pellet should always be reconstituted with the diluent provided in the pre-filled syringe supplied. 	Infanrix <i>hexa</i> is used routinely at the 2, 4 and 6 month old schedule points and the Hib pellet (<i>Haemophilus influenzae</i> type b) should always be reconstituted with the diluent provided. Diluent contains the other five components of the vaccine -Diphtheria, Tetanus, Pertussis, Poliomyelitis and Hepatitis B. 

Nursing In General Practice Program

Bronwyn McLaren

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APNA Online Learning provides a range of education and training, specific to the general practice clinical and business environment, that enhances the professional role of practice nurses. Industry specific courses range from short courses to more formal qualifications. A range of generic courses are also available covering IT skills, building team effectiveness and governance training.

Topics covered include clinical and professional topics:

- Diabetes Management in the General Care Setting
- Mental Health Part One - free
- Mental Health Part Two - free
- Smoking Cessation - free
- Ulceration of the Lower Legs
- Organ and Tissue Donation - free
- National Bowel Cancer Screening Program- New
- Understanding the MBS Items
- IT skills including the Microsoft products
- Business Skills including Writing Business Plans
- Plus a whole lot more.

APNA Online Learning provides you with a range of flexible training options which allow you to:

- Meet regulatory training requirements
- Meet continuing professional development requirements
- Undertake nationally-recognised formal qualifications
- Develop and enhance your skills in a range of critical industry and general business areas

Once enrolled in **APNA Online Learning** you may:

- Carry out online training using rich, interactive learning
- Access a range of valuable resources
- Keep complete records of all training activity
- APNA Online Learning allows you to undertake training anywhere you have internet access.

[Click Here to visit the APNA Learning site now](#)
or contact APNA on Freecall 1300 303 184 or education@apna.asn.au

E-LEARNING TRAINING PACKAGE TO SUPPORT MEDICARE ITEM 10997

The e-Learning package consists of a foundation unit and seven disease-specific units covering the topic areas of arthritis, asthma, dementia, diabetes, cancer and coronary heart disease. The modules have been developed by expert organisations in the field of chronic disease which ensures current best practice is provided in each of the learning areas. The modules are intended to provide participants with introductory level knowledge and information to support the monitoring and support role.

[Click Here to read more and start your training.](#)

Nursing In General Practice Program cont'd

COMPETENCY STANDARDS FOR ENROLLED NURSES IN GENERAL PRACTICE

The ANMC National Competency Standards clearly state that an Enrolled Nurse must operate under the direction and supervision of a Registered Nurse whilst retaining responsibility and accountability for provision of nursing care.

Even if supervision provided by a Registered Nurse is indirect in nature, it is important that the legal responsibility involved in this be clearly understood by both parties.

Supervision

The oversight, direction, guidance and/or support provided to an employee by the registered nurse responsible for ensuring such an employee is not placed in situations where he/she is required to function beyond his/her level of educational preparation or competence.

Direct Supervision

Is provided when the registered nurse or midwife is actually present, observes, works with and directs the person being supervised.

Indirect Supervision

Is provided when the registered nurse or midwife **works in the same facility** as the supervised person but does not constantly observe his/her activities. The registered nurse or midwife must be available for reasonable access. What is reasonable will depend on the context, the needs of the patient and the needs of the person who is being supervised.

For more information [Click Here](#).

Useful Websites

[Australian Practice Nursing Association](#)

[Australian General Practice Nursing](#)

[Royal College of Nursing Australia](#)

[Nursing Board of Tasmania](#)

[General Practice Nursing](#)

[Australian Nursing and Midwifery Council](#)

Medical Software



Rebekah Sheahen

rsheahen@gpnw.com.au

If you are interested in receiving in-house training, resource creation, or templates for your medical software, please contact Rebekah on 6432 1440.

Medicare

Rebekah Sheahen

rsheahen@gpnw.com.au

45-49 YEAR OLD HEALTH CHECK

Rural Health Education Foundation – An Ounce of Prevention: MBS item 717, the 45-49 year old health check.

This 40 minute education program provides an overview of the item number, and outlines advantages of the health check using a practice business case. Presenter panel includes Prof. Mark Nelson, Dr Norman Swan, Prof. Mark Harris, and Dr Bronwen Harvey.

A DVD or video is available free from DoHA email peterthompsons.pharmacy@nufet.com.au or to purchase from RHEF website [Click Here](#). The RHEF website also provides related resources.

Mental Health Program

Sharee Taylor

staylor@gpnw.com.au

CLARIFICATION ON MENTAL HEALTH TRAINING

(MBS – BETTER ACCESS INITIATIVE - CHANGES)

Any MHST/Level 1 training undertaken since July 2001, will qualify a GP for the higher fee for MH Treatment Plans from 1st Jan 2010.

New MBS item for Mental Health Skills Training - from 1st January 2010, a new schedule fee Medicare item of \$125.95 will be introduced for GPs who have not undertaken accredited Mental Health Skills Training.

Those GPs who have undertaken training accredited by the General Practice Mental Health Standards Collaboration (GPMHSC) since the commencement of the; “Better Outcomes in Mental Health Care Program” from 1st July 2001, will continue to be able to access the current schedule fee of \$156.85 for developing a Mental Health Treatment Plan under MBS item 2710.

Points requiring clarification;

- Further detail around the new Medicare item for GPs will be provided by Medicare in November.
- DoHA will issue another Fact Sheet around this time.
- DoHA anticipates that if a GP (ineligible to claim) claims the higher rebate, it will be rejected – that the claim will not automatically default to the lower rebate.

To confirm GP status or check on course attendance please contact GPMHSC: Stacey, Ph: (03) 8699 0554 or email gpmhsc@racgp.org.au.

GPNW is facilitating a MHST course: “Primary Mental Health Care: Assessment, Planning & Treatment Strategies for GPs” on Friday 4th December at Elizabeth Town. **THIS IS NOW FULL.**

There will be a further MHST course held locally on **19th February, 2010**. The course is “Young Minds: Treating Depression & Anxiety in Young People” Introductory Module and will be facilitated by Dr Beris Konetschnik.

Young Minds focuses on the identification, diagnosis and treatment of high prevalence mental health disorders occurring in young people between the ages of 12 and 24, including:

- Clinical information and practice guidelines on the epidemiology, diagnosis, treatment and management of common mental health problems experienced by young people;
- Outcome measures commonly used in the diagnosis of these disorders;
- Treatment guidelines and fact sheets for primary care professionals;
- Information about how to develop a ‘youth friendly’ practice;
- Resources and support material to support patient psycho-education.

Young Minds is a GPMHSC accredited **Mental Health Skills Training** package and approved and endorsed by: the Royal Australian College of General Practitioners (6 hour Active Learning Module, completion earns 40 CPD points); the Australian College of Rural and Remote Medicine (completion earns 6 ACRRM PDP); the Australian Association of Social Workers (2 points per learning hour); and, the Royal College of Nursing Australia (attracting 6 Continuing Nurse Education points).

If you would like to attend this course on the 19th February 2010, please email me ASAP

NB: RACGP are running a MHST course on 14th November at New Town [Click Here](#) for more details.

Mental Health cont'd

VETERANS AND VETERANS FAMILIES COUNSELLING SERVICE - VVCS

What is VVCS (formerly Vietnam Veterans):

A specialised, free and confidential Australia-wide counselling and support service for Australian veterans, peacekeepers, their families and eligible Australian Defence Services (ADF) personnel. VVCS provide an integrated suite of services to help with a range of mental health conditions and other lifestyle issues that may be a result of the veteran's service. VVCS staff are professionally qualified psychologists or social workers with experience in working with veterans, peacekeepers and their families.



What can VVCS provide?

