The involvement of primary care in the First, Do No Harm campaign took another step forward recently with a regional patient safety workshop.

The May session focused on the Global Trigger Tool – an internationally recognised system for identifying adverse events causing patient harm.

The tool can help healthcare organisations better estimate the frequency and types of adverse events and monitor changes in rates.

There were almost 30 participants and presenters from across the northern region, including representatives from Manaia PHO and Primary Health Care Northland, senior staff from the four DHBs and the Health Quality and Safety Commission.

Manaia Health PHO shared its progress on developing and piloting a general practice trigger tool.

First, Do No Harm clinical lead Karen O’Keeffe said primary care involvement was important. “We are working hard on breaking down the barriers and fostering the sense that we are all part of the same health system, so it was critical to have primary care leaders involved,” Karen said.

“The session challenged us all to look at how we are applying the Global Trigger Tool and assess how best to use the data we are finding to translate into improvements in patient safety,” she said.

“This process will take time but we are on the journey together and the interest from primary care in reducing patient harm is welcome.”

Regional Collaboration: Linda Holman (quality leader, Manaia Health PHO), Kyle Eggleton (clinical director, Primary Health Care Northland), Deborah Jowlitt (senior advisor, Health Quality and Safety Commission) and Gloria Johnson, (chief medical officer, Counties Manukau DHB).

Auckland DHB waiting times: Current outpatient waiting times for Auckland DHB are published, and regularly updated, on Healthpoint. You will find them on the Auckland DHB home page, at the top right under Important Links.

New acute eye service at Greenlane

The way acute eye service is offered at Greenlane Clinical Centre has changed, streamlining the process, improving waiting times, and providing much easier access for referrers.

The service has been separated into two clinics: acute referral clinic (ARC) and emergency eye clinic (EEC).

A dedicated phone line with a direct dial number (avoiding the hospital switchboard) now gives referrers immediate access to talk to a clinician in the acute referral clinic. If the patient needs to be seen, a time to attend the clinic will be organised according to the urgency of the problem, avoiding long waits. All acute referrals should be sent through this system.

The acute eye referral line is (09) 630 9964.

Walk-in emergency patients such as trauma cases now go directly to the emergency eye clinic, and are either treated there, or offered a timed appointment in the acute referral clinic.

Non-acute patients who present at the emergency eye clinic are now advised to return to their GP or optometrist for a referral to the routine clinic.

The process for non-acute referrals remains unchanged, with all referrals to be sent to the central referrals office.

GP input vital to ESC progress

Last issue, Primary Care News advertised three Elective Surgery Centre (ESC) workshops being held in May and June.

Due to a limited response, two of the three workshops were cancelled.

Instead, the ESC project team will now present at upcoming CME and peer review group forums and is working with local PHOs to schedule these presentations.

The presentations will cover topics such as:

- Greater GP access to treatment and diagnostics to prepare patients optimally for their first specialist assessments (FSA)
- Better information flows about patients’ needs, conditions and circumstances
- Reorganising outpatient clinics so fast-tracked patients visit hospital only once for their FSA, pre-admission checks, pre-surgery education and surgery booking
- Reducing patient waiting times.
- Preparations for the start of the August pilot.

If you would like more information about the Elective Surgery Centre primary care integration and one-stop shop work streams before the information sessions, please contact project manager Carol Harris: carol.harris@waitematadhb.govt.nz.
Online with eReferrals

Waitemata, Counties Manukau and Auckland district health boards are introducing a system to for sending referrals electronically to hospitals in the Auckland region.

eReferrals will improve information transfer between primary and secondary care providers. It also means GPs can spend less time on paperwork.

Rollout is being implemented in six groups of 50 or so practices over six months. Each practice has received information from healthLink on installation and the technical requirements. More than half of eligible GP practices in the Auckland metro region are now using eReferrals, and more than 3500 eReferrals have been received.

If you need help getting your site up and running with eReferrals, contact the healthLink eReferrals deployment team on 0800 288 885 or helpdesk@healthlink.net

Each PHO has nominated a support person or team to liaise with healthLink and the eReferrals project team. If healthLink can’t complete an installation for any non-technical reason, that person will contact the practice and walk through the issues and logistics. The PHO support person will also provide the necessary training.

Online resources

- You will find training documents and videos on the eReferrals website (www.ereferrals.co.nz).
- On the homepage you will also find a video of clinicians talking about working with the new system.
- If you have any questions about the eReferrals project, please email at ereferrals@healthalliance.co.nz or visit www.ereferrals.co.nz.

Navigating health online

The Health Navigator Charitable Trust was set up by a group of Auckland clinicians and consumers to make it quicker and easier to find relevant, quality-tested information.

The grassroots initiative has now grown into a national network with financial support from 15 DHBs, and links all the different information sources into one central point, www.healthnavigator.org.nz.

It includes many useful resources:

- Educational factsheets, videos, websites and guides for common health topics
- Self-help information for patients and families
- A library with videos, people’s stories, and quizzes
- Links to educational information in multiple languages
- Best-practice guides, pathways and treatment
- Centre for clinical excellence with listings of online training, CME options, clinical networks and more.

You might also like to consider:

- Signing up for the Long-Term Conditions Network and e-bulletin (it’s free) admin@healthnavigator.org.nz
- Expanding the topics covered by becoming a topic editor
- Joining a reference group which is part of the Long-Term Conditions Network http://selfmanagementnetwork.ning.com/groups
- Requesting wallet cards, rack cards or flyers for your waiting rooms – contact admin@healthnavigator.org.nz.

Primary health interpreting services

Primary Health Interpreting Services are funded by the Northern DHB Support Agency, to improve access to primary health services for non-English-speaking communities.

Free primary health interpreting services are available to many primary care services, including:

- General practices (Including GP consults rest homes)
- All PHO services
- Pharmacy services
- Accident and medical clinics.

For more information about the service criteria and how to register with the provider in your area contact:

- Waitemata Auckland Translation and Interpreting Services
  Phone 0800 887 765, fax (09) 486 8307, email: watis@waitematadhb.govt.nz website www.watis.org.nz
- Counties Manukau District Health Board Interpreting and Translation Service
  Phone 0800 744 735, fax (09) 276 0198, email: phip@cmdhb.org.nz
- Auckland District Health Board Interpreting Service
  Phone (09) 630 9943, fax (09) 623 4695, email: phip@adhb.govt.nz, website: https://interpreters.adhb.govt.nz:

Half-day update on infectious diseases

by ID physicians of Auckland City Hospital and Starship Children’s Hospital

8.30am-1.30pm, Saturday, August 4
Medical School, Park Rd, Grafton

Update your knowledge about 10 common infectious disease topics:

- Cellulitis
- Recurrent boils
- MRSA treatment and eradication
- ESBL positive (multi-resistant) UTIs
- Paediatric immunisation
- HIV infection, management
- Pre-travel advice
- Fever in the returned traveller
- Tuberculosis and Quantiferon Gold test
- Pneumonia

Plus a 60-minute Q&A session

Approved for five RNZCGP CME points

$20 registration fee.Contact: Ms Vai Westholm, phone: 3074949 ext 22970, email: vaiw@adhb.govt.nz