



WENTWEST DIVISIONAL *focus*

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General Practitioners' role central to improvements in primary health care

As the recently appointed Western Sydney Medicare Local, WentWest has been working closely with the local community to better identify the primary health care needs of Western Sydney.

In the first of many Community and Stakeholder Forums, WentWest recently sought advice from a broad spectrum of health professionals and community groups to better understand the existing barriers to accessing much needed services in the region.

WentWest has also established a network of health professionals and community groups, called Local Primary Health Care Networks, which will be responsible for identifying critical issues and making recommendations to WentWest for the planning of services.

WentWest CEO, Olivia Wood, emphasises that, while WentWest's role will be to lead a more coordinated and localised approach to primary health service planning for Western



Delegates at first Community and Stakeholder Forum

Sydney, the patient-GP relationship will remain central to its success. "On the surface, the relationship between a patient and their GP will remain unchanged. What will differ is a GP's ability to tap into local services to better aid patient care," explains Olivia.

It is anticipated that the transition to a more localised and collaborative approach to primary health care will help Western Sydney patients and the professionals who service them

to experience a more streamlined system in the future. "We are endeavouring to create a more connected primary health care system for Western Sydney patients and its health professionals", maintains Olivia.

The management of Type 2 diabetes is one such example of how the changes will better assist patients under the

Western Sydney Medicare Local.

WentWest will work in collaboration with health professionals and community groups to improve access to diabetes education, dietary consultation, podiatry and exercise services for those living with the condition.

For more information on the Western Sydney Medicare Local and upcoming Local Primary Health Care Network events, call Wentwest on 8811 7100 or visit: www.wentwest.com.au.



SAVE THE DATE
Saturday, 22nd October 2011













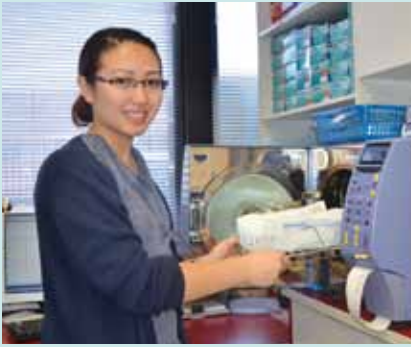








**Western Sydney
Primary Health Care
Conference**
Novotel at Rooty Hill RSL
www.wentwest.com.au



Nancy Le, Practice Nurse

How long have you been nursing?

I've been a nurse for three years and a practice nurse for two years.

Why did you start working in a general practice?

I was curious about what nurses do in a medical practice. Working in a general practice also gives me the ability to work regular hours and to form therapeutic bonds with patients.

What aspects of general practice nursing do you enjoy?

I like forming bonds with patients and being able to monitor the progress of their conditions. I also enjoy the diversity of cultures within the community and participating in chronic disease management plans and education sessions.

I also find the work environment, professional relationship with practice staff and doctors, and the knowledge and skills gained from working in a practice to be very rewarding.

How does it differ from your previous nursing roles?

The working hours in practice nursing are more predictable, unlike hospital shift work. My work is also very skills-based, as I perform a variety of duties such as Pap smears, ECG and ear syringing. I also find that I am respected by patients and appreciated as a nurse when patients receive quality health outcomes from our care.

What advice would you give to nurses considering practice nursing?

It's a great work environment and the role is diverse and rewarding.



4-year-old immunisation bike competition – still time to join

WentWest is excited to offer practices the opportunity to participate in the 4-year-old Bike Competition.

The competition aims to increase practice immunisation rates while offering patients the opportunity to win one of five bikes or one of ten "Walter the Wombat" runner-up prizes.

The competition runs from 1st September to 30th November 2011 and winners will be announced on

12th December. During this period, any child who receives their 4-year-old immunisation will be eligible to win.

Participating practices will receive support material such as a promotional poster, entry forms and box as well as instructions on how to set up the competition in the practice.

The competition is only for practices in the WentWest area and all participating practices must be registered with the General Practice Immunisation Incentive (GPPII).

To take part in this fun and innovative initiative, call WentWest on 8811 7100.

Raise your performance with the Pen CAT Tool

More and more practice managers are taking control of their practice performance by analysing their patient databases, identifying gaps in service provision and improving processes at a practice level.

The Pen CAT tool is a clinical information system that supports quality improvement in information management and enhances the business capability of General Practice.

The tool allows practices to analyse information from GP clinical desktop systems and translate the data into real statistical and graphical information.

Practice managers and principals can then assess the information and

use it to improve the quality and completeness of patient information and, consequently, patient care.

The Pen CAT tool can be used to:

- Assist with accreditation requirements;
- Highlight gaps in patient data and service provision;
- Identify patients with particular needs or with specific health risks for a more targeted approach;
- Create accurate disease registers; and
- Explore MBS billing opportunities.

WentWest has a number of licenses available to GPs located in our region. To request a license, email Alex McLaren at: alex.mclaren@wentwest.com.au or call 8811 7123.

Help your patients take control of their Type 2 diabetes



SHAPE (Sessions for Health & Physical Exercise) is a fitness program that offers:

- 8 group sessions combining exercise & dietary education
- Regular fitness assessments
- Access to experienced dietitians & exercise professionals
- Personalised dietary & nutritional advice.

This is a FREE service for eligible patients*



ENROLLING NOW FOR TERM 4.

*SHAPE Diabetes Support Service is a free service for patients with established Type 2 diabetes. Patients must be eligible under Medicare Item Numbers 81110, 81120, 8115, 81125 and referred by a GP.



Better access to primary health care for Aboriginals and Torres Strait Islanders

WentWest is supporting care providers and community members to improve access to mainstream primary health care for the Aboriginal and Torres Strait Islander community, through a range of initiatives:

Practical assistance for GPs and community members

GPs and practices can liaise with Aboriginal Outreach Workers who provide non-clinical patient support in general practices and the community.

Support services can include: attending appointments with patients; organising transport; improving access to medications; as well as facilitating specialist appointments.

Cultural Awareness Training

WentWest has developed the RACGP accredited 'Cultural Awareness' training package. The training will equip participants to better meet the needs of Aboriginal and Torres Strait Islanders.

Cultural Awareness training is also part of the mandatory requirement to claim the Indigenous PIP incentive.

Care coordination and access to funds for supplementary services

GPs from practices participating in the PIP Incentive can access the services of a coordinator to help manage care or services for patients.

Funds may also be accessed for patients to directly pay fees for services by allied health providers (where MBS rebates are not available) or meet the difference between MBS rebates and fees charged by private specialists or allied health providers.

For more information or to access training and services, please contact WentWest on 8811 7100 or email: aboriginal.health@wentwest.com.au.

Maximise clinical data to improve health care

Through the Quality Improvement Framework (QIF) program, WentWest can support practices to achieve patient improvements in Chronic Disease Management and Pap reminders.

WentWest can provide you with an electronic data extraction product, known as the Canning Tool, which is capable of identifying cohorts of patients that should be targeted for strategic and proactive Chronic Disease Management.

As part of the program, you will receive regular reports measuring your

clinical progress, as well as support from your Area Services Coordinator to assist you in areas such as:

- Quickly and easily identifying patients who are not meeting clinical targets;
- Improving the quality, accuracy and completeness of the practice's clinical data; and
- Helping to manage patients with chronic disease systematically.

For more information or to book a demonstration, please email: data@wentwest.com.au or contact your Area Services Coordinator on 8811 7100.

Road to 100% immunisation coverage



Dr Alfred Wilson and Yasmin Nisha

Rivaside Medical Centre

Location

Parramatta, New South Wales.

Staff

Solo GP and Practice Manager.

Aim

To develop a system to increase children's immunisation rates at their practice.

Background

Dr Alfred Wilson established his practice in Parramatta in 2006. The practice bulk bills and caters to a mixed population, including elderly, young families and culturally and linguistically diverse patients.

With the arrival of the flu season, Rivaside Medical Centre was keen to take a more proactive approach to increase their immunisation rates.

Process

Rivaside Medical Centre completed their first full data cleanse in December 2010.

The data cleanse included:

- Using the GPII report to locate child patients whose immunisation was overdue;
- Sending out reminders; and
- Updating children's immunisation details on ACIR online.

Rivaside Medical Centre also started using ACIR online to notify them of childhood immunisations, rather than sending paper-based forms.

The practice generated a list of all children turning four at the practice within the following three months, and then sent out four-year-old birthday cards (provided by WentWest). This process recalled the children into the practice for their final vaccinations.

Outcomes

Rivaside Medical Centre increased their childhood immunisation coverage rates by 29% within 12 months. In May 2010 coverage rates were 71% and by February 2011 coverage rates had increased to 100%.

In addition to greater rates during this period, Rivaside Medical Centre increased their PIP payments, ACIR data accuracy and, importantly, improved patient care and outcomes with the collaborative assistance of WentWest.

To learn more about how WentWest can assist your practice to increase immunisation rates, please call 8811 7100.

WENTWEST EDUCATION CALENDAR

	DATE	TIME	EVENT	VENUE
SEP	Wednesday, 14th September	12.30–2.00pm	Local Primary Health Care Network – Auburn	Auburn RSL Club, 33 Northumberland Rd Auburn
	Tuesday, 20th September	12.30–2.00pm	Local Primary Health Care Network – Blacktown	WentWest Office, Level 1, 85 Flushcombe Rd Blacktown
	Wednesday, 21st September	12.30–2.00pm	Blacktown Medical Practitioners Association Meeting	Chopsticks Restaurant, 6 Ash St Blacktown
	Friday, 30th September	12.30–2.00pm	Mt Druitt Medical Practitioners Association Meeting	TBA
OCT	Wednesday, 12th October	12.30–2.00pm	Parramatta and Holroyd CPD Meeting	Parramatta RSL Club, O'Connell St Parramatta
	Wednesday, 12th October	7.00–9.30pm	CPR Training	Parramatta Workers' Club, 163-165 George St Parramatta
	Tuesday, 18th October	12.30–2.00pm	Local Primary Health Care Network – Holroyd	The Holroyd Centre, 17 Miller St Merrylands
	Wednesday, 19th October	12.30–2.00pm	Blacktown Medical Practitioners Association Meeting	Chopsticks Restaurant, 6 Ash St, Blacktown
	Tuesday, 25th October	12.30–2.00pm	Local Primary Health Care Network – Hills	Castle Hill RSL, 77 Castle St Castle Hill
	Friday, 28th October	12.30–2.00pm	Mt Druitt Medical Practitioners Association Meeting	TBA
NOV	Wednesday, 16th November	12.30–2.00pm	Blacktown Medical Practitioners Association Meeting	Chopsticks Restaurant, 6 Ash St, Blacktown
	Friday, 25th November	12.30–2.00pm	Mt Druitt Medical Practitioners Association Meeting	TBA

SHAREwest
COMMUNITY EXERCISE CLASSES



Sharewest Community Exercise Classes

Sharewest is a group exercise program that provides better access to health and fitness classes at subsidised rates. The program is designed to promote health and wellbeing, prevent falls and other injuries and encourage a healthier lifestyle. Participants can choose from a range of classes to suit their health and fitness level.

Sharewest is most suitable for seniors, beginner exercisers and those people who have or are at risk of developing a chronic disease and have limited access to exercise facilities or are intimidated by traditional gym environments.

To find out more about Sharewest, call WentWest on (02) 8811 7100 or visit: www.wentwest.com/public/sharewest.asp