- Individual, couple and family counselling,
- Crisis counselling and after-hours telephone crisis counselling – Veterans Line,
- Case management for complex presentations,
- Group programs including lifestyle management programs,
- Outreach program providing access to contract counsellors and other health services for veterans and their families living in rural, remote and some outer metropolitan areas,
- Referral to other specialist services and treatment programs,
- Information and education.

How to refer to VVCS?

- GP's can refer by phone, written referral or recommend patient self referral.
- Fax or phone to nearest VVCS centre located in Launceston: Ph: (03) 6331 7500, Fax: (03) 6331 1923, or Ph: 1800 011 046 (connection to Launceston centre during business hours and Veterans Line during after-hours).

For further information please [Click Here](#)

GPNW Updates

contact@gpnw.com.au

GPNW CLINICAL SERVICES - WAITING TIMES

GPNW Clinical Services Mental Health waiting times are 1-8 weeks (depending on the venue).

Diabetes Service waiting times are 6-12 weeks (depending on the venue). Appointments for newly diagnosed and insulin commencement clients may be available earlier.



This November, two of our division staff members have decided to put down the razor for one month for **Movember** which is an annual, month-long celebration of the moustache to help raise awareness and funds for men's health issues, specifically prostate cancer and depression in men.

Mo Bros, supported by their Mo Sistas, start Movember (November 1st) clean shaven and then have the remainder of the month to grow and groom their moustache. During Movember, each Mo Bro effectively becomes a walking billboard for men's health and, via their Mo, raises essential funds and awareness for Movember's men's health partners – The Prostate Cancer Foundation of Australia and beyondblue.

You can check the progress of our Mo Bros by visiting [Kim](#) or [Gary's](#) MoSpace team website or donate to the team [Click Here](#)

Rural Palliative Care Project

Sharee Taylor

staylor@gpnw.com.au

The Palliative Care website was officially launched on 30th September: [Palliative Care Website](#)

This site provides valuable information to help understand and manage issues arising with a life limiting illness.

- For patients, carers and families;
- For health professionals;
- About the specialist palliative care service in Tasmania; and
- About how to access care and support throughout Tasmania.

FORMULARY ADULT PALLIATIVE CARE

This Formulary has been developed to provide information for healthcare professionals involved in prescribing and caring for adult patients receiving palliative care.

The formulary has five main sections:

- Matching symptoms to medication
- Medication monographs
- Use of syringe drivers
- Prescribing outside of license
- Drug interactions

[Click Here](#) to view the **Adult Palliative Care Formulary**

Tip: Save to your desktop for quick reference

- a) Open file
- b) Click on file, save as, click on desktop button, save 😊

FACT SHEETS - PATIENT, CARERS AND FAMILIES

These fact sheets cover a range of symptoms of advanced illness, and useful information about planning ahead and end of life care.

They include information about:

- What might cause symptoms;
- What patients can do to help themselves;
- Symptom management; and
- How different health professionals can be of assistance.

[Click Here](#) to view all **Palliative Care Fact Sheets**

SYMPTOM MANAGEMENT GUIDELINES

The Symptom Management Guidelines are a resource for all health professionals caring for palliative patients. They include information about symptom assessment, symptom management, clinical decision making, including setting goals of care, and when to seek specialist advice.

[Click Here](#) to view **Care Management Guidelines**

For Further Information Contact:

Palliative Care Services – North West

“Parkside” Level 3, Strahan Street, South Burnie 7320

Phn: 03 64 407111 Fax: 03 64 407113

Lifestyle Modification Program

Sharee Taylor



staylor@gpnw.com.au

TYPE 2 DIABETES PREVENTION PROGRAM

Attn: GPs & Practice Nurses

Do you have 40-49 yr old patients who are at high risk of developing type 2 diabetes??

GPNW currently requires three more referrals to get a group session started in DEVONPORT.

The GP roles in the program:

- Complete the "Australian Type 2 Diabetes Risk Assessment Tool" with the patient
- Undertake and arrange relevant investigations to exclude type 2 diabetes
- Assess the readiness of the patient to make lifestyle changes
- Provide information and advice to the patient on lifestyle modification programs – refer to the information pack or website: <http://www.gpnw.com.au/cdm.html>
- Where appropriate, fax or mail the referral & assessment tool result to General Practice North West accredited lifestyle modification program "Reset your Life."

Patient Eligibility: Patients must be:

- Aged 40 to 49 years (inclusive) and
- Scored 15 or greater as determined by the Australian type 2 Diabetes risk assessment tool

The Program consists of:

- ✓ 7 sessions (run over six months)
- ✓ Group motivational & educational sessions supporting lifestyle changes & adoption of healthy lifestyle choices
- ✓ Detailed Participants Manual
- ✓ Aust Government subsidised, patient pays \$50 for the complete program. (No cost for concession card holders/pension). Private health fund - may be eligible for rebates.

GPNW currently have two accredited facilitators ready to start group sessions. These sessions are held over a 6-7 month period with an intensive phase of 4 months.

Please [Click Here](#) for more information on the program or contact Sharee Taylor

Upcoming Events

contact@gpnw.com.au

NORTH WEST AREA HEALTH SERVICES EDUCATION SESSION FOR GPs

Local Management Strategies in Chronic Pain Management

Speakers:

Dr John Henshaw – Pain Management Specialist - NWAHS **Topic:** Clinical aspects in managing chronic pain

Dr Keith McArthur – GP Liaison Officer - NWAHS **Topic:** Some tools for assessing chronic pain and addiction

Assoc Prof Michael Buist – Director of Medicine - NWAHS **Topic:** Logistic & practical options for service delivery in the region

Devonport

Date: Tuesday 17th November, 2009
Time: 7.00pm - 9.00pm (Meal Provided)
Venue: High Tide Restaurant

Burnie

Date: Wednesday 18th November, 2009
Time: 6.30pm - 9.00pm (Meal Provided)
Venue: NWRH – Library Tutorial Room

(Video-link available to West Coast/Smithton/King Island)

RSVP: Thursday 12th November

Friday 13th November

RACGP/ACRRM: Cat 2 (A total of 4 points for event)

Contact: Sharee Taylor (staylor@gpnw.com.au) Ph: 64321440 or for more information and to register [Click Here](#) 11

Other Information

contact@gpnw.com.au



Topics:

- The Pituitary Gland – What can go Right – What can go Wrong
- Advances and Expectations in Pituitary Surgery
- Other Medical Management of Pituitary Tumours
- Hormone Replacement Therapy
- Hypopituitarism in Children and Adolescents
- An Introduction to Growth Hormone and Hydrocortisone
- A Journey to Parenthood – Fertility and Pituitary Disorders

For more information and to register [Click Here](#).

AGGRESSIVE PATIENT BEHAVIOUR IN AUSTRALIAN GENERAL PRACTICES NATIONAL SURVEY

The Commonwealth Department of Health and Ageing has commissioned the Australian Primary Health Care Research Institute (APHCRI) and wCampbell Research & Consulting to conduct the **first national study examining patient-initiated aggression against general practitioners and general practice staff in Australia.**

We now need your input.

Extensive consultations and interviews with stakeholders and general practice staff across Australia have already occurred and findings have been used to develop two national online surveys for general practitioners and general practice staff.

Practice Manager Survey (or other practice representative)

Please [Click Here](#) or alternatively go to surveys.campbellresearch.com.au//1024_Practice_Survey.htm

(Note: Only one survey response per practice is required by a practice representative. This representative can be any member of staff from the practice including practice managers, medical receptionists, practices nurses or allied health professionals)

The following information is for all the general practitioners in your practice

Please forward the following information and link to all the GPs in your practice

General Practitioner Survey

Please [Click Here](#) or alternatively go to surveys.campbellresearch.com.au//1024_GP_Survey.htm

(Note: Each GP in your practice needs to complete their own 'General Practitioner' survey)

If you have any questions about this survey please contact Assoc. Prof Rhian Parker at APHCRI on (02) 6125 7838 or rhian.parker@anu.edu.au.

Disclaimer:

